Decreasing Outpatient Times for Pediatric Specialty Care Clinic Visits
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BACKGROUND

• The aim of this project is to identify, address, and reduce the time patients spend during an appointment at the ECU Health Pediatric Specialty Care Clinic.

• Patients interact with clinic staff at the check-in and check-out desks, in the vitals room (blood pressure, heart rate, temperature, weight), laboratory blood draws, and during the 20- to 60-minute scheduled appointment.

• Identifying and then mitigating the factors that result in prolonged appointment times can result in more efficient visits and decrease the time patients spend at the clinic.

PATIENT CARE SETTING

Clinical Setting:

• Outpatient clinic that houses multiple pediatric specialties (including Diabetes & Endocrinology, Gastroenterology, Nephrology, Pulmonary, Infectious Disease, and Center for Chronic & Complex Conditions)

• All associated with ECU Health

Strengths:

• Friendly staff

• Strong office and nursing support staff

• Proximity: Multiple services are offered in the same building

• Child-friendly clinic environment

THE PROBLEM

On average, a patient at the ECU Health Pediatric Specialty Care Clinic spends 70 minutes at the clinic for a 20- to 60-minute doctor appointment.

The greatest percentage of late arrivals occur at the 8 a.m. time slot. Late arrivals can result in delayed physician schedules which impact appointments later in the day.

CONSEQUENCES OF LONG WAIT TIMES

Increased health costs

Frustrated patients and employees

Poor patient outcomes

Lost time at school

CAUSE AND EFFECT

Fishbone Diagram

Causes

Effect

PATIENTS ARRIVE LATE FOR APPOINTMENTS

PHYSICIANS RUN LATE FOR APPOINTMENTS

LAB DRAW LATE FOR APPOINTMENTS

ENHANCED SCHEDULED APPOINTMENTS

PROPOSED INTERVENTIONS

CONSEQUENCES OF LONG WAIT TIMES

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