

Out Patient Staff Meeting

Department:	Outpatient Center	Date:	August ,2019
Presiding:	Patty Willard, RN BSN, clinical coordinator		
Present:	Linda Foster RN BSN clinical nurse, Olga Lipovetsky RN clinical nurse, Eileen Madsen APRN clinical nurse practitioner, Kirsten Suarez, Outpatient Center Manager, Ellika Mardh MD, Director of the Outpatient Center		
Excused:	Catherine Dennis, RN; Katherine Knetzger, BSN, RN; Kristen Best-Frienz, BSN, RN ; Lisa O'Rourke, BSN, RN; Gail Davis, BSN, RN		

AGENDA		ACTION/DUE DATE
1. Review Press Ganey Results	Press Ganey surveys reveal patients dissatisfied with wait times at clinic and information about delays. Nurses commented that frequently receive comments during clinic that patients are upset with not being informed of delays and that they feel like "cattle" being rounded up to be seen. Follow-up phone calls to patients also discovered dissatisfaction with wait times in clinic too long.	
2. Determine new process for High volume specialty clinics	1 patients will register as usual 2 after all patients are registered the nurse will print a list to have the patients in order of arrival 3 when the nurse goes out to the waiting room to call the patients, she will call them by first name and number. 4 if there are any questions that come up while the nurse is getting the patient she will stop to answer them	
3. Dermatology Clinic Pilot	Dermatology was mentioned specifically by name in the press ganey survey as a specialty clinic that had issues with wait times and not keeping people informed of what was going on. Everyone agreed this should be the pilot clinic.	
4. Education	Handouts created with detailed steps of the process to get everyone's input. The nurses also wanted to include the registration staff. It was decided that we would also keep the registration staff informed of where we are in the process because patients will come to them when the nurses are in with the doctors.	
5. Pilot	On August 21 we will begin to pilot this process in Dermatology Clinic. There are twenty patients scheduled. We will continue to use it in the Dermatology Clinics in September.	
6. Roll-out	We will look at the press ganey results in September and October to see if our process has made an improvement in our scores. If we have positive results we will roll this process out to all the high volume specialty clinics: Gastroenterology, Gynecology, Obstetrics, Orthopedics, Pulmonary, Rheumatology and Surgical	

Respectively Submitted,
Patty Willard, RN BSN