

Project Don't Wait!!!



Hoke County Health Department
683 East Palmer Road
Raeford, North Carolina

Project Don't Wait Team



Ulva Little, Health Educator - Team Lead Coordinator

Jenny McDuffie, Administrative Assistant - Assistant Team Lead & Data Collector

Alisha Tramble, RN, PCM & CC4C Coordinator - Data Collector & Analyzer (absent)

Annette Brewer, Processing Assistant III - Employee Trainer

Caroline Robinson, FNP - Training Coordinator (absent)

Shawanna James, Lab Tech - Training Coordinator

Gladys Wilson, Interpreter - Liaison for Hispanic Population (absent)

Helene Edwards, Health Director - Senior Sponsor & Ad Hoc Committee

Cynthia Morton, Nursing Supervisor - Ad Hoc Committee

Dawn Wilkie, Processing Assistant III - Alternate (absent)

Kathy McLean, Processing Assistant III - Alternate (absent)

Sarah Nicloa, RN, Maternity Care Coordinator

Team Song: Miley Cyrus- The Climb

<http://www.youtube.com/watch?v=5Q6dTZrPRbw&list=PLtIxqF17aowgsyniSI1axLrv6R-7-U9Xu>

Team Final Aim Statement:

From April-October 2013, The Hoke County Health Department wait time for Primary Care Clinic patients was an average of 1½ hours for new patients and 30-45 minutes for returning patients.






By observing how each patient is processed through the stations and identifying improvement opportunities, we hope to decrease patient wait time in the Primary Care Clinic

Project Measures:



Value Stream Map created at Workshop 1

The Newspaper

Team: Hoke's Don't Wait						Date: Jan 15, 2014
No.	Action/Suggestion/ Recommendation	Person Responsible	Date/Time Due	% Complete		Resolution/Status
1	Appt reminder letters- Why - savings since only 50% are deliverable	Jenny, Annette	1/14/14	100%		Will only be sent for Code 27.
2	Develop script for front end staff - To include current address/phone/payment expectations Why - prevent providers/nurses from having discussions about "Money"	Jenny	1/16/14	100%		Need to type
3	Provide front table or mailboxes - As counter space for forms, writing, etc. Why - Prevent back pain in staff	Jenny	3/15/14	0%		
4	Lower Shelves - In Chart Area Why - Easier reach/most current charts available at eye level	Jenny	1/14/14	100%		
5	Locate printer/copier - In eligibility area Why - One in eligibility area is inoperable	Jenny	1/17/14	0%		

Completed and Open Items – Total of 23

Key Improvements:



Patient Satisfaction Surveys to be collected at billing and add a box in lobby for other patient to use.



Charting area-Old charts off of floor and easier reach of forms



Staff Efficiency



Forms at Triage and Trauma Room



Adding doorbell to alert staff to a ready chart, vs. walk to look.

Kaizen Event Results:

What We

- **Did:** Learned about QI
- Mapped our process
- Observed the process
- Identified opportunities

What We Accomplished:

- Better addresses, phone numbers to improve contacting, billing, etc.
- To evaluate appt. reminders closer to appt. (2 weeks vs. 2 or 3 days)
- More consistent messages and handling of patients
- Smoother flow thru improved efficiencies
- Reducing appointment reminder letter volume and to evaluate further
- Conducted Employee Satisfaction Survey last week and to do comparison survey in approximately 3 months

Key Learnings:

Aha Moments:

- Intense and tiring week
- Making changes can be hard
- Got a lot done, more to come

Future Plans:

- Continue to do patient satisfaction survey's
- Continue to use forms and scripts developed during Kaizen Event
- Reducing appointment reminder letter volume and to evaluate further
- Continue to conducted Employee Satisfaction Survey for comparison survey in approximately 3 month
- Review patient wait time tracking tool from medical records