

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

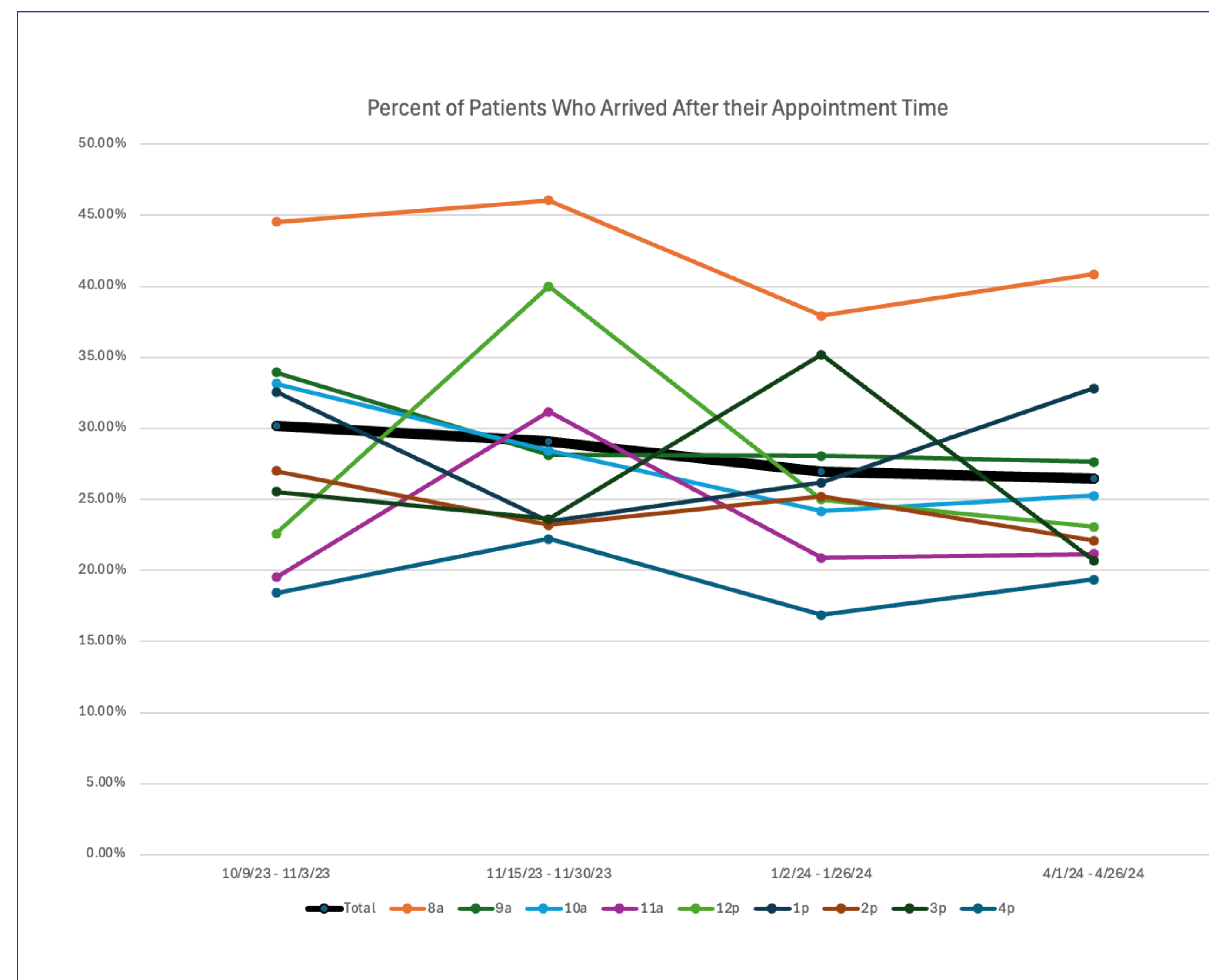
Strengths:

- Friendly staff
- Strong office and nursing support staff
- Proximity: Multiple services are offered in the same building
- Child-friendly clinic environment



