



**Bureau of Sexually Transmitted Disease Control
Bureau of Tuberculosis Control &
Bureau of Immunization
Cycle Time by Clinic**

Bureau of Sexually Transmitted Disease Control (BSTDC):

Cycle time is the total time it takes a patient at one of BSTDC’s walk in facilities to complete their entire visit. Patient’s stamp their walk in time on to a triage card upon entering the clinic. This captures the start time of their visit. Registration staff then manually enters this time into the Electronic Medical Record under clinic arrival time. This time will be the start point in measuring the patient’s cycle time. The end time for cycle time is captured by either the time entered after a post HIV test counseling session or after a physician finishes the examination of a patient. All cycle time data is collected through time stamps and entered into the electronic medical record.

PATIENT CYCLE TIME (h:mm)

Express visits with an HIV test

≤ 1:30 (threshold) > 1:31 or < 1:40 ≥ 1:41

Express Visits with an HIV Test are visits with HIV pre-test and post-test time stamps, recorded GC and/or CT Urine NAAT test results. Exclude visits with an electronic signature.

	2010 Q1	2010 Q2	2010 Q3	2010 Q4
Central Harlem	1:27	1:41	1:49	1:38
Chelsea	1:53	1:54	1:57	1:46
Corona	1:22	1:15	1:17	1:20
Crown Heights	1:38	1:20	1:31	1:30
Fort Greene	1:43	1:50	1:43	1:41
Jamaica	1:33	1:23	1:26	1:20
Manhattanville		1:10	1:11	1:08
Morrisania	1:54	1:47	1:52	1:48
Riverside	1:33	1:28	<i>Closed</i>	<i>Closed</i>
Richmond/ Staten Island	1:14	1:19	1:19	1:11
Overall	1:35	1:32	1:34	1:29

PATIENT CYCLE TIME (h:mm)

MD visits ≤ 2:00 (threshold) >

2:01 or < 2:10 ≥ 2:11

MD Visits are visits with an electronic MD signature

	2010 Q1	2010 Q2	2010 Q3	2010 Q4
Central Harlem	1:59	2:14	2:10	2:03
Chelsea	2:01	2:04	2:15	2:07
Corona	1:43	1:38	1:57	2:03
Crown Heights	1:46	1:29	1:57	1:59
Fort Greene	1:58	2:08	1:55	2:02
Jamaica	1:31	1:25	1:43	1:40
Manhattanville		1:30	1:40	1:38
Morrisania	2:03	1:55	2:06	2:01
Riverside	1:52	1:35	<i>Closed</i>	<i>Closed</i>
Richmond/ Staten Island	2:01	1:50	1:19	2:03
Overall	1:53	1:50	1:57	1:59



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Bureau of Tuberculosis Control (BTBC):

Cycle Time is the period of time a patient is in the BTBC’s Chest Center clinic, that is, from the encounter with the triage staff to the end of the encounter with the last clinic provider. Cycle time is collected by using the CDC’s Patient Flow Analysis (PFA) system. The primary data collected for PFA is time-based and captured by staff manually as patients enter the clinic and move from one station to the next, up to the time of departure.

PATIENT CYCLE TIME* (h:mm)

(All patient visits types combined)

Facility	2010 Q1	2010 Q2	2010 Q3	2010 Q4
Bedford	1:46	1:18	1:37	1:29
Bushwick*	1:55	2:05	1:55	-
Chelsea	1:44	1:18	1:25	1:16
Corona	1:39	1:56	1:56	1:39
Fort Greene	1:40	2:07	2:09	2:03
Jamaica	0:38	2:05	1:15	0:40
Morrisania	1:28	1:23	2:03	0:50
Richmond	1:02	1:22	2:11	0:59
Washington Heights	1:16	2:15	1:28	1:23
Total	1:26	1:45	1:41	1:29

* The Bushwick Chest Center closed at the beginning of the fourth quarter so patient flow analysis was not done at this site for Qtr4 of 2010.

Class Type & Thresholds	
Class II	≤ 2:00
Class III, IV and V visits	≤ 3:00
Note: Some patients received multiple services (range 1-8) during one clinic visit. Class I visits are infrequent. Data displays all TB visit types combined.	



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Bureau of Immunization (BOI):

The Bureau of Immunization has built, tested and deployed an electronic health record, called the Screening and Immunization System (SIS) for use at BOI clinics starting July of 2010. SIS is able to capture and report cycle time for all completed patient visits. Before SIS implementation, cycle time data was collected manually.

PATIENT CYCLE TIME (h:mm)

July-December 2010

≤ 60 minutes (*threshold*)
 ≥ 61 minutes ≤ 70 minutes
 ≥ 71 minutes

	Overall*	Chelsea**	Fort Greene	Corona	Tremont	Richmond/ Staten Island
All Patients	0:58	1:06	0:49	0:45	1:07	0:16
By Age (≤ 18 Years)	1:04	1:11	0:53	0:50	1:12	0:14
By Age (≥ 19 Years)	0:53	1:04	0:46	0:45	1:01	0:16
By Station (1) (Triage to Screening)	0:24	0:34	0:14	0:22	0:28	0:04
By Station (2) (Screening)	0:11	0:10	0:11	0:09	0:12	0:07
By Station (3) (Screening to Vaccination)	0:17	0:16	0:18	0:10	0:22	0:02
By Station (4) (Vaccination)	0:06	0:06	0:06	0:04	0:06	0:03

*Overall cycle time is expressed as a weighted average. Overall average for this quarter includes data from the Ft. Greene, Corona, and Tremont clinics.

**Chelsea cycle time starts from September 2010 to December 2010.

NB: The durations of cycle times during this quarter may be explained by the increase in patient volumes at all clinics due to annual school rush and influenza vaccination seasons.