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:** Accuratetracking enabled data-driven decisions and continuousmonitoringfor 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.

RealizedReturnonInvestment(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.

- **FinancialUpside:** 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.