<https://ecuphysicians.ecu.edu/pediatrics/specialty-clinics/locations/>

THE PROBLEM

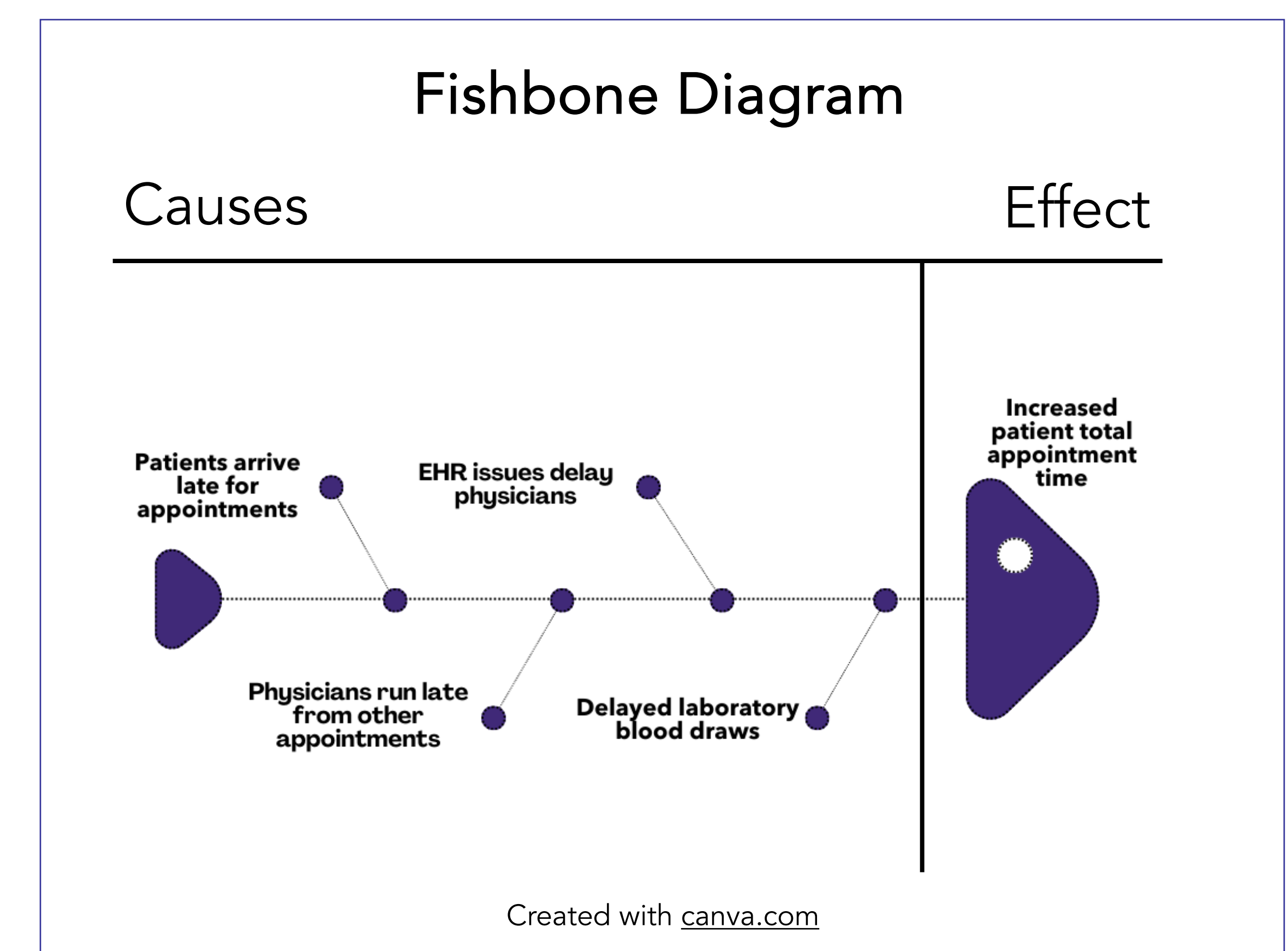


- On average, a patient at the ECU Health Pediatric Specialty Care Clinic spends 70 minutes at the clinic for a 20- to 60-minute doctor appointment.
- The greatest percentage of late arrivals occur at the 8 a.m. time slot. Late arrivals can result in delayed physician schedules which impact appointments later in the day.

