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AltaMed Health Services

AltaMed Health Services increases exam room utilization and saves $250,000.

To keep up with the growing demand for healthcare and meet the requirements of the Addoravle Care Act, AltaMed was examing facility expansions, as well as adding multuple new clinics to their network. They needed to make sure that their propsed layouts would fully support the expected growth.

Case Study. ↗

Evaluating Current Capacity

Before expanding their facilites and adding new clinic to their network, AltaMed wanted to determine if they could increase their current facility capacity.

To meet their growth demand, AltaMed typically converted their exisiting administration spaceinto exam rooms. The staff needed better ways to utilize their current space or find justification for construcing new facilities.

AltMed's Garden Grove facility was already requesting the construction of addfitional exam rooms to relieve current patient flow bottlenecks and furtue demand. This made Garden Grove ideal for examing patient flow and facility capacity.

AltaMed wanted to compare the 17 current exam rooms versus the proposed 24 rooms to better understand the effects oin patient flow and justification expansion.

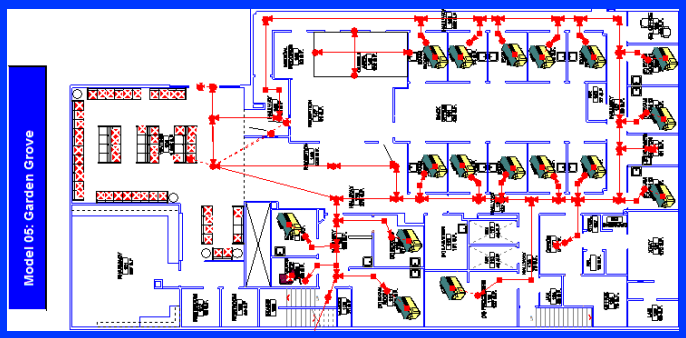
Objectives

1. Create a single adjustable simulation model that can scale to approximately eight different clinics.
2. Create suitable data sets for each clinic
3. Analyze room utilization rates
4. Increase efficiencies/elimate waste
5. Optimize provider/patient interaction

Garden Grove Facility Model

The Garden Grove facility model served multiple purposes:

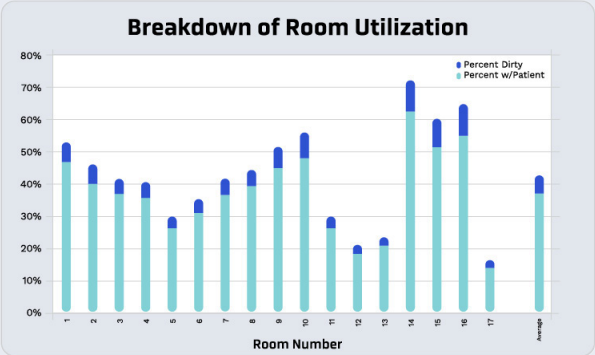
- Validate assumptions
- Test System improvements
- Compare potential capacity and patient flow against current capacity and patient flow
- As a template for other clinic improvment initiatives

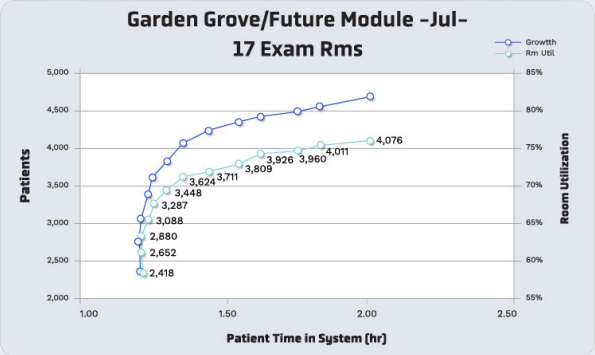


Validating Designs and Expansion Strategy

The Garden Grove simulation model was used as a validation tool to test their assumptions and system improvement recommendations against their current capacity and patient flow. The model allowed them to simultaneously view time, system, and room utilization changes by volume.

After running a number of scenarios on the Garden Grove facility, the model revealed that the exam rooms were not at 100% capacity and room utilization was only ~60%. This confirmed the teams assumption that the space was not being properly utilized and that the system could be re-configured to accommodate current and future increases in volume.





The AltaMed team developed their organization wide adjustable template model from the Garden Grove model and used it to model other facility locations across the AltaMed system.

Increasing Efficiencies and Improving Patient Satisfaction

The simulation model revealed AltaMed's system inefficiencies and enabled their team to standardize their spaces and improve work flow.
These re-configurations improved patient flow and overall patient satisfaction while optimizing cost efficiency.

AltaMed was able to save $250,000 at the Garden Grove facility by increasing room utilization and eliminating the need for additional exam rooms.
The other AltaMed facilities will be tested in the same manner creating a potential savings of millions of dollars.

"It costs a lot to keep moving and renovating. We wanted to look at the operational side to increase efficiencies and use the space smarter. Running the simulation showed that we were no where near capacity. We didnt need to spend $250,000 on building three additional exam rooms."

Angela Roberts
Vice President, Facility Development and Management