

Making the **INVISIBLE VISIBLE** in Ambulatory Care

Real-Time Tracking to Improve Flow, Access, and Experience

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Ambulatory clinics manage increasingly complex care with limited space and tight staffing. For executives accountable for access, patient experience, and workforce sustainability, the way a clinic moves in real time—who is ready now, what happens next, and where bottlenecks form—has become a decisive lever. A shared, real-time patient tracking whiteboard creates a common operational picture at the point of care. Digital boards extend the visual communication whiteboard concept with automation and analytics, translating transparency into predictable schedules, reliable handoffs, and defensible performance metrics across service lines.

The Flow Problem in Today's Clinics

Behind closed exam-room doors, much of the work is invisible. Without a shared understanding of every patient's status and next needed actions, clinics rely on hallway conversations, physical flags, EMR indicators, and constant fetching—methods that routinely break down under stress and waste valuable time. The result is uncertain sequencing for providers, rooms that become waiting rooms, and time lost to walking and polling instead of value-added care. Delays compound through the session, creating overtime, frayed handoffs, and unpredictable patient wait times.

What a Clinic Flow Tracking Board Does

At its core, a tracking board shows where each patient is, what stage of the visit they are in, who owns the next action, and who is truly ready by role (provider, MA, imaging, etc.). This shared view systematizes clinic flow: less walking to check status, fewer interruptions, faster room turnover, and clearer ownership. An intentionally structured grid on a whiteboard often launches the transformation—columns for visit stages, rows for rooms, magnetic patient cards—then mature to a digital version that preserves the visibility while capturing data automatically. Both the whiteboard and digital version are HIPAA compliant by design.



Figure 1. Transformation can begin by hanging a HIPAA compliant magnetic whiteboard in the hallway and drawing a grid on with rows representing rooms where patients are seen and columns representing stages of the appointment.

Measurable Impact in Practice

In one orthopedic fracture clinic, introducing a tracking board produced shorter patient waits, more predictable session endings (with on-time departures and consistent lunch breaks), and higher staff and provider satisfaction. The clinic increased patient satisfaction scores by +25% while expanding new-patient capacity within templates and reducing overtime—maintaining quality and improving coordination with Radiology. The core mechanism: shared visibility of patient location, status, and visit stage so teams moved with confidence without first having to manually check those items. Results are outlined in Table 1 for just one provider and his one half-day clinic session.

Small inefficiencies compound at scale. After the initial pilot surgeon and his team began seeing these results the other surgeons one by one began using this tool and all saw similar results. For six surgeons, with multiple clinic sessions per week, the impact of the whiteboards compounded quickly as it resulted in a significantly higher patient volumes and surgical cases for the entire orthopedic program.

Table 1. Impact on One Provider Practice | One Half-Day Fractures Clinic Session

Metric	Before	After	Impact
Patient Wait Times	Baseline	Lowered by 25%–50%	Increased Patient Satisfaction Scores
New Patients Per Session	—	+3	+276 Annually
Add-On Patients Per Session	—	+2	+184 Annually
Surgical Volume	Baseline	Increased by 5%–10%	+23–46 Cases / Year
Staff Overtime	Present	Eliminated	Labor Costs Avoided
Exam Rooms Required	6	4	33% Space Reduction

