PURPOSE
To understand how an on-stage/off-stage and a linear clinic module differ in amount of staff-to-staff communicating; operational efficiency measured by distance, travel time, and patient throughput; and the patient perception of privacy.

ASSUMPTIONS
Because of the separation of staff and patient activities, it is hypothesized that on-stage/off-stage modules improves staff collaboration, operational efficiency and patient privacy. In effect, this module is expected to become more popular in the coming years; however, to it is hypothesized that on-stage/off-stage modules

METHOD
This was a mixed-method study that included shadowing clinic staff (roughly 35 hours), observing patients (roughly 55 hours) and surveying patients (n=26/9). All data was gathered during three visits, between July and August of 2015.

STUDY IMPLICATIONS
• Amount of staff face-to-face communication did not change among the clinic modules. In the on-stage/off-stage module, most communication occurred in the private, off-stage areas, increasing compliance with patient confidentiality.
• Increasing patient throughput increases the potential number of patients seen daily, justifying added construction costs of an on-stage/off-stage module due to higher ratio of overall SF/exam room
• Reducing patient wait times has been associated with improved patient satisfaction (Dansky & Miles, 1997) and likelihood of patient returning (Camacho et al., 2006).
• Patients were least satisfied with their level of visual and auditory privacy during check-in/registration and check-out.

FINDINGS
STAFF COMMUNICATION
• There was no significant difference in total amount of time staff spent communicating with other staff among the clinic modules.
• The on-stage/off-stage module had significantly (t(11)=4.46, p=0.009**) more time spent (38.43 minutes) communication in private areas, such as the off-stage area, dictation, exam rooms and staff offices.

STAFF TRAVELING
• Staff in the on-stage/off-stage module traveled significantly less, roughly 0.63 miles (t(20)=3.07, p=0.006); and spent significantly less time traveling, approximately 22 minutes (t(20)=4.01, p=0.007***).

PATIENT THROUGHPUT
• On average, throughput was 16.85 minutes quicker in the on-stage/off-stage module.
• Most of the throughput difference was attributed to significantly reduced wait times (13.07 total minutes) in the waiting room and exam rooms.
• Likewise, patients perceived wait times in the on-stage/off-stage module significantly more satisfying in the waiting room (t(203)=2.53, p=0.01**) and exam room (t(197)=2.45, p=0.01**).

PRIVACY
• There was no significant difference in patients' perception of physical, visual or audio privacy.
• In both clinic modules, patients perceived their privacy as an important element of their visit, and felt strongly that their expectations of privacy were met.