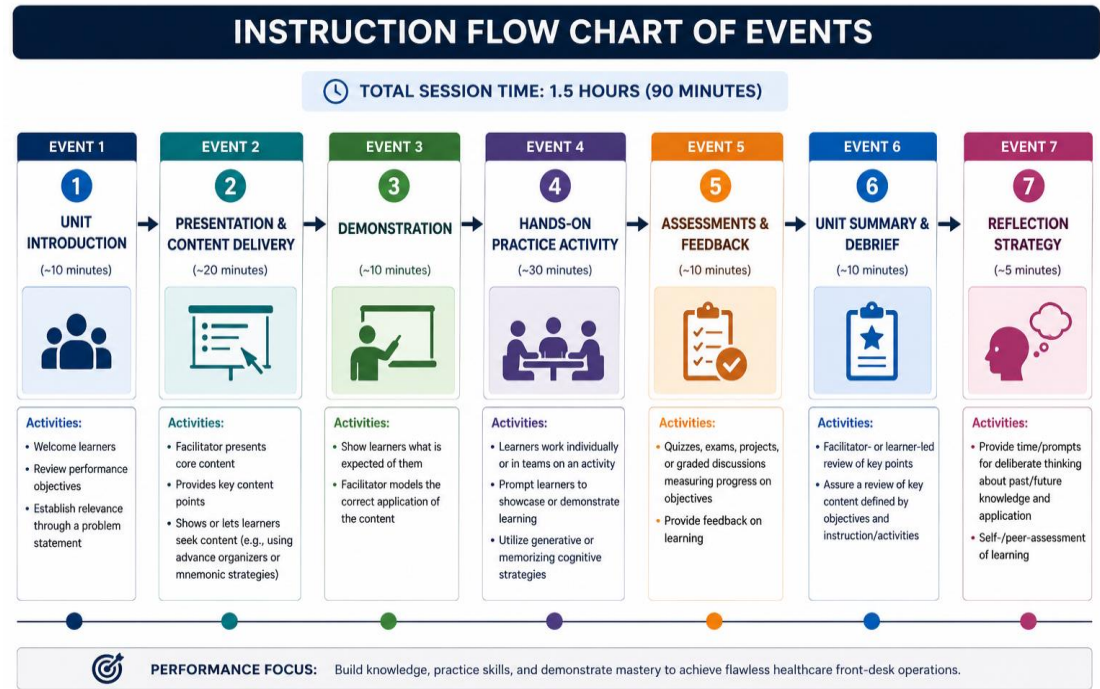


**UNIT Title:** Optimizing Patient Flow and Data Integrity

**Designer:** DW

**Purpose:** close a specific performance gap among front-desk clinic staff by standardizing patient check-in procedures, thereby eliminating critical data entry errors and significantly reducing waiting room bottleneck **Seat-time: 90 minutes**

## UNIT Flow Chart of EVENTS:



## Brief EVENT descriptions:

**Event 1: Unit Introduction (~10 minutes)**  
**Activities:** Welcome learners, review performance objectives, and establish relevance through a problem statement.

**Event 2: Presentation & Content Delivery (~20 minutes)**  
**Activities:** Facilitator presents core content, provides key content points, and shows or lets learners seek content

**Event 3: Demonstration (~10 minutes)**  
**Activities:** Show learners what is expected of them, with the facilitator modeling the correct application of the content.

**Event 4: Hands-on Practice Activity (~30 minutes)**  
**Activities:** Learners work individually or in teams on an activity, prompting them to showcase or demonstrate learning (e.g., utilizing generative or memorizing cognitive strategies).

**Event 5: Assessments & Feedback (~10 minutes)**  
**Activities:** Quizzes, exams, projects, and graded discussions measuring progress on objectives, followed by feedback events on learning.

**Event 6: Unit Summary & Debrief (~10 minutes)**  
**Activities:** Facilitator review of key points, assuring a review of key content defined by objectives and instruction/activities.

**Event 7: Reflection Strategy (~5 minutes)**  
**Activities:** Provide time/prompts for deliberate thinking about past/future knowledge and application, and self-/peer-assessment of learning.