### **Scope Statement**

**Project Name:**Rooming Workflow Optimization for Medical Assistants (MAs)

**Project Purpose:**To streamline the rooming process for Medical Assistants at Optum Primary Care to reduce patient wait times, increase provider readiness, and enhance patient and staff satisfaction. This will be achieved through standardization, training, and stakeholder engagement.

**Project Objectives:**

* Reduce average rooming time for follow-up visits from 10 to 5 minutes
* Reduce average rooming time for wellness visits from 25 to 15 minutes
* Develop and implement a standardized training manual for new hires
* Align workflows across MAs and providers for consistency
* Improve satisfaction scores for patients, MAs, and providers

**Deliverables:**

* Standardized Rooming Workflow Process
* Training Manual for Medical Assistants
* Time-motion analysis report (before and after metrics)
* Stakeholder feedback summary and approval
* Final Lessons Learned Document

**In Scope:**

* All primary care MAs and providers
* Implementation of workflow changes within the clinic
* Training and onboarding of new hires using the manual
* Collection and analysis of pre- and post-implementation metrics

**Out of Scope:**

* Workflow changes in specialty clinics or behavioral health departments
* Modifications to EHR systems beyond documentation training
* Staffing decisions or schedule restructuring

**Assumptions:**

* All stakeholders will be available for feedback and testing
* Existing EMR tools are sufficient for documentation updates
* No additional budget is needed beyond internal time and labor

**Constraints:**

* Must be completed during regular business hours without interrupting patient care
* Limited to currently available staffing and resources
* Implementation to occur in phases, starting with pilot staff

**Acceptance Criteria:**

* Rooming time reduction targets are met or exceeded
* Workflow is consistently followed across team members
* Stakeholder sign-off from manager and involved providers
* Training manual is approved and in active use