

## Project Measurement Table



### AIM STATEMENT

From April - October 2013, the Hoke County Health Department wait time for Primary Care Clinic patients was an average of 1 1/2 hours for new patients and 30-45 minutes for returning patients. By observing how each patient is processed through the stations and identifying improvement opportunities, we hope to decrease patient wait time in the Primary Care Clinic. .

Goal	Measure Name and Operational Definition	Data Collection					Notes
		Sample Size (How many?)	How will it be collected? (Process & data collection instruments to be used)	How often? (Frequency)	When will it be collected? (Time period)	Who will collect, analyze, and graph the data?	
Decrease overall wait time for Primary Care patients from 90 minutes to 60 minutes per visit.	<p>Total Visit Time (Lead time) Average (mean) time (in minutes) for a patient to complete the entire visit from the beginning (registration) to the end (check-out/billing) of the visit.</p> <p>What type of measure? ✓ Outcome</p>	At least 15-20 patients	<p>Front desk will record check-in time. Billing Clerk will record check-out time.</p> <p>Jodi will collect then and record the times on our visit time tracking form.</p>	Weekly	Data to be collected on Monday's for the previous week throughout project.	QI Teams members will analyze data sat weekly meetings.	
Improve patient satisfaction with wait time by 25% of patients scheduled.	<p><b>Patient Satisfaction w/ Waiting Time:</b> Percentage of patients who rate their satisfaction with their wait time for their Primary Care visit as "fair or poor" (as indicated on the client satisfaction survey).</p> <p>What type of measure? ✓ Outcome</p>	At least 10 patients	<p>A brief pt. satisfaction survey will be given to all Primary Care patients by Karen at registration during check-in.</p> <p>Karen will collect the survey's at the check-out window and give them to Connie at end of the week.</p>	Weekly	Data to be collected on Monday's for the previous week throughout project	Connie & Alisha to summarize and graph the results in a run chart and send to QI team leader-Ulva.	Use Spanish versions and Interpreter's for Spanish speaking patients.

# BALANCING

Measure Name and Operational Definition	Data Collection					
	Sample Size <i>(How many?)</i>	How will it be collected? <i>(Process &amp; data collection instruments to be used)</i>	How often? <i>(Frequency)</i>	When will it be collected? <i>(Time period)</i>	Who will collect, analyze, and graph the data?	Notes
<p><b>Patient Satisfaction w/ Time Spent with and waiting for Provider</b></p> <p>Percentage of patients who rate their satisfaction with the time spent with the provider as “fair or poor” (as indicated as on the customer satisfaction survey).</p>	At least 10 patients	<p>A brief pt. satisfaction survey will be given to all Primary Care patients by Karen at registration during check-in.</p> <p>Karen will collect the survey's at the check-out window and give them to Connie at end of the week.</p>	Weekly	Data to be collected on Monday's for the previous week throughout project	Connie & Alisha to summarize and graph the results in a run chart and send to QI team leader-Ulva.	Use Spanish version and Interpreter's for Spanish speaking patients.