**Project Overview:** Improving Patient Wait Times at Horizon Medical, PC

**Business Unit:**  
Horizon Medical, PC

**Detailed Problem / Opportunity Statement:**  
Horizon Medical, PC conducted a patient satisfaction survey, highlighting patient wait times as a pivotal area of dissatisfaction. After in-depth analysis with a study group comprising patients, staff, and physicians, it was discerned that the average wait times stood at 20 minutes. The study group concluded that a 10-minute wait time would significantly enhance patient satisfaction.

**Project Goal:**  
Over the next 90 days, aim to cut down the average patient wait time from 20 minutes to 10 minutes.

**Implementation & Significant Changes:**

1. **System Analysis & Discussion with Staff:**
   * Engaged staff in meetings to:
     + Examine the existing system monitoring patient wait times.
     + Understand the capabilities of the Electronic Health Record (EHR) system concerning wait time tracking.
     + Pinpoint the primary reasons behind extended patient wait times.
     + Debate and define the ideal wait times based on the type of the visit, e.g., chronic vs. acute.
   * **Benefit:** These discussions provided clarity on current bottlenecks and set clear expectations for acceptable wait times based on the type of consultation.
2. **Enhancement of EHR System:**
   * Implemented mechanisms within the EHR system to track patient wait times meticulously.
   * **Benefit:** Accurate tracking enabled data-driven decisions and continuous monitoring for improvements.
3. **Improved Patient-Clinic Communication:**
   * Introduced various communication methods between the clinic and patients to minimize registration delays:
     + Dispatched visit reminders through texts, emails, and phone calls.
     + Verified patient demographic information.
     + Expedited the collection of Co-Pays, when applicable.
   * **Benefit:** Enhanced communication ensured patients were well-informed and prepared, leading to a streamlined registration process.
4. **Standardization of Wait Times:**
   * Established a generic wait time system based on recognized standards of care.
   * **Benefit:** The standardized system provided consistency in patient experience and allowed staff to set clear expectations.
5. **Stakeholder Engagement & System Implementation:**
   * Conferred with physicians and staff to:
     + Discuss the new system's relevance, reliability, and measurability.
     + Secure comprehensive acceptance and buy-in.
   * Executed the implementation of the new wait times system.
   * **Benefit:** Engaging stakeholders ensured smoother transition and adoption of the new system, while its implementation paved the way for tangible improvements in wait times.

**Realized Return on Investment (ROI):**

* **Elevated Customer Experience:** Achieved a 75% increase in customer satisfaction, specifically related to patient wait times.
* **Boosted Staff Morale:** Enhanced staff morale due to the positive feedback and streamlined experience concerning wait times.
* **Financial Upside:** Recognized a 15% growth in clinic revenue, attributed to reduced wait times and increased patient visits.
* **Optimized Operational Efficiency:** Successfully brought down patient wait times to an average of 10 minutes per visit.