



Celebrating Education

VA&P: Creation of a Patient Appointment and Scheduling System to Reduce Wait Times

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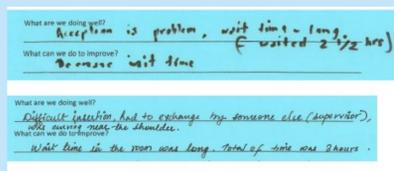


PURPOSE STATEMENT

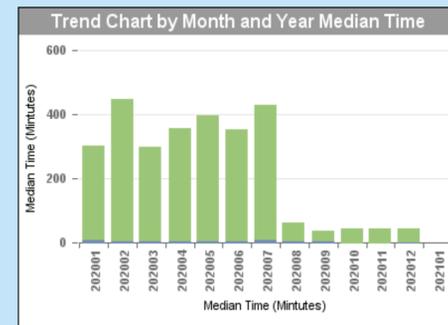
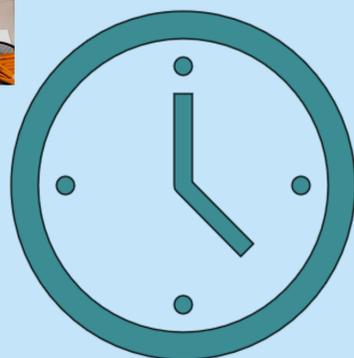
The Vascular Access and Procedures Center was challenged with achieving optimal performance and patient satisfaction. The Center is faced with a plethora of issues including lack of appointments resulting to long wait times, overtime for nurses and Advance Practice Providers (APPs), and peak workloads for front desk personnel. In this project, an appointment and scheduling system was designed to reduce wait times and ensure optimal use of staff and clinical resources.

BACKGROUND

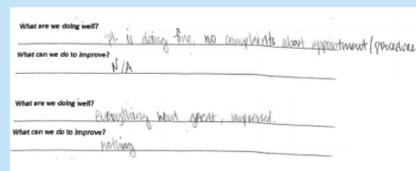
Patient Wait time data from 2017-2019 averaged to 4-5 hrs. The Center was a walk-in clinic and no appointments are needed to receive vascular access services (i.e. dressing change, port access, PIV insertion). This has resulted in low patient satisfaction scores, poor patient experience, burn-out among staff and over time for personnel. One Connect resources were tapped to adopt a scheduling and appointment tool to enhance efficiency in the delivery of vascular access services.



Patient Comments: Prior to Appointment Scheduling



Wait Times Trend



Patient Comments: After to Appointment Scheduling

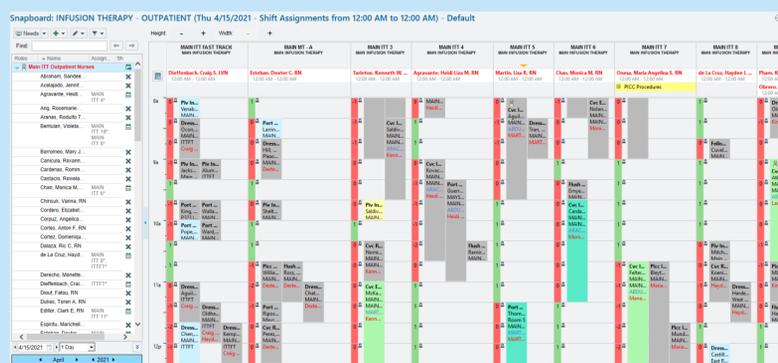
CONCLUSION & OUTCOME

The Snapboard appointment system was developed to address some of the challenges in long wait times in the center. The benefits of implementing this new system touched everyone involved in patients needing vascular access care. Staff conducted their work more efficiently and accurately while patients booked their appointments conveniently. The wait times decreased tremendously by **93%** - from 300 mins to 25 mins.

IMPACT

The impact of wait time on patient satisfaction and experience is a great tool in the patient's perception of the over-all quality of care that we deliver in the institution. Their experience is heavily influenced by time spent on waiting for a provider to render care. More so, a patient's negative experience has a ripple effect that extends to the duration of care within the hospital. In creating our appointment system and educating staff and patients/caregivers alike, we have incredibly created a positive experience and provided care in a timely fashion.

PLANNING & IMPLEMENTATION



This project was initiated in 2017. Cadence team was recruited to help develop templates for scheduling in 2018. Due to the delays brought about by CMS, the project was halted. Project was revisited in May 2020 working collaboratively with Cadence to finalize visit types and schedule templates. A core group of department leaders, charge nurses, team leads, and PSCs were formulated to develop training and teaching of staff. Cadence team also provided teaching support on-site. Core group met biweekly to determine progress and revisions when necessary. Unit huddles were conducted every morning for education.

Patient Strategic Communications department was enlisted to assist with patient communication regarding announcement of patient clinic appointments. Communications were published through MD Anderson websites, signage, patient MyChart, and Wayfinding (pending). Staff also educated patients during visits and reinforced scheduling appointments upon check out.

