Below is the content that will appear in the VITAL2015 poster compendium and on your VITAL2015 poster. Please review and **use track changes** to make any edits or comments, as well as to address any questions or comments from America’s Essential Hospitals staff.   
  
America’s Essential Hospitals staff will create and print your poster for you. You will receive a pdf of your poster by April 1 for final approval.

**Return your review and any accompanying materials to** [**Kristin Sinko**](mailto:ksinko@essentialhospitals.org) **no later than 5 pm ET, Friday, March 20.**Compendium abstract:  
**University of Texas Medical Branch**

**Creating and Sustaining One-Piece Flow in the Primary Care Setting**

At Galveston-based University of Texas Medical Branch, patient satisfaction surveys identified clinic wait times as an improvement opportunity within primary care. Using the Institute for Healthcare Improvement’s Model for Improvement and the FOCUS PDSA process improvement tool as a framework, the hospital developed a number of interventions to reduce patient wait times.

Front-line stakeholders were invited to participate in an eight-hour workshop to learn lean management concepts and a value stream mapping session. Participants identified and prioritized more than 20 improvement opportunities using quality tools, and then developed an aim statement to decrease the overall percentage of patient waiting with pilot care team from 65.85 percent to 25 percent before August 31, 2014. During the 18-month journey, the clinic incrementally transformed and demonstrated statistically improved results for four out of five interventions. The team developed and launched an inventory management system, redesigned workflows to integrate direct and indirect patient care, and created standard work documents for easy training and reference. The team also adjusted the demand of assigned exam rooms and created interactive drill-down scorecards, using electronic time stamps. Through these interventions, the hospital successfully reduced the percent of overall wait times.

Poster content:  
**University of Texas Medical Branch**

**Creating and Sustaining One-Piece Flow in the Primary Care Setting**

**Overview**

At University of Texas Medical Branch (UTMB), patient satisfaction surveys identified clinic wait times as an improvement opportunity within primary care. Using the Institute for Healthcare Improvement’s Model for Improvement and the FOCUS PDSA (plan, do, study, act) process improvement tool as a framework, the hospital developed interventions to reduce patient wait times.

**Premise/Problem**

UTMB’s patient satisfaction surveys identified clinic wait time as an opportunity for improvement within primary care.

**Methodology**

Frontline stakeholders were invited to participate in an eight-hour workshop to learn lean management concepts and value stream mapping. Participants identified and prioritized more than 20 improvement opportunities using quality tools, and then developed an aim statement to decrease the overall percentage of patient waiting.

**Intervention/Innovation**

The team of frontline stakeholders developed and launched an inventory management system, redesigned workflows to integrate direct and indirect patient care, and created standard work documents for easy training and reference. The team also adjusted the demand of assigned exam rooms and created interactive drill-down scorecards, using electronic time stamps.

**Success/Outcomes**

The team successfully reduced the average patient wait time in UTMB’s clinic.