Waiting is not well received in today’s fast paced society. This is an important issue for healthcare providers to address in order to positively impact patient satisfaction. Surgical Care Pavilion’s 2010 plan for improvement was to decrease preoperative registration times through the implementation of bedside registration. Upon initial investigation, registration delays were found to be a barrier to on-time first case starts leading to patient and staff dissatisfaction. A gap analysis was performed on data collected for the first six months of 2010. This exhibited a patient wait time high of ninety minutes from the patient's arrival to the first nursing encounter. Data collection was limited to first cases of the day to identify areas of preventable delays during periods of high patient volumes.

In June of 2010, bedside registration was implemented in the Surgical Care Pavilion. This process eliminated main lobby registration and patients were registered in the comfort of their pre-operative room by registration staff. The data collected after the implementation of bedside registration showed patient wait times decreased to an average of ten minutes from an average high of 41 minutes. Patient wait times were less than the suggested benchmark time of 15 minutes. Since this process change, an improvement has been seen in patient satisfaction scores. Bedside registration has increased our scores from the 94.7 percentile to the 96.1 percentile.

In conclusion, Surgical Care Pavilion’s 2010 performance improvement project has been a success leading to increased satisfaction for patients, physicians and staff.