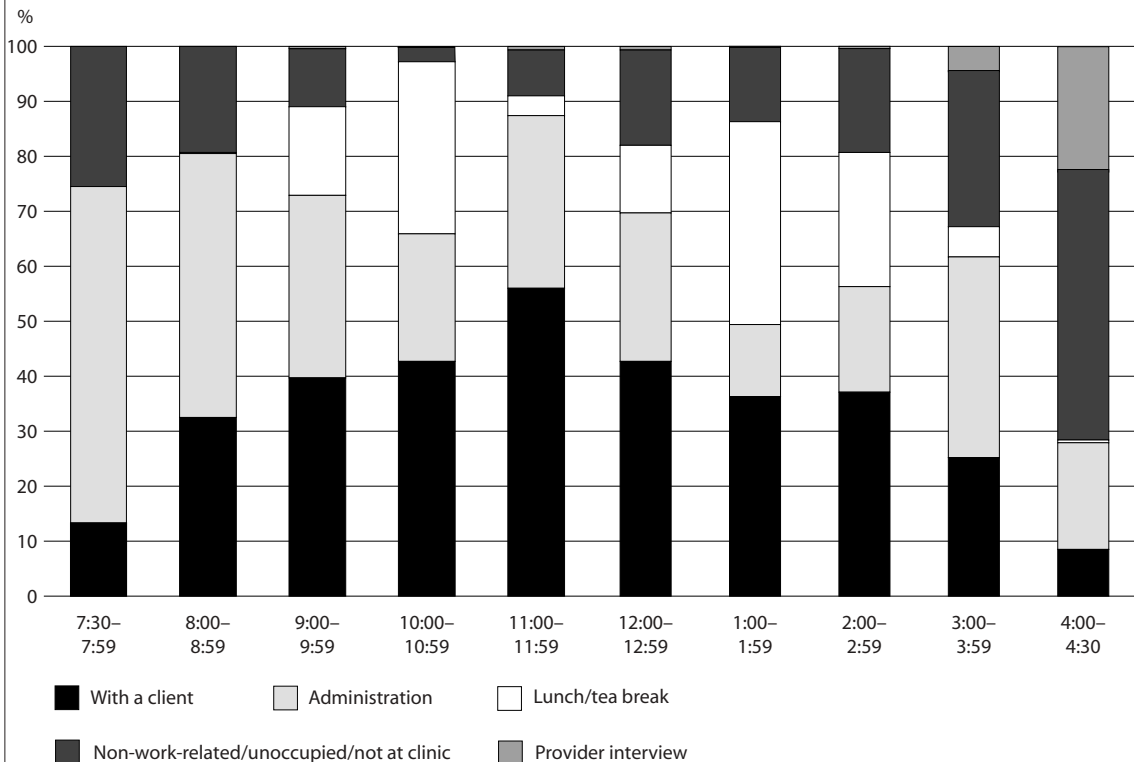


FIGURE 1. Percentage distribution of of provider time by selected activities, according to hour of the day



Notes: Administrative tasks included completing and reviewing forms, filing forms, preparing work space, preparing for the next client, engaging in work-related discussions with staff, participating in official meetings, reading and making phone calls. The time-motion study was based on observations made over a five-day period of three providers at each clinic. Spilhaus and Lister opened at 8:00 A.M. and closed at 4:30 P.M.; Mpilo opened at 7:30 A.M. and closed at 4:00 P.M. Thus, the first bar refers only to Mpilo, while the last bar refers only to Spilhaus and Lister.