

Patterns

- Patterns are present in our daily work and we may or may not be aware of them. Patterns can offer hints and clues to our work that inform us of possible improvement ideas. The Unplanned Activity Tracking Card is a tool you can ask staff to carry to track patterns of interruptions, waits and delays in the process of providing smooth and uninterrupted patient care. Start with any group in the staff. Give each staff member a card to carry during a shift, to mark each time an interruption occurs when direct patient care is delayed or interrupted. The tracking cards should then be tallied by each person and within each group to review possible process and system redesign opportunities. Noticing patterns of unplanned activities can alert staff to possible improvements.
- This collection tool can be adapted for any role in the Primary Care Practice to discover interruptions in work flow. Circles in the example indicate processes to further evaluate for possible improvements.

Primary Care Practice Unplanned Activity Tracking Card	
Unplanned Activity Tracking	
Name: _____	
Date: _____ Time: _____	
Place a tally mark for each occurrence of an unplanned activity	Total
Interruptions	
• Phone	
• Secretary	
• RN	
• Provider	
Hospital Admissions	
Patient Phone Calls	
Pages	
Missing Equipment	
Missing Supplies	
Missing Chart: Same Day Patient	
Missing Chart: Patient	
Missing Test Results	
Other	

Unplanned Activity Tracking	
Name: _____	
Date: _____ Time: _____	
Place a tally mark for each occurrence of an unplanned activity	Total
Interruptions	
• Phone IIII IIII IIII	(15)
• Secretary	
• RN IIII IIII	(10)
• Provider	
Hospital Admissions IIII IIII II	(12)
Patient Phone Calls	
Pages IIII IIII IIII IIII	20
Missing Equipment	
Missing Supplies IIII	5
Missing Chart: Same Day Patient	
Missing Chart: Patient IIII IIII	(10)
Missing Test Results	
Other	