

Practice Success Story

Reducing Time for Patient Visits

The Issue:

Ludwick Eye Center is a very data driven practice and uses benchmarking extensively to compare our practice to others regarding compensation, productivity, collections, and operating efficiency. Recently, we have been focused on respecting our patients' time and have worked to reduce the office visit time for complete exams and pre-operative evaluations, including diagnostic testing time.

What We Did Next:

We used the data from ASOAnalytics to evaluate our number of visits per doctor and clinical staff to understand our current situation, identify opportunities, and ensure we were setting reasonable expectations.

We also worked with a consultant to evaluate if we could gain efficiencies by revising the clinic layout. Since our patient demographic is the senior population, if the patients are taking too many steps through the exam process, the travel time within the office adds up quickly. By minimizing steps for patients, it reduces the total time for a visit and makes the clinic more efficient which means we can see more patients, give patients more appointment options, and get them in sooner. With better efficiency comes improved patient satisfaction. A Win/Win situation!

The Result:

Using the combined data from the ASOAnalytics benchmarks to ensure we were on target for number of visits per clinical staff as well as data collected in our clinic flow study, we made some changes to the location of testing and workup rooms and were successful in reducing the total time for the exams. ASOAnalytics has made a positive contribution to one of our practice goals of on time appointments.

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