Pre-procedural patient wait times have historically been an issue with regards to patient satisfaction. Nurses, in their role as patient advocate, often find themselves in the middle, trying to balance patient and physician expectations. For the patient this means having their case start on time while the physician expects that the patient will be ready when he/she is – regardless of scheduled appointment time.

Having recognized this as an issue in our facility, our objective became one of satisfying both parties with our initial focus being in the area of endoscopy.

We began by closely evaluating what our current process of admitting patients to the pre-operative area was, and analyzing patient flow. We assigned a pre-op RN to each endoscopy room. Close communication between pre-op, the endoscopy rooms, and phase 2 became the key to keeping us on schedule, providing adequate time to prepare the patient for their procedure “just in time”. Our endoscopy coordinator acted as a liaison between the clinical areas and the physicians.

By implementing many small changes we were able to increase efficiency and decrease our patients average pre-procedural wait time by twenty (20) minutes, even exceeding the national wait time benchmark! The significant increase in both patient and physician satisfaction provided our staff with a true sense of accomplishment in having met our customers expectations.