From Whiteboard to Digital: The Infrastructure Behind AI Adoption

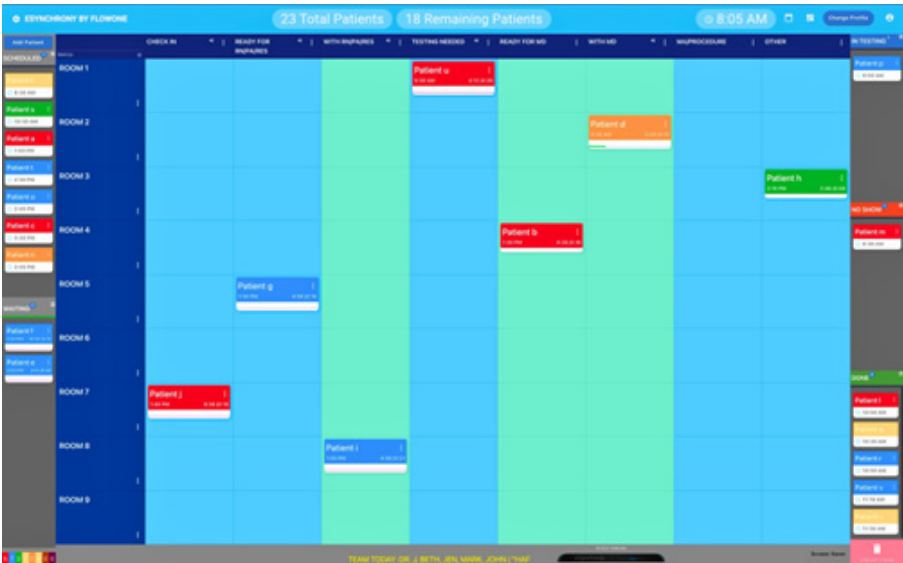


Figure 2. While the eSynchrony digital tracking board (HIPAA Compliant) looks similar to the whiteboard example in Fig. 1, the key difference is that every movement of patient “cards” across the grid is captured in a real time. This means that either during the clinic or afterward, data can be analyzed to understand clinic performance for a particular day or over time, helping leaders make data-centric decisions about potential improvements.

A manual whiteboard improves operations by making work visible, but it does not create data. Once patient flow becomes digital, every status change is time-stamped, measurable, and analyzable. Communication whiteboards prove the concept, yet they rely on manual updates in a single physical location and do not retain information for learning. A digital board, such as eSynchrony (Fig. 2), synchronizes patient and staff statuses across devices, preserves a complete operational history, and converts day-to-day coordination into structured data. eSynchrony is also 100% touch enabled, so when the board is mounted in a hallway, staff can easily and quickly move patient cards where they need to be with a swipe of their finger.

This shift enables both immediate execution—clarifying who is ready now and how long have

they been waiting—and sustained improvement—revealing where bottlenecks recur by visit type, time of day, or role. Core capabilities typically include real-time readiness by role, automated capture of visit lengths and wait times at each stage, cross-device access for the entire care team, optional alerts for extended waits, and reporting that elevates daily operations into

decision-quality insights. With this structured data available, AI can analyze wait-time trends, identify scheduling inefficiencies, detect emerging overtime patterns, model capacity constraints, and recommend workflow adjustments—turning everyday coordination into predictive operational advantage.

➤ Why Experienced Digital Tracking Platforms Like eSynchrony Succeed

Today, clinics across 35 specialties, including orthopedics, ophthalmology, cardiology, dermatology, neurology, ENT, and others use digital boards (for example, eSynchrony) to reduce patient wait times, increase operational predictability, and maximize space utilization. Because every status change is captured, providers, clinic staff and leaders can collaborate to gain objective, visit-level data to inform template design, capacity planning, and staffing. Alerts help teams intervene early when waits grow, while dashboards highlight patterns in room utilization and handoffs that are not evident day to day.

Getting Started: Practical Implementation Guidance

- **Start Transparent:** Pilot a simple whiteboard—or one digital board—in a single clinic to prove value and build buy-in.
- **Standardize Statuses with the Frontline:** Define clear stages (e.g., roomed, MA complete, imaging complete, ready for provider).
- **Instrument Time:** Record time-stamps to reveal true visit lengths, waits by stage, and recurrent bottlenecks.
- **Iterate Templates and Staffing Using Data:** Adjust scheduling, roles, or room assignment where bottlenecks persist.
- **Govern and Communicate:** Assign an owner, agree on shared metrics, and review performance at a regular cadence.

Figure 3. Digital whiteboards (like eSynchrony) automatically track patient flow data, including wait times. In addition, operational trends like each patient's visit breakdown, room utilization in a clinic, clinic end times, appointment lengths for each patient type, physician face times, etc. are available real-time as well as down-loaded reports.

