Supplemental Figure 1: Baseline Process Map

Legend: Patients spend time waiting (NVAT) at many steps during their visit, and standard work is not well-defined in our clinic, particularly at certain steps in the process such as after the physician leaves the room. This results in time wasted looking for staff and communicating and implementing a plan.

AVS: After visit summary
MD: Physician
RC: Research coordinator
RN: Registered nurse
RS: Rooming staff