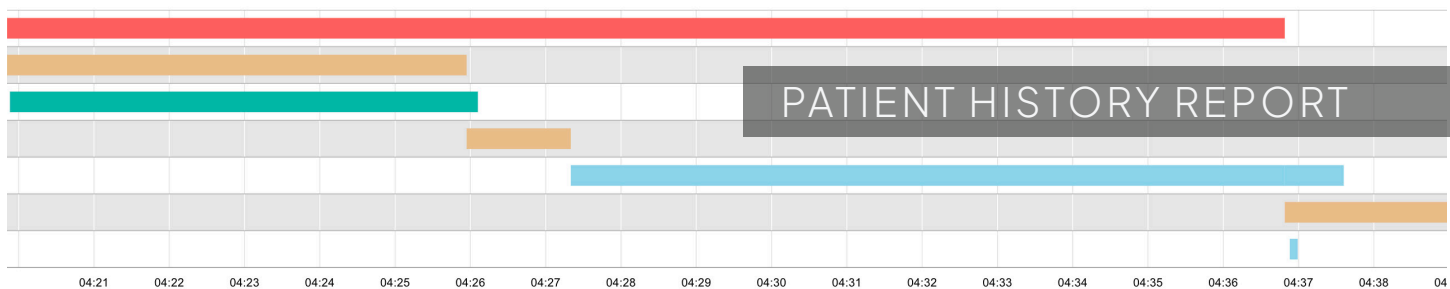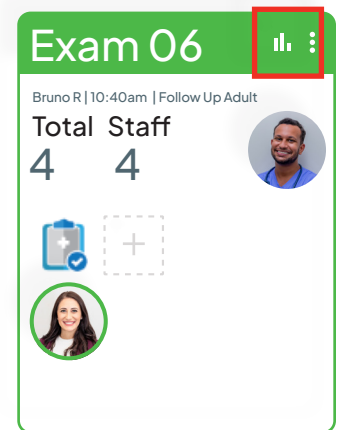**SyncTimes**

## FLOWSTATIONS: EFFECTIVE AIR-TRAFFIC CONTROL

As a healthcare leader, you like an air traffic controller – your job is to support team(s) to be as efficient and as safe as possible which leads to excellent customer experiences. Flowstations are a powerful tool that help leaders, and teams access a bird's-eye view of the clinic in real time. By consistently and effectively utilizing the flowstation, you can optimize quality control in your clinic.

## TIPS FOR LEADERS

- Stay logged into your flowstation and make sure it is easily accessible.
- Make sure care team members also use the flowstation as part of their workflow.
- Set aside 5–15 minutes several times daily for flowstation observation to gain insights about workflows, SyncTimes utilization, and the customer experience.
- Combine flowstation observations with on-the-floor observations and support.
- Use the Patient History report to dive deeper into each patients experience.
- When questions arise about workflows or SyncTimes utilization, approach care team members in a spirit of curiosity. (Refer to our Leadership Best Practices helpful download.)
- Schedule time during huddles or team meetings to address systemic improvement opportunities.



Exam 06
Bruno R | 10:40am | Follow Up Adult
Total Staff
4 4

PATIENT HISTORY REPORT

## WHAT TO WATCH FOR

It is your responsibility to ensure that care team members follow health center best practices, policy and procedure and are using SyncTimes as designed. When care team members do so, they optimize the patient experience, accurately communicate processes to other team members and provide critical data to help you and others make informed decisions.

If you're interested in a personal or team flowstation training, please reach out to your account manager.

## DO CYCLE TIMES LOOK REASONABLE?

In this example (figure 3) the patient has been in the room for a total of 35 minutes and with the provider for 17 minutes, this seems to be reasonable.

**IMPACT:** Patients are having a positive experience and staff members can effectively observe accurate patient experiences.

**Exam 10**

Liv W | 11:00am | 7/20/1994

Total  Provider
35      17
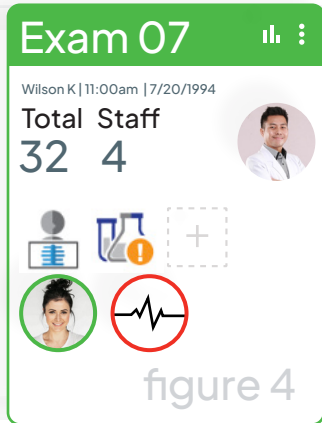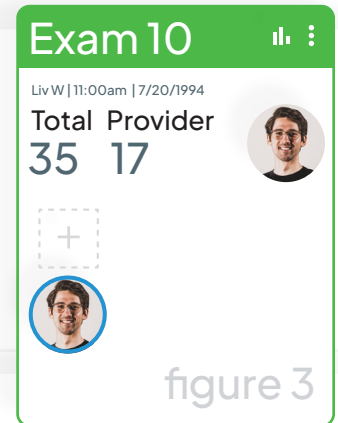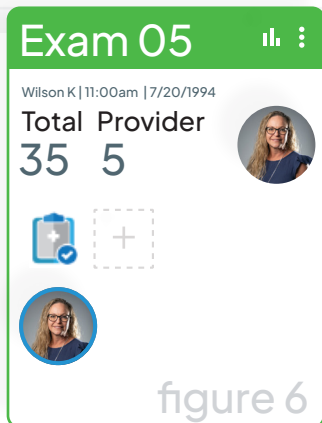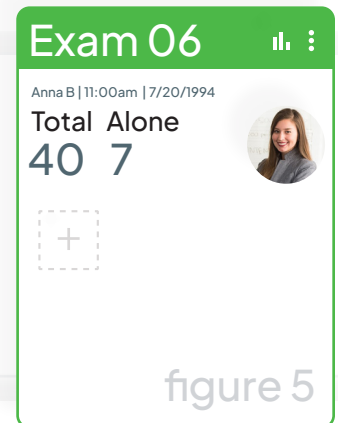
figure 3

## EFFECTIVE ICON UTILIZATION

In this example (figure 4) the patient care plan is clearly defined. As a care team member, you know that the provider has already seen the patient, that the patient needs imaging and labs, and that the MA is currently with the patient.

**IMPACT:** Effective communication and accurate measures of components of patient care plans.

**Exam 07**

Wilson K | 11:00am | 7/20/1994

Total  Staff
32      4

figure 4

## INEFFECTIVE ICON UTILIZATION

In this case (figure 5) the patient is alone in the room, and we do not have an indication of who or what is needed next.

**IMPACT:** Inefficient & ineffective communication, no data captured and measured about the patient care plan.

**Exam 06**

Anna B | 11:00am | 7/20/1994

Total  Alone
40      7

figure 5

## EFFECTIVE ICON UTILIZATION

In the first example (figure 6) we can see that the provider is with the patient AND, that the intake icon is still visible. This means that the MA forgot to clear the intake icon once intake was complete.

In this example (figure 7) the cleaning icons are not cleared when cleaning is complete
**IMPACT:** Miscommunication about patient status, inaccurate reporting data.

**Exam 05**

Wilson K | 11:00am | 7/20/1994

Total  Provider
35      5

figure 6

Exam 12     Exam 13     Exam 14     Exam 15

R1          R2

figure 7