

Clinic Waste Inefficiencies Questionnaire

Workbook Reference: [Section 7.4](#)

Instructions: Each statement describes a waste or inefficiency in a clinical practice. Discuss each scenario with your team and identify strategies that could be implemented to reduce or eliminate the waste or inefficiency.

1. Exam rooms are not stocked or standardized; missing equipment or supplies.	
2. Poor communication amongst the providers and support staff about patient needs or appointment type (eg. in-person vs virtual).	
3. Missing information or chart for patient visit.	
4. Confusing phone system.	
5. High prescription renewal requests via telephone.	
6. Staff members are frustrated in their roles and unable to see new ways to function.	
7. Missed disease-specific / preventive interventions between members.	
8. Patients' expectations of visits are not met, resulting in telephone calls and repeat visits.	
9. Inefficient virtual appointment workflow, resulting in ill-prepared patient or provider	

Adapted from the [Advanced Access and Efficiency Workbook for Primary Care](#) created by Health Quality Ontario (July 2011) and the *Office Practice Redesign in Primary Health Care: Advanced Access and Office Efficiency Workbook* created by British Columbia's General Practice Services Committee Practice Support Program.