

Meaningful Wait Times: Improving the Patient Perception of Care

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Introduction/Problem

Patient wait times have been linked extended patient distress, inefficiencies in health care delivery, and low patient satisfaction scores. Wait times is of growing importance in the provision of quality healthcare in Primary Care.

The purpose of this project is to improve patient satisfaction scores related to delays and willingness to recommend the practice by communicating with patients about delays.

Engaged and honest communication with patients during visits is connected to meaningful wait times which translates into decreased perception of wait time, increased perception of care, increased patient satisfaction, increased perception of quality care, willingness to recommend practice and improved colleague satisfaction.

Institute of Medicine Dimensions of Quality Care: Timeliness and Patient Centeredness.

Aim/Goal

Improve patient satisfaction scores related to delays and willingness to recommend the practice by October 2017

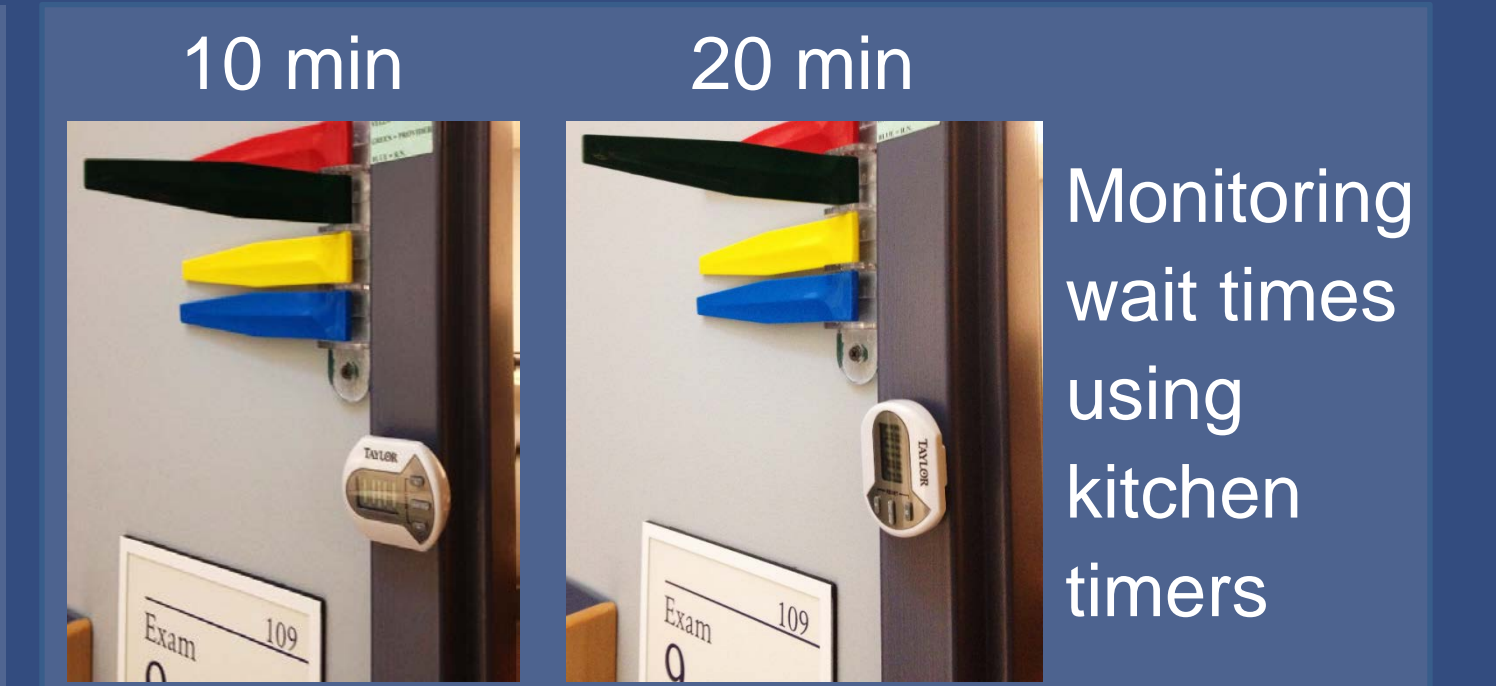
The East Cambridge Care Center Team

- Eleanor Adjetey
- Roberta Biajoli
- Tracey Breen, MA
- Gilberto Gamba, RN
- Brian Green, MD

