

Cycle Times for Services, Cycle Time by Clinic

Bureau of Sexually Transmitted Infection

The Bureau of Sexually Transmitted Infection (BSTI) operates eight Sexual Health Clinics citywide that serve anyone 12 years or older regardless of ability to pay, parental involvement, insurance coverage or immigration status. Sexual Health Clinics provide low to no- cost STI and HIV testing, treatment and prevention services; immunizations; cancer prevention, reproductive health and contraceptive services; behavioral health services; and navigation for referrals and follow-up care. As part of the City’s strategy and the State’s Blueprint for Ending the Epidemic (EtE) of HIV/AIDS, Sexual Health Clinics have expanded hours, services and access to “Express Visits” for all New Yorkers. Through EtE, Sexual Health Clinics now also offer Pre-Exposure Prophylaxis (PrEP) and Post-Exposure Prophylaxis (PEP) to prevent new HIV infections among patients at risk of infection and, for newly identified infections, immediate initiation of anti-retroviral treatment through the Jumpstart program. Most recently, hours at the Corona Sexual Health Clinic were expanded; the clinic is now open five days a week and offers expanded services, including same-day PrEP initiation.

Cycle time is defined as the time elapsed from the moment a Sexual Health Clinic patient arrives at the facility to the time the last service provided is complete. Operationally, patients are provided with a triage card upon arrival, which is time stamped upon receipt. This time is recorded in the electronic medical record at the time of patient registration. The end time used is the last service logged into the medical record. The difference between the arrival time and service end time is calculated to give Cycle Time.

Sexual Health Clinic Cycle Time: Calendar Year 2017-19¹

Key Quality/Process Indicators	Goal	Total 2017	Total 2018	Total 2019
Clinic cycle time: HIV testing visits (includes screening for qualified patients) (h:mm) ²	≤1:30	1:28	1:18	1:06
Clinic cycle time: Clinician visits (h:mm) ³	≤2:00	2:04	2:05	1:52

¹ Through EtE, additional services were implemented at clinics beginning in 2016. These services require additional engagement between provider and patient, including the provision of PEP and required counseling.

² HIV visit cycle time visits include those with HIV post-test time stamps recorded. May also include other screening tests without an evaluation by a clinician. Operationally, excludes medical records that lack a clinician’s signature/ timestamp.

³ Clinician visit cycle time are visits that include an evaluation by a clinician. Operationally, includes those medical records with an electronic clinician signature/ timestamp.

PATIENT CYCLE TIME HIV VISITS (h:mm) ⁴

Data obtained from BSTI's Electronic Medical Record

Clinic	2019 Q1	2019 Q2	2019 Q3	2019 Q4
Central Harlem	1:13	1:13	1:13	1:08
Chelsea	0:36	0:38	0:39	0:46
Corona	1:08	1:12	1:10	1:08
Crown Heights	1:26	1:29	1:27	1:14
Fort Greene	1:20	1:18	1:19	1:24
Jamaica	1:10	1:14	1:12	1:21
Morrisania	1:20	1:19	1:20	1:21
Riverside	1:17	1:13	1:15	1:18
Overall	1:08	1:07	1:12	1:04

PATIENT CYCLE TIME CLINICIAN VISITS (h:mm)

Data obtained from BSTI's Electronic Medical Record

Clinic	2019 Q1	2019 Q2	2019 Q3	2019 Q4
Central Harlem	1:45	1:42	1:41	1:47
Chelsea	1:54	1:48	2:05	2:05
Corona	1:30	1:36	1:30	1:29
Crown Heights	1:57	2:06	2:10	2:13
Fort Greene	1:57	1:47	1:55	1:53
Jamaica	1:49	1:47	1:45	1:55
Morrisania	2:05	1:53	1:53	2:11
Riverside	1:49	1:34	1:44	1:47
Overall	1:53	1:47	1:53	1:57

⁴ Information given is the average of measurable cycle time per visit, within each clinic. Overall, measurable cycle time is average for all patient visits throughout all Sexual Health Clinics.

Bureau of Tuberculosis Control

Bureau of Tuberculosis Control (BTBC) operates chest centers in four boroughs. BTBC chest centers are super specialist clinics that provide exclusive tuberculosis care from diagnosis to treatment completion. Patients identified with other medical issues are referred to health care providers of their choice or specialist practitioners as determined by a BTBC physician.

Cycle time is collected by using the CDC's Patient Flow Analysis (PFA) system and the clinic electronic medical record. 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.

Tuberculosis Control Clinic Cycle Time: Calendar Year 2017-19

Key Quality/Process Indicators	Goal	Total 2017	Total 2018	Total 2019
Clinic cycle time: All patient visit type combined (h:mm)	≤2:00	1:26	1:15	1:22

PATIENT CYCLE TIME⁵ (h:mm)

(All patient visits types combined)

Data obtained by conducting a patient flow analysis

Clinic	2019 Q1	2019 Q2	2019 Q3	2019 Q4
Corona	0:53	0:42	0.54	1.11
Fort Greene	1:11	1:29	0.50	0.59
Morrisania	0:59	1:59	0.57	1.32
Washington Heights	1:38	1:16	1.15	1.48
Total	1:10	1:21	0.59	1.13

⁵ Class II threshold is ≤ 2:00; Class III, IV and V visits thresholds are ≤ 3:00

Bureau of Immunization

DOHMH's Bureau of Immunization (BOI) operates a walk-in immunization clinic in Fort Greene, Brooklyn. This clinic provides all immunizations required for school attendance (day care, K-12) and most vaccines recommended for adults.

The Bureau of Immunization uses an electronic health record, called the Screening and Immunization System (SIS) at the BOI clinic. SIS is able to capture and report cycle time for all completed patient visits.

Immunization: Clinic Cycle Time Calendar Year 2017-19⁶

Key Quality/Process Indicators	Goal	Total 2017	Total 2018	Total 2019
Clinic cycle time: Median cycle time to complete a patient visit (h:mm)	≤60 Min	0:46	0:41	0:52

Clinic	Goal	2019 Q1	2019 Q2	2019 Q3*	2019 Q4*
Clinic cycle time: Median cycle time to complete a patient visit (h:mm)	≤60 Min	0:51	0:38	1:01	0:58

⁶ Cycle times are expressed as median times.

* From August 2019 to October 2019, the BOI clinic saw large increases in pediatric patient visits likely due to the heightened attention to school immunization requirements following the measles outbreak and removal of religious exemptions. This contributed to longer cycle times in 2019 Q3 and Q4. On average, children require more vaccines and have longer cycle times than adults.