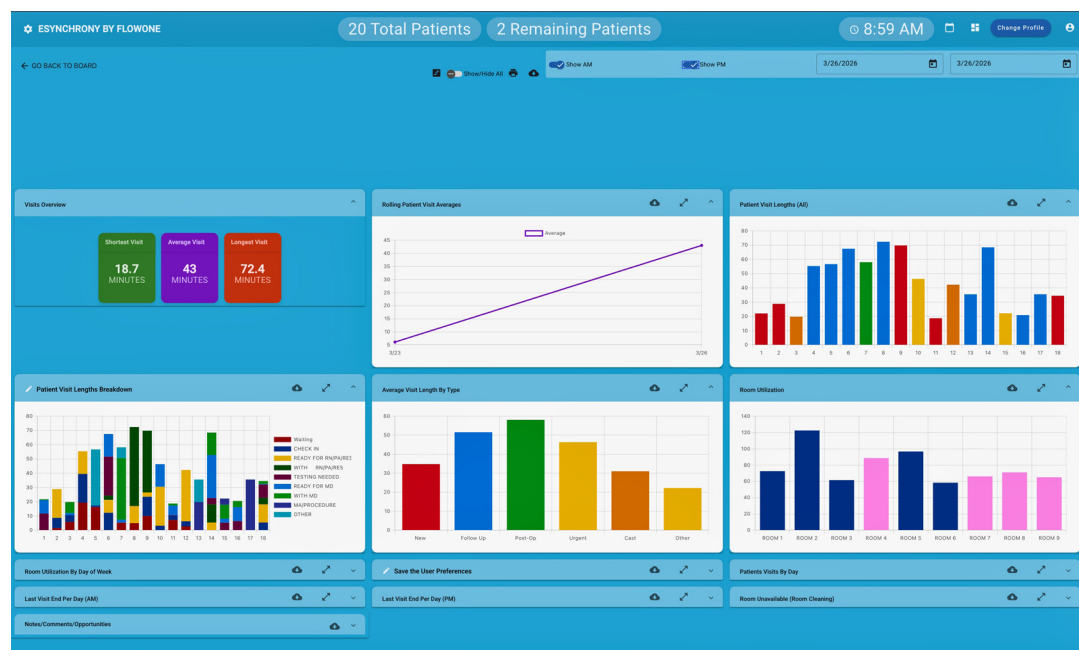




Figure 4. Courtesy Children's Wisconsin

Conclusion

Ambulatory clinics face persistent visibility and coordination gaps that lower throughput and satisfaction. Tracking boards create a shared operational picture that aligns roles around true patient readiness. Digital boards preserve that clarity while automating updates and capturing the workflow data needed for continuous improvement. The result is synchronized execution today—and an AI foundation for more advanced capabilities tomorrow, from demand forecasting to intelligent resource allocation.

Frontline Feedback: Real-World Impact on Care Delivery

Clinics using digital tracking boards like eSynchrony consistently report clearer communication, stronger teamwork, and measurable improvements in patient flow. Over the past decade, leaders at **Children's Wisconsin, the Froedtert & MCW Eye Institute, and the Department of Ophthalmology & Visual Sciences at the University of Wisconsin School of Medicine and Public Health**, among others, have shared similar experiences and outcomes.

A **frontline** team member noted, *"The clinic wasn't run cohesively because there wasn't much continuity from one role to the next." That lack of coordination often created inefficiencies and delays. After implementing eSynchrony, another team member described the difference: "Now we can see what's happening across the clinic. It's much easier to communicate and work together to keep things moving and reduce delays for patients."*

For **administrators**, this reflects a system that reinforces standardized workflows and reduces reliance on informal, role-by-role handoffs.

"The best feature of the eSynchrony board is that, at a glance, I know whether my clinic is running on time, which patients are waiting for me, and where my staff members are," said a **provider**. *"It gives me a real-time snapshot of the entire clinic."*

That visibility allows physicians to intervene earlier. *"If I see patients waiting, I can adjust the order—seeing those who have waited the longest or fitting in a shorter visit when it makes sense."*

From an administrative perspective, this flexibility helps mitigate bottlenecks, reduce delays, and address potential patient dissatisfaction before it escalates. Administrators also point to improvements in communication, accountability, and staff morale.

"Employee morale has improved because there is greater transparency, and a team approach to patient care is now the norm," noted a **director**. Where staff once worked in isolated silos, leaders now observe stronger collaboration across roles. *"Now they are a tight-knit group that works together,"* added a **clinic supervisor**. *"The eSynchrony board plays a big role in that by bringing the focus back to the patient and helping the team support each other so care moves more smoothly."*

**From Clinic Flow to
Financial and
Patient Impact**

**Start a
Conversation**

FlowOne helps healthcare organizations improve clinic flow—unlocking hidden capacity that translates into revenue, reducing patient wait times, enhancing patient satisfaction, and supporting physician and staff experience.

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