

DECREASED PATIENT WAIT TIMES IN OUTPATIENT REGISTRATION – HOLY CROSS HOSPITAL HEALTHPLEX

At a Glance

Organization Profile

– Holy Cross Hospital HealthPlex

Challenges

– Significantly long wait times in Registration
– Providing clinicians with information on patients arriving at facility without a scheduled appointment

Solution

– PatientEase®

Results

– Patient wait times to be registered decreased by 32% and actual registration time reduced by 25%
– Staff provided with unscheduled patient arrival information prior to the actual arrival of patient

stress levels in patients not knowing whether or not they were going to be seen and how long it would take to be seen.

Since there was no mechanism in place for the clinical staff to be aware of the arrival of unscheduled patients, they were not always prepared for patients with procedures that had not been scheduled in advance.

Answer

Patients arriving at Holy Cross Hospital's HealthPlex Center in Fort Lauderdale, Florida are checked in to the facility by the Receptionist utilizing PatientEase®. Registration staff is able to see a list of patients 'queued' for registration giving them the ability to greet and register the patient for their visit. Once registered, the patient is routed to the appropriate department for their procedure. Clinicians and Technicians are also able to view a list of the patients that are en-route to that department improving efficiencies. A wall mounted LCD Display is utilized by the HealthPlex Radiology Technicians to provide the clinicians with a list of patients waiting for procedures for each of the 7 modalities.

Profile

Holy Cross Hospital in Fort Lauderdale, Florida is a full-service, non-profit Catholic hospital, sponsored by the Sisters of Mercy and a member of Catholic Health East. This 571-bed hospital provides services and programs to meet the evolving health care needs of Broward County. Holy Cross HealthPlex Center offers the latest in diagnostic, medical and surgical services in a first-class outpatient center.

Challenges

Patients visiting HealthPlex were experiencing significant wait times to be registered which were causing high

Results

QueueVision's PatientEase[®] has significantly reduced wait times for registration while at the same time improving the efficiency of HealthPlex's Registration staff. PatientEase[®] has also provided visibility to the ancillary and clinical staff that patients are arriving for procedures. Within one month of implementing PatientEase[®], times for patients waiting to be registered were reduced from an average of 11 minutes to 7½ minutes or 32 percent and average registration times dropped from 7 minutes to 5¼ minutes or 25 percent. PatientEase[®] allows management to identify and respond to increased patient volumes to ensure that all service areas are adequately staffed. The Real-time monitoring capability made available through PatientEase[®] GlobalView provides a 'snap-shot' of patient flow across the enterprise and the User can 'drill down' and view a list of every department the patient has been to. PatientEase[®] provides real-time reporting of patient wait times & total

throughput of the entire patient experience. In fact, key data extracted from the PatientEase[®] database has been used for staffing, planning and ultimately to ensure the facility meets its targets and improves its KPI's. In 2009, HealthPlex initiated a Six Sigma project in an effort to improve their existing business processes and extensively utilized and relied on data from the PatientEase[®] database.

The Patient Access Director for HealthPlex commented that *"PatientEase[®] provides a marketing tool & strategic advantage. QueueVision allows the HealthPlex facility to have the capability to effectively communicate to our patient community our ability to provide services in a prompt & efficient manner"* when speaking at a 'Florida Association of Healthcare Access Management' Conference recently.

For more information visit
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