1. In July 2015, the average time to provider was 27.32 minutes.

2. Most recent CGCAHP (Quarter 3) Score was in the 68.2 Percentile

- Staff report job satisfaction increased
- 4 Providers per day decreased time to MD to as low as 17 min
- Wait time has gone down each month since initiation of project. July 27.32 min, Aug 23.41 min, Sept 20 min 59 sec, Oct 18 min 54 sec.
- Pt satisfaction score increased 5% since project initiation

1. Decrease arrival to provider time to less than 27 minutes for walk-in patients

2. Increase CGCAHPS Wait Time Patient Satisfaction Score

Brainstorming Session conducted with Urgent Care Staff
- Top 2 items for each group determined
- Small groups chosen to tackle top item per group

Trained 2 staff members to be Super Users for wait time report
- Posting wait times on a daily basis
- Reminding providers to document

PI project added for wait times
- Discussing quarterly at PI Committee Meeting

1 | DEFINE AND MONITOR

<table>
<thead>
<tr>
<th>Improvement Category &amp; Measurement Description</th>
<th>Baseline</th>
<th>Goal</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Decrease in Arrival to Provider time</td>
<td>27.32</td>
<td>&lt;27.32</td>
<td>24.24 min</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Improve CGCAHPS Wait Time Patient Satisfaction Score</td>
<td>68%</td>
<td>75%</td>
<td>52.8%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Team: Marty Trott, Joan Palmer, Mark Hettinger and Kristen Irvine

Physician Champion(s): Marty Trott

Lead(s): Kristen Irvine

Presenter: Kristen Irvine (KIrvine@tetonhospital.org)

Title: St. John's Urgent Care Wait Time Project

Scope: Walk-in Patients at the St. John's Family Practice and Urgent Care

Implementation Start Date: 7/2015

Implementation Completion Date: 

Scope: Walk-in Patients at the St. John's Family Practice and Urgent Care

Physician Champion(s): Marty Trott

Lead(s): Kristen Irvine

Presenter: Kristen Irvine (KIrvine@tetonhospital.org)

Value Collaborative

Report-Out #2 (Q2) | Monday, Nov. 9, 2015 | 12:00 – 1:00 PM
UC Arrived to Checked In
July 2015 SJMC

July 2015 Number of Patients = 842
Avg Time from Arrival to Checked in = 26 min

UC Arrived to Checked In
Oct 2015 SJMC

October 2015 Number of Patients = 381
Avg Time From Arrival to Checked In = 19 minutes
**Project Title:**
UC Wait Times

**Depart:**
Urgent Care #774

**Team Members:**
All UC Staff

**Aim Statement:**
We strive to have Arrival to Provider time less than 20 minutes

**Analysis of Data:**
1. July was busiest month ever at UC - added provider during this time
2. 2 Providers at night has improved morale and decreased wait at end of day
3. Lower patient volumes and additional providers decreasing wait time
4. Posting wait times on a daily basis leading toward increased awareness of wait times

**Changes being Tested, Implemented or Spread (Action):**
1. Increased Provider hours M-F starting July 2015
2. 4 Providers M and F if possible
3. Added a FT Provider, posting wait times daily

**Effectiveness of Action/Date of Completion:**
Improved morale of staff
Decreased wait times to goal in Oct

**Why is this project important:**
- [ ] High Risk
- [ ] High Volume
- [x] Problem Prone

**Recommendations and Next Steps:**
1. 4 Providers M and F
2. Brainstorming session 10/7
3. FD working to use kiosks
4. RN working toward templates