**Trial and Error: The Challenge of Maximizing Operational Efficiency at a Student-Run Free Clinic**

Stephanie Hudey, Seth Vanzant, Katy Dean, Eduardo Gonzalez

### Introduction & Background

- BRIDGE stands for “Building Relationships and Initiatives Dedicated to Gaining Equality”
- Multidisciplinary student-run free clinic located on the campus of the University of South Florida
- Provides over 400 medical visits annually for uninsured patients
- Staffed by volunteer medical, pharmacy, physical therapy, public health, and social work students as well as volunteer residents and attending physicians
- Funded entirely by private donations and grants
- Our challenges include infrequency of volunteers, unfamiliarity with clinic flow, and coordination of care between 6 disciplines
- As demands for healthcare services continue to increase (4 month wait list), our goal is to serve more patients by maximizing clinic efficiency, decreasing patient wait times

### Aims & Measures

- Minimize clinic time for each patient – defined as time from when patient is put in room to when they leave room for checkout desk
- Minimize patient “down time” – defined as time when the patient is not being seen by a member of the clinical staff
- Minimize overall clinic time while maximizing the number of patients seen per night

### Project Design

- Data pertaining to the above measures was collected over a period of months, detailing the entry and exit times of care providers from patient rooms
- Clinic flow was observed subjectively during each clinic night to identify failures and weaknesses in the current system
- PDSA cycles were used to evaluate the success of new interventions in each “phase” of the project

### Data & Results

- Improved patient flow: time spent by patients decreased by an average of 15 minutes
-_DELETED

### Challenges

- Infrequency of clinic days
- Implementation of new students: clinics were initiated during clinical and group sessions.
- New Director and Staff:
  - Going into phase 2, staff had a deeper understanding of clinic day responsibilities.

### Next Steps

- Developing a sustainability model for clinic operations
- Creating a volunteer management program
- Implementing a dedicated volunteer management program
- Developing a dedicated volunteer management program
- Creating a dedicated volunteer management program
- Creating a dedicated volunteer management program

### Acknowledgements

- We would like to thank the BRIDGE clinic’s volunteers and faculty advisors (Dr. Gonzalez and Dr. Guerra) for their ongoing support and commitment to making this project a success.
- This project was performed under the auspices of the Healthcare Improvement Group, the UF Health Chapter of the Institute for Healthcare Improvement.