

Increasing Patient Satisfaction by Decreasing Waiting Room Times

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Introduction

Several research studies have linked the time patients must wait in waiting rooms to patient dissatisfaction. This became a concern at Riley Outpatient Surgery Center after reviewing surveys and listening to patient/ family comments. In the initial review of waiting room times, this surgery center had 40% of their patients waiting over ten minutes after they were registered for surgery.

Purpose of the Study

- The purpose of this study is to increase patient satisfaction by reducing the amount of time spent in the waiting room after they have been registered for their surgery.

Data Collection

- Each month a report was generated of all of the surgery cases time stamps. Data was collected of the wait times from Registration end until the beginning of Pre-operative Assessment.

Variables / Research

Controlled variables

- A report will be collected at the end of each month that includes all patients at the surgery center

Independent variable

- Waiting time reports entered into the Electronic Medical Record (EMR) for each patient

Dependent variable

- Registration staff will enter their times accurately in the EMR
- Nursing staff must be accurate with their times in EMR

Data/ Observations




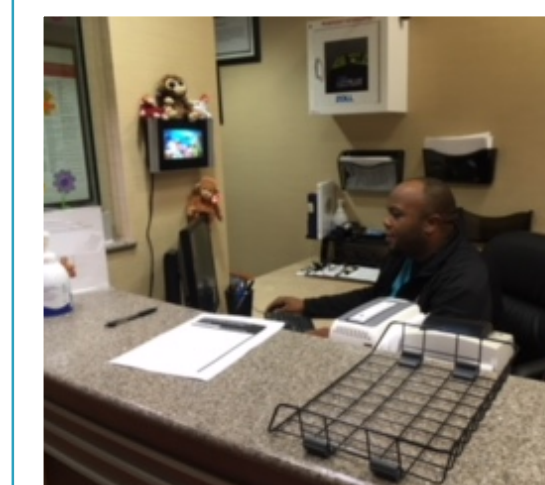
Longest Wait Times 2016

- During the nurses lunch break
- Minimal staffing days
- Number of preoperative rooms available

Longest Wait Times 2017

- Number of preoperative rooms
- Staff needed reminders
- During breaks

Strategies

Step 1	Step 2	Step 3	Step 4
			
Charge nurses instructed to relieve for staff lunches	Identify empty rooms quickly to prepare for next patient	Charge nurses will assist in bringing patients back to rooms	Registration staff will alert nurses when patients have been waiting awhile

Implications For Perianesthesia Nursing

Patients and their families are frequently dissatisfied by the amount of time they are required to wait in the perianesthesia environment. By collecting data and demonstrating the need for change, the staff at the Riley Outpatient Surgery Center were able to work as a team to improve their process.

Results



Riley Children's Health
Indiana University Health

Conclusion

Decreasing waiting time under ten minutes after registration has shown improvement with patient satisfaction at the surgery center. There are other areas to focus on to decrease waiting times during the outpatient surgery center experience, Some limitations include staffing, room availability, length of surgery, recovery time and increased volume of surgeries scheduled.

Works Cited

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