Tracking Patients and Staff
Tracking Patient Flow and Staff Activity

Tips for Gathering Good Data:

- Try to capture patient's arrival time, not check-in time.
- Be sure to document every time the patient is in contact with a staff person.
- You may also want to document tasks like paperwork, i.e., mark the "time in" when patient receives paperwork and the "time out" when they return it to staff.
- Cycle time ends when the patient leaves your clinic. It does not include post-visit charting. You may still document time it takes to do post-visit charting during tracking.
- It is recommended that you collect data over the equivalent of 2 weeks of clinic time, to minimize the impact of extraordinary situations on overall averages.
- Study your data to explore why back-ups or bottlenecks occur. Are the NPs ever waiting for patients? Were there a lot of "drop-ins" preceding the patient you are tracking? Write it all down!

Tracking Staff Activity

(To be duplicated for each staff person)

Agency: ____

Provider Name/Designation (e.g., front desk, RN, NP): ______________________

Date of clinic session	Time In (available to see clients)	Time Out (charting completed)	Total # of Clients Seen this Session	Special Comments