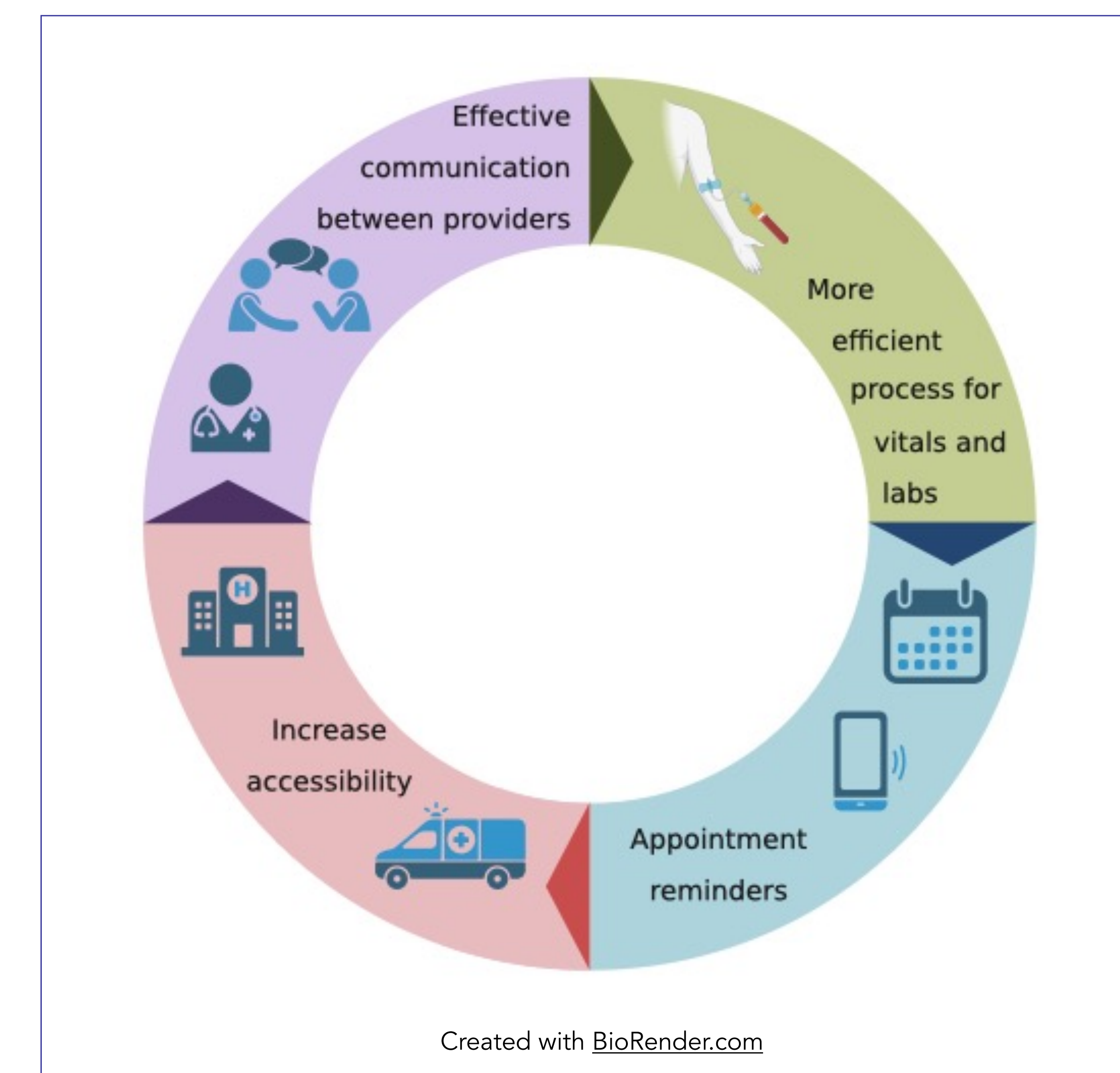
CONSEQUENCES OF LONG WAIT TIMES



CAUSE AND EFFECT



PROPOSED INTERVENTIONS



ACKNOWLEDGEMENTS

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