



# Leveraging Technology To Enhance Patient Satisfaction in Urgent Care

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## OBJECTIVE



Our goal was to improve patient satisfaction based on feedback from Press Ganey surveys by leveraging technology.

## BACKGROUND

appointment waiting (6) care (4) felt (3) flu (4) helpful (3) hour (4) nothing (3) symptoms (3) test (5) wait (6) acted (3) asked (3) care (4) coughing (4) covid (4) doctor (3) hour (4) nurse (3) told (3)

## METHODS



- Survey each patient using Press Ganey
- Create dashboard to collect the data
- Analyze the data
- Create actionable steps to guide the strategy

## OUTCOME & RESULTS



- Enhanced Transparency and Reduced Anxiety
- Increased Convenience and Comfort
- Clearer Wait Time Management
- Improved Communication

## IMPLEMENTATION



- Automated Wait times on our website
- On My Way feature
- Queue System and Track Board
- Automated Text Messaging

## CONCLUSION



These improvements created a more efficient, patient-centered environment, enhancing comfort, reducing stress, and ensuring a more positive experience in our Urgent Care Locations

# 93.8%