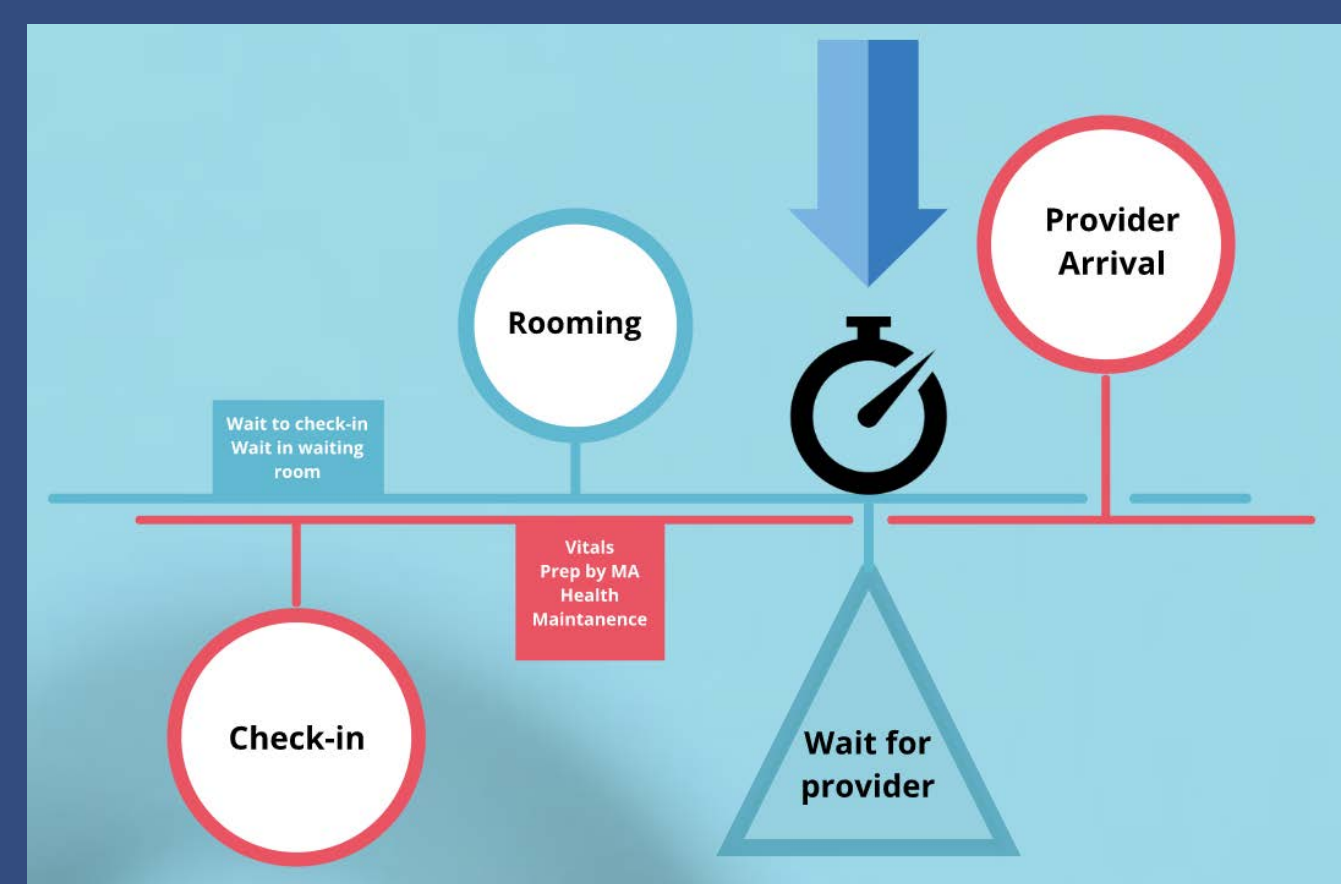
- Sylvia Kotei
- Fiona Mccaughan, RN
- Steve Montaque, MA
- Celia Monzon, MA

