

Sample Quality Improvement Projects from the ASGE Endoscopy Unit Recognition Program

Topic: Patient Wait Time Prior to Procedure

Statement of Purpose.

The purpose of this study is to determine the patient wait time prior to procedure in our unit.

Performance Goal

This study will identify all procedures performed at the unit during a sample time period to calculate the average total patient wait time from the arrival/check in process at the front desk to the the performance of the procedure “Time Out” verification done in the procedure room prior to the start of anesthesia. The goal is to achieve a reasonable average total patient wait time of 60 minutes or less. This study will also identify areas in the patient’s procedure process where improvement can be made if the 60-minute goal is not met.

Data Collection

Cases performed April 2-3 and May 1-17 (15 days) at the unit were reviewed. The total patient wait times were documented and calculated.

Evidence of Data Collection

A total of 476 cases were reviewed, documented, and calculated.

Data Analysis

# of Days Reviewed	Patient Service Count	Avg Check In Time	Avg Admit Process Time	Avg Wait Time from Admit Completion to Procedure Room “Time Out”	Avg TOTAL Patient Wait Time from Check in to Procedure Room “Time Out”
15	476	7.4 min	12 min	37.4 min	78.8 minutes

Corrective Action

Additional evaluation of data to identify areas for improvement in order to reach the designated goal and improve our patient’s overall experience and satisfaction.

Re-Measurement

A second round of data collection was performed from November 25 to January 4 (18 days), auditing 551 patients of 8 physicians. This collection involved a more thorough documentation by staff than performed during the first round of collection to capture specific times a patient began and completed each phase of the endoscopy procedure process. This focused on the time spanning from patient “sign in” upon arrival to unit and ending upon procedure “time out.” The revised worksheet used for this second round targeted on this total time.

# of Days Reviewed	Patient Service Count	Avg TOTAL Patient Wait Time from Check in to Procedure Room “Time Out”
18	551	74.8 minutes

Additional Corrective Action and Re-Measurement

While there was a 4-minute improvement in the unit’s total patient wait time from sign in at the window upon arrival and procedure “time out,” the center did not meet the designated goal of achieving the reasonable average wait time of 60 minutes for this phase of the procedure process.