

Root Problems

Up to **5** Hours wait for appointment

12 Months for first appointment



↓

Decreased Patient Satisfaction

Unanswered patient phone messages [one clinic]

123



PATIENT STRESS

- Phones not answered
- Patient messages not returned
- Long wait times
- Patient safety risk

STAFF STRESS

- Unclear roles and responsibilities
- Missed breaks
- ↑ Overtime / Sick Time
- Safety risk from overworked staff

Tooth-Tastic Public Health Dental Clinic

THE CHALLENGE Improve patient flow in the Clinics.

What happens if we apply a hospital triage concept to the Public Health Dental Clinic?

THE IDEA

THE ROLLOUT Create a Triage Registered Dental Assistant (TRDA) which would enhance care, patient flow and provide a healthier work environment.

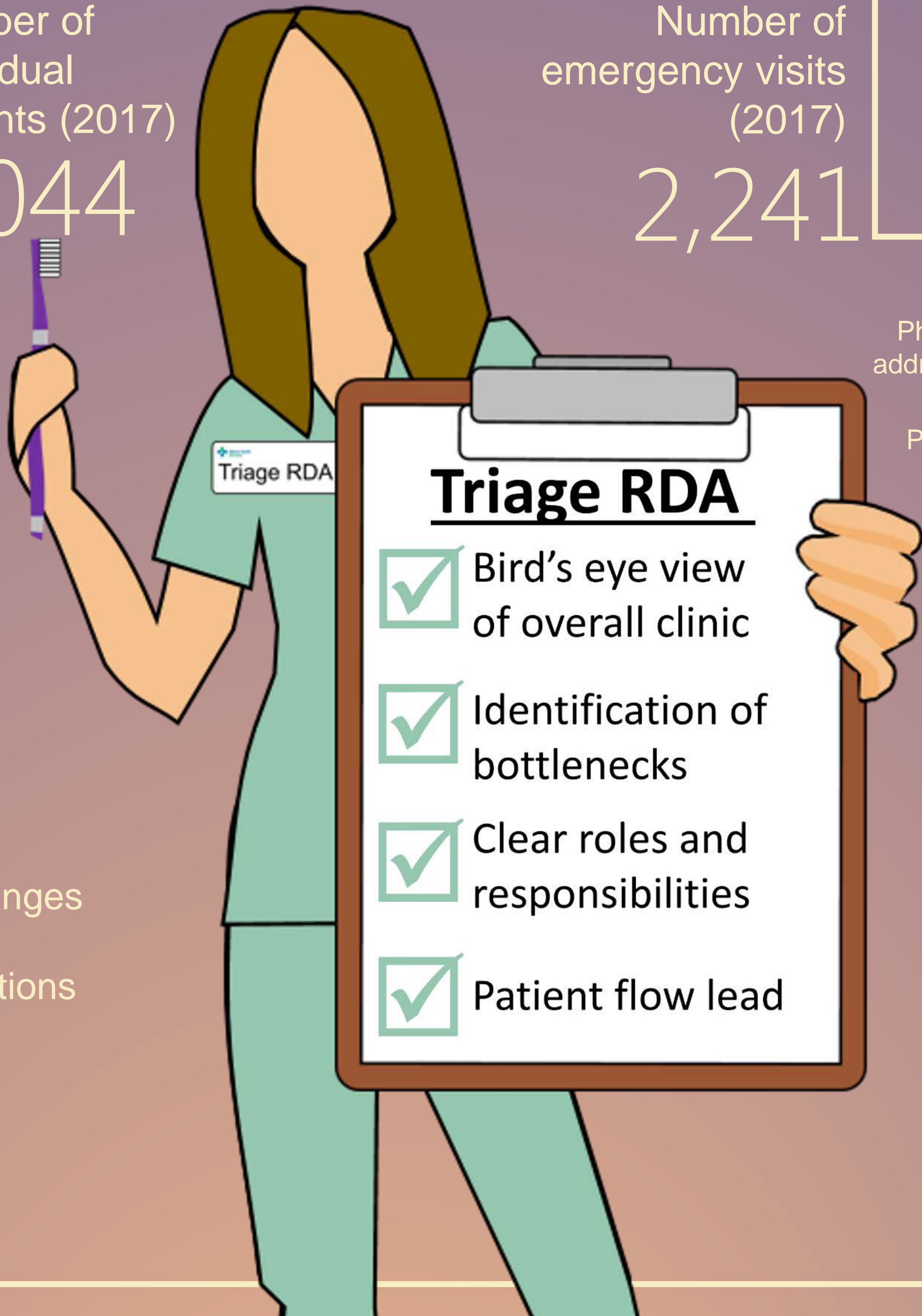
Clinic Details

Two clinics within Calgary:

Sunridge Medical Gallery (SMG), Sheldon M. Chumir Health Center (SMCHC)

Number of individual patients (2017) **3,044**

Number of emergency visits (2017) **2,241**



- Triage RDA**
- ✓ Bird's eye view of overall clinic
 - ✓ Identification of bottlenecks
 - ✓ Clear roles and responsibilities
 - ✓ Patient flow lead

↓ **43%** Missed Patient Appointments

↓ **5** Months for First Appointment



↓ **87%** Overtime Hours

↑ **99%** Patient Satisfaction



PATIENTS

- Phone messages addressed in timely manner
- Patients wait 0-2 hours for appointment
- Efficiency, quality and patient flow improvements

STAFF

- All staff having lunch/coffee breaks
- Staff leave on time
- Overtime is rare
- 93% decrease in casual hours

THE UNEXPECTED

- ↓ Staff incomes with no overtime hours
- 6-8 months for staff to adjust to the changes
- TRDA role introduced hierarchical questions

NEXT STEPS

Create a plan to put a TRDA at the second clinic

THE TEAM

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Crowning Achievements