

## ENHANCING PATIENT EXPERIENCE & OPTIMIZING CLINICAL WORKFLOWS

In mid-2024, Progressive Community Health Centers (PCHC) recognized growing challenges impacting efficiency, access, and care coordination including long patient wait times, inconsistent documentation practices, and limited provider availability. In response, PCHC launched the Dramatic Performance Improvement (DPI) Initiative in partnership with Coleman & Associates. DPI was designed to dramatically improve the patient experience and clinical workflows by targeting measurable outcomes such as reduced cycle times, increased provider productivity, same-day chart completion, reduced no-show rates, and expanded patient access.

The DPI Initiative began with a grassroots pilot led by a multidisciplinary patient care team. The spirited team, affectionately dubbed “The Drama Mamas,” included frontline staff committed to identifying and testing bold changes in their daily workflows. Simultaneously, a cross-functional leadership group called the “i-Team” began developing a framework to scale successful DPI practices across the organization. Together, these teams helped shape DPI into a structured performance improvement program. Core activities included mapping patient flow from check-in to check-out, standardizing documentation and referral processes, and creating space for regular staff feedback and rapid-cycle testing.

To bring the DPI vision to life, the teams focused on several high-impact interventions:

- **Workflow Redesign:** Clinics conducted detailed process mapping to identify bottlenecks and eliminate redundant steps
- **Same-Day Charting Goals:** Providers received coaching and identified performance metrics aimed at closing patient charts before the end of the workday
- **Morning and Afternoon Huddles:** Standardized, twice-daily team huddles were implemented to improve communication and alignment
- **Access Expansion:** Scheduling templates were adjusted to accommodate more same-day and urgent visits
- **No-Show Reduction:** Patient Service Representatives, Medical Assistants, and Community Health Workers proactively engaged patients to confirm appointments and reschedule missed visits quickly



These efforts were supported by continuous training and performance monitoring to track progress toward DPI goals. As a result of the initiative, missed appointment opportunities fell by over 40%, no-show rates declined by more than 60%, and through implementation of operational and clinical workflow improvements staff were able to see nearly twice as many patients without compromising quality care. DPI improved health outcomes and person-centered care by redesigning workflows, clarifying team roles, and strengthening communication across the care team. DPI elevated the role of the entire care team, ensuring patients felt supported throughout their visit. This approach led to more meaningful interactions, improved continuity, and care that better reflects the needs and preferences of each patient.

#### **Drama Mammas Team:**

- Madeleine Tully, Provider
- Monique Sledge, Medical Assistant
- Anita Rhodes, Clinical Support Manager
- Pa Thao, Clinical Staff Educator
- Tanille Wright, Financial Counselor
- Chad Laudonio, Clinic Manager