

## 1.22 Patient Flow Analysis

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### **POLICY:**

The purpose of Patient Flow Analysis (PFA) is to empower WIC clinic personnel with a tool for improving the WIC clinic environment (i.e. team work, customer service and clinic flow).

### **PROCEDURE:**

#### **A. PFA Study Training**

All WIC personnel will be trained to conduct PFA studies.

#### **B. Frequency of Conducting PFA Studies**

1. A **minimum** of one (1) PFA study **or** one (1) follow-up study will be conducted in a Local Agency WIC clinic every six (6) months, or as necessary to meet Local Agency WIC clinic requirements.
2. Each Local Agency WIC clinic will have a **minimum** of one (1) PFA study **and** one (1) follow-up study conducted during a two (2) year period.

#### **C. PFA Study and Follow-up Study Documentation**

The Local Agency Director or designee will document each PFA study and follow-up study conducted on the **Local Agency PFA Documentation** sheet (see **Attachment #1 1.22**).

#### **D. PFA Study and Follow-up Study Staff Meetings**

The Local Agency Director or designee will conduct a staff meeting following each PFA study and follow-up study and complete the **Local Agency PFA Staff Meeting Documentation** sheet (see **Attachment #2 1.22**).

1. The purpose of the PFA study staff meeting is to identify one WIC clinic problem and find a possible solution.
5. The purpose of the PFA follow-up study staff meeting is to determine if the intervention was successful or if further actions are necessary.

#### **E. Steps of Each PFA Study Include:**

- < Planning;
- < Holding a staff orientation;

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- < Collecting data;
- < Editing and entering data into the computer using the CDC PFA software;
- < Printing graphs and statistics;
- < Analyzing findings with staff input;
- < Brainstorming solutions with staff input (Local Agency Director or designee who is responsible for implementation of office changes must be present); and
- < Implementing changes (Local Agency Director or designee) and restudying for effects.

### **F. Questions or Problems**

Contact the State Agency with questions/problems or for requesting PFA supplies.