Outpatient Experience Optimization Project

A growing frustration expressed both by Norris Cancer Hospital patients, staff and physicians specific to long wait-times and delays with the current outpatient process triggered the assembling of a multidisciplinary project team. Facilitated by the Keck Medical Center of USC’s Department of Performance Management, the team’s objective is to optimize the Norris outpatient experience by developing a streamlined process. Utilizing the practice of Lean Six Sigma, the Department of Performance Management has engaged Norris Cancer Hospital, patients, staff and physicians to collaborate on achievement of the desired objective.

Work Completed and in Progress:
- Defined areas of opportunity through meeting with patients, staff and physicians
- Developed baseline measures for key process metrics
- Using pre-existing Cerner scheduling data, a program was created for the Blood Draw Station to predict patient volumes for upcoming day

- Reduced patient wait times with creation of a standardized communication process to alert nursing and trigger their assistance when the Blood Draw Station is over capacity.

Next Steps:
- Revision of current policies and procedures to assist with implementation of Lean minded solutions to reduce variation, eliminate waste and enhance the overall patient experience.