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Business Unit: Horizon Medical, PC

Problem / Opportunity Statement:

After completion of a patient satisfaction survey the clinic looked at the top dissatisfaction points. Patient wait time was one of the critical factors. The clinic organized a study group consisting of patients, staff, and physicians to assess current wait times and set satisfactory wait times. The study group determined current wait times were approximately 20 minutes, on average. The study group concluded that 10 minutes is an acceptable wait time.

Goal: Within the next 90 days, reduce the wait time for patient visits from 20 minutes to 10 minutes.

Significant Changes: (limited info is provided to protect customer)

- Meet with staff to:
 - Analyze current system tracking for patient wait time.
 - Utilization of the Electronic Health Record (EHR) system as it relates to tracking.
 - Identify current causes of patient wait times.
 - Discuss the appropriate range of wait times based on type of visit, ex. chronic vs. acute.
- Develop a system to track patient wait times through the EHR system.
- Develop a communication link between the patient and clinic to avoid delays during patient registration:
 - Patients visit reminders, texts, email, and/or phone calls.
 - Verification of patient demographics.
 - Collection of Co-Pays, if necessary.
- Develop a generic wait time system based on standards of care.
- Meet with physicians and staff to:
 - Go over wait times systems relevance, reliability, and measurability.

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- Get acceptance and buy-in of new system.
- Implementation of new wait times system.

Realized ROI:

Customer Experience: Increased customer satisfaction by 75% as it related to patient wait times.

Staff Experience: Increased staff moral as it related to patient wait times.

Financial Benefit: Increased clinic revenue by 15% through reduced wait times and increased patient visits.

Time Savings: Decreased patient wait times to 10 minutes per visit.

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