The Interventions

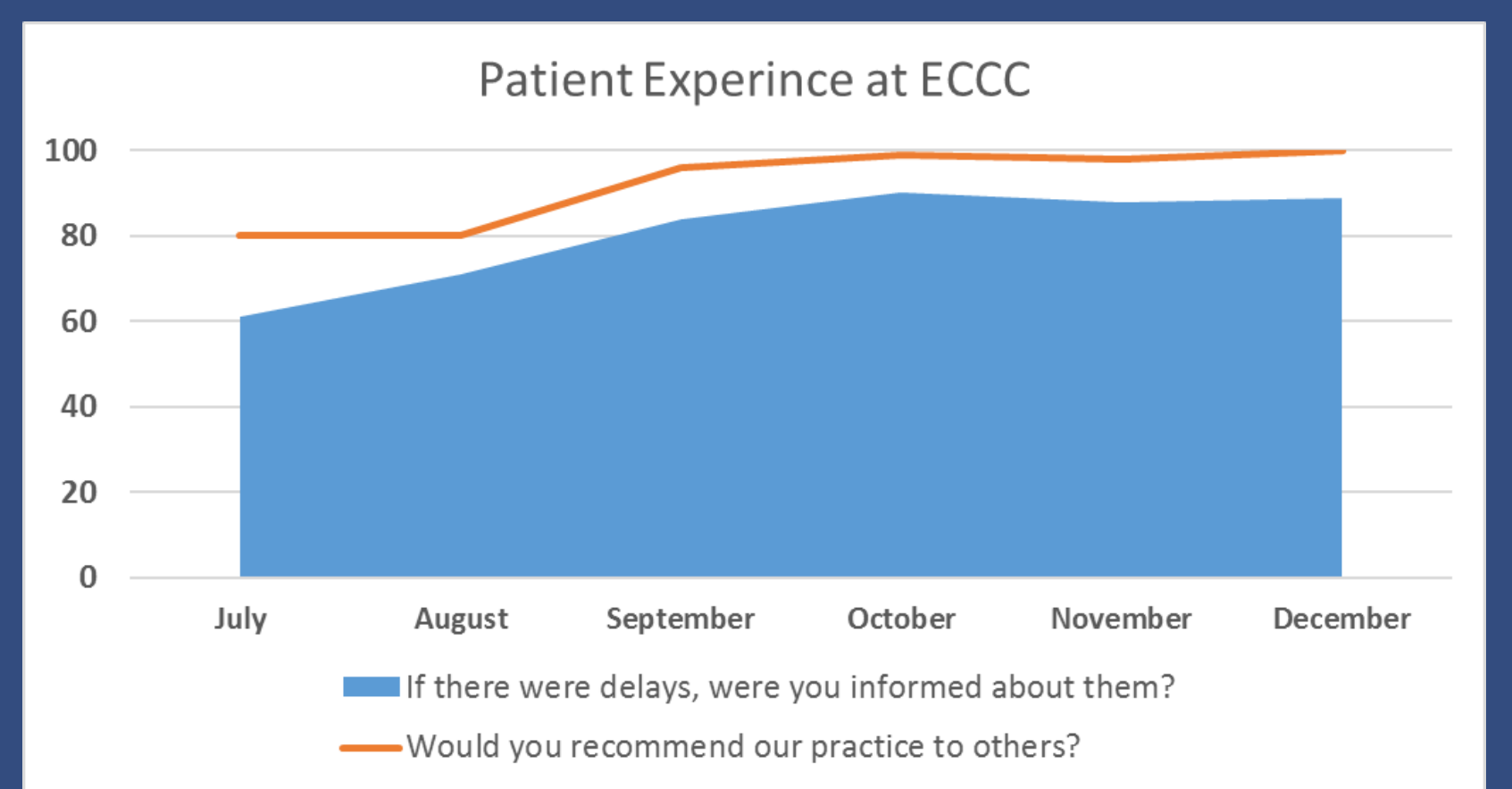
- Engage all team members
- Think like a patient
- Measure examination room wait times
- Communicate with patient about delays Q 10 min.
- Ongoing assessment of feedback from team



Results/Progress to Date



Meaningful wait times translate into a better Patient Experience



How we got here

- Acknowledging the problem
- Understanding patient needs
- Lead the change
- Little change matters
- Communication impacts patient perception
- Embedding change
- Detecting ongoing opportunities

Next Steps

- Continue asking patient for input
- Act on input from patient and team members
- Communicate, communicate, communicate
- Maintain demonstrated respect, empathy, trust
- Engage the team members as we engage the patient

For more information, contact: