

Reducing Wait Time Proposal



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Problem

Patients seeking various healthcare services encounter prolonged waiting times, especially in urgent care facilities the *waits last 30 to 45* minutes.

Addressing this issue is crucial for *improving patient satisfaction* and overall *healthcare efficiency*.



Our Proposal

We propose a project to update the patient online appointment portal with a *virtual waiting room* that can address the prolonged response times in healthcare services.



Objective: *Reduce Wait Times*



-20%

**Patient Wait
Time**



+40%

**Patient
Satisfaction**



+40%

**Operational
Efficiency**

Scope of Project

In:

USA Facilities

Urgent Care Facilities outside the US are not considered



Uncomplicated Medical Cases

Cases not requiring surgery or specialist opinion.



Access to Site Management & Training

Ability to access patient files and analyze current appointment system.



Out:

Medical Treatment Strategies

Changes in medical approach

Complicated or Elective Cases

Cases requiring specialist or resources beyond urgent care facilities

Unforeseen Change in Resources

Change in staffing or financial allocations

Goals



Developing an efficient Triage system



Educate Patients



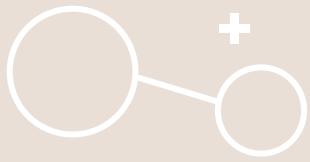
Virtual waiting rooms



Cross-functional training of staff



Patient happiness



Milestones

Milestone

Month

1

2

3

4

5

6

7

8

9

10

11

12

Project Initiation

Root Cause Analysis

**Triage system
development**

**Cross-Functional
Training**

**Virtual Waiting
Room Launch**



Initial Success Criteria

Reduced Wait times

Minimum 20%
reduction in wait times



Effective Triage System

Improved Patient Satisfaction

Increase by 15%



Seamless Communication

Enhanced Resource Efficiency

10% improvement in
staff utilization



High staff adaptability

Governance Model: Stakeholders

Stakeholders	Actively Involved	Consulted	Inform as Needed
Executive Sponsor (Head of Operations)	Actively Involved		
Urgent Care Admins and Managers	Actively Involved		
Urgent Care Providers and Staff	Actively Involved		
Patient Focus Group		Consulted	
Community			Inform as Needed
Insurance Companies*			Inform as Needed
IT Department	Actively Involved	Consulted	

Decision Making Scheme

Executive Sponsor
(Head of Operations)



Execution &
maintenance of
project

Admin/
Management



Feasibility,
implementation,
and training for
new systems

Provider/
Staff



Usability of new
systems, overall
patient & clinician
experience

Patient
Focus Group



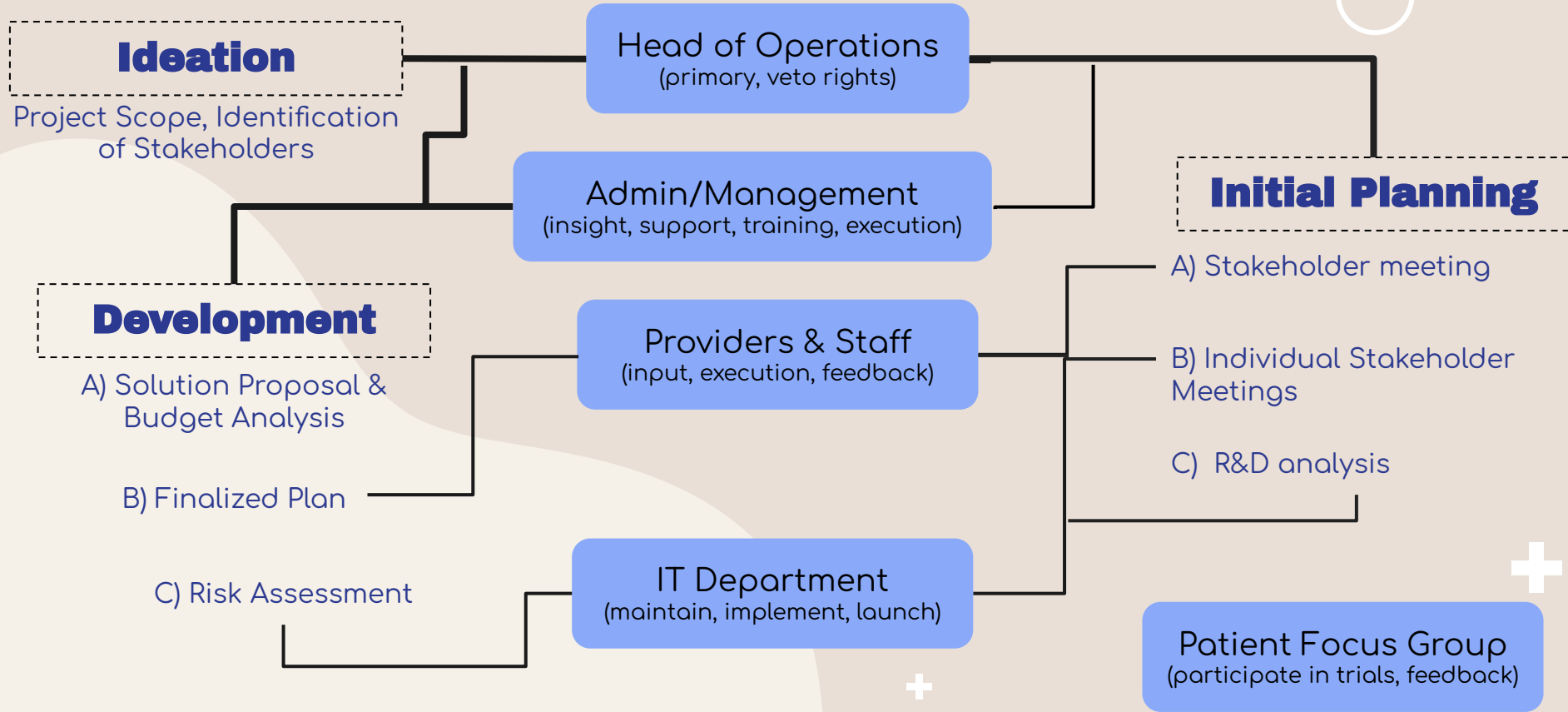
Insight on the
ease of use and
effectiveness of
the virtual
waitroom

IT
Department



Develop, maintain,
and implement the
tech for virtual
waiting rooms
launch

Governance Model ⁺

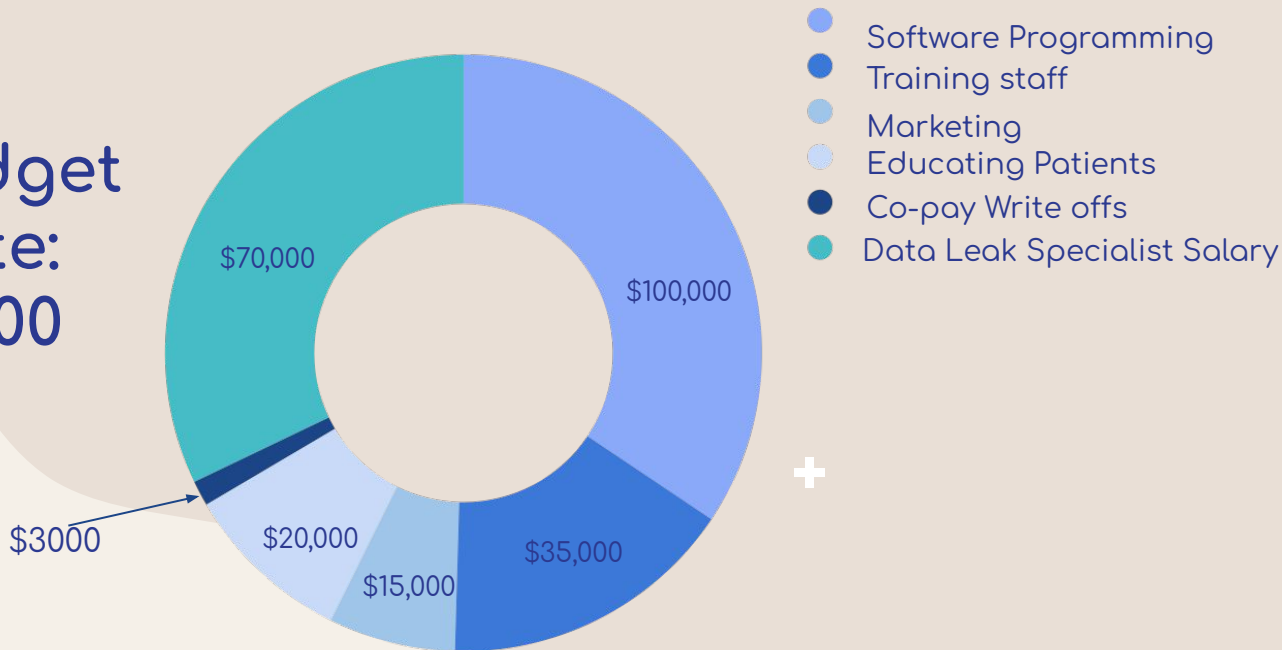


Communication Plan

Stakeholder	Communications Item	Delivery Platform
Executive Sponsor (Head of Operations)	Regular communication and meetings with project manager(s) and other relevant stakeholders.	<ul style="list-style-type: none">• Email• (Tele)conference• Presentations
Urgent Care Admins and Managers	Weekly briefing to the Sponsor. Regular collection of feedback	<ul style="list-style-type: none">• Email• Trainings• Presentations
Urgent Care Providers and Staff	Weekly briefing to the managers. Ensure patients fill out feedback forms.	<ul style="list-style-type: none">• Email• Trainings• Presentations
IT Department	Follow-up with managers for efficiency of the system. Timely updates on tech	<ul style="list-style-type: none">• Email• (Tele)conference
Patient Focus Group	Provide feedback to management and clinicians after engaging in trial runs.	<ul style="list-style-type: none">• Email• Trials• Trainings

Estimated Budget

Total Budget
estimate:
~\$250,000



*Budget is in ranges. Absolute values taken for visualization.

Risks



Resistance from Staff **1**

Budget Overruns **4**

Unforeseen workflow disruptions **2**

Regulatory compliance issues **5**

Patient Engagement Challenges **3**

Data Privacy concerns **6**

**Partner with us in
making the patient
experience priority-
even down to the
waiting**



Thank You for Listening

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