

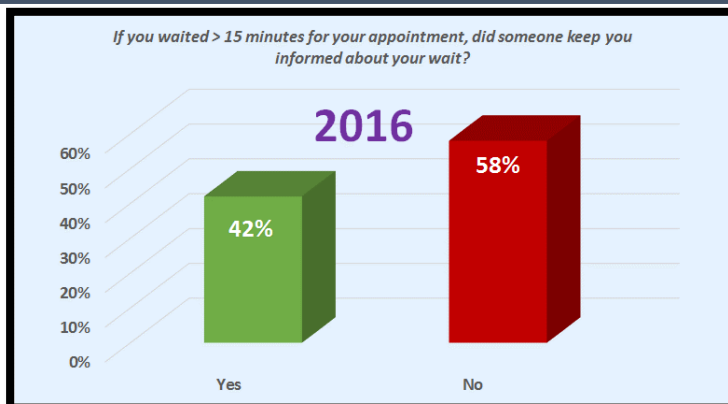
## PROBLEM

Since the year 2016, "Wait Times" in the Radiology department have been the lowest scoring section on the bi-annual Patient Satisfaction surveys. This leads to clinic delays and patient dissatisfaction.

## SCOPE IN/OUT

**IN** Memorial Campus / Ultrasound Exams / Monday - Friday  
**OUT** All other campus / All other modality / Saturday, Sunday, Holiday

## BACKGROUND / CURRENT CONDITIONS



### FY 17 Volumes

8,299 Outpatients

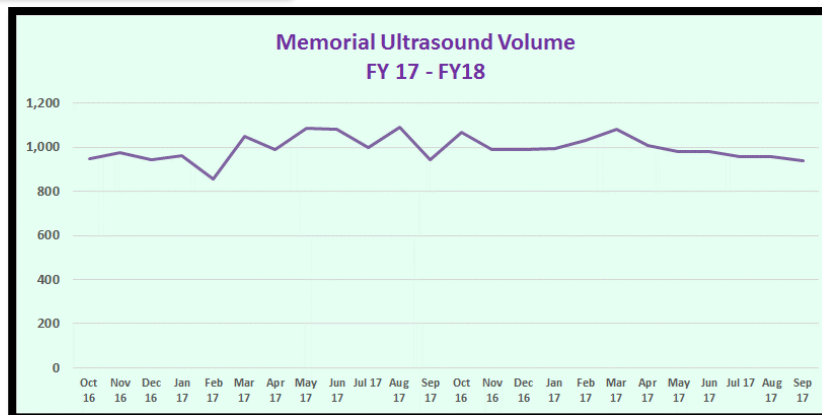
2,040 Emergency Room Patients

1,632 In-Patients

Scheduling Wait Time is 10-14 Days for Outpatient Ultrasound

Volume of Outpatient Ultrasound is 200-235 per Week

~ 71 add on Ultrasound cases per week



## ROOT CAUSES

### MAN

No one is informing patients that a clinic is behind

### METHOD

No method in place to inform patients of this information

### MACHINE

EPIC was not intended to track WAIT TIMES for Ultrasound

### MATERIALS

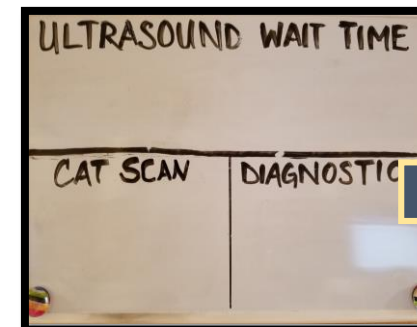
Patients use Mail and MyChart to reference when their appointment SHOULD begin

## SMART Goal

# IMPROVE BY 3%

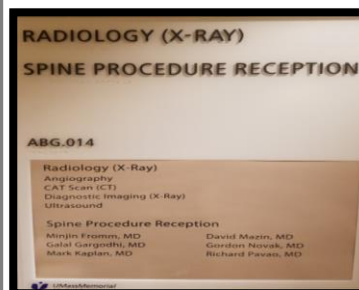
The number of patients who were informed about their wait times

## PLAN - Countermeasure



- Develop white board to track wait times
- Front desk staff will update white board
- Ultrasound Techs will keep front desk staff informed of delays
- Front desk staff will be provided information about appointment lengths so they can provide estimated wait times to patients
- Ultrasound tech workflow will be improved in an attempt to prevent delays all together

## DO - Implementation



- Additional posters were made to inform patients that the waiting room is NOT just Ultrasound patients
- Front desk staff were informed of wait times by Technologists throughout the day
- Front desk staff updated white board periodically

## STUDY - Conclusion

- 5% more patients were informed of their wait times
- Staff reported difficulty to update the white board regularly
- Technologists reported being so busy that they could not report wait times
- 20% more patients waited >15 Minutes

## ACT - Follow Up / Actions

Patient ID	Age	Sex	Time	Procedure	Physician	Staff
P19	51 yrs	M	9:07 am	Excision Of Benign Lesion Of Upper Limb, Including Margins, Excised Diameter Over 4.0 Cm (Excision Of A 9x7cm Right Posterior Neck Mass) - Right	H. Cui, MD	Rachel K, RN
HAHI DR 2	20 yrs	M	3:07 pm	Open Reduction Of Fracture Of Right Radius/Ulna Fractures - Right	A. Wong, MD	C. McLaughlin, CRNA S. Nia P. McCowan, CRNA E. Mattas, MD
HAHI Day 7 DR 2	4 yrs	F	2:13 pm	Tonsillectomy And Adenoidectomy - Bilateral Otolaryngologic Examination Under General Anesthesia - Bilateral	S. Kamil, MD	Z. Camann, MD S. Kulkarni, MD
HAHI DR 2	6 yrs	F	3:07 pm	Tympanostomy With Insertion Of Ventilating Tube Under General Anesthesia - Bilateral	S. Kamil, MD	Z. Camann, MD S. Kulkarni, MD

- Will develop "Schedule Report" for U/S
- Will replicate PACU waiting room board
- Research cost associated to displaying real time "Wait Time" that currently exists in EPIC
- Will harness and replicate existing knowledge and software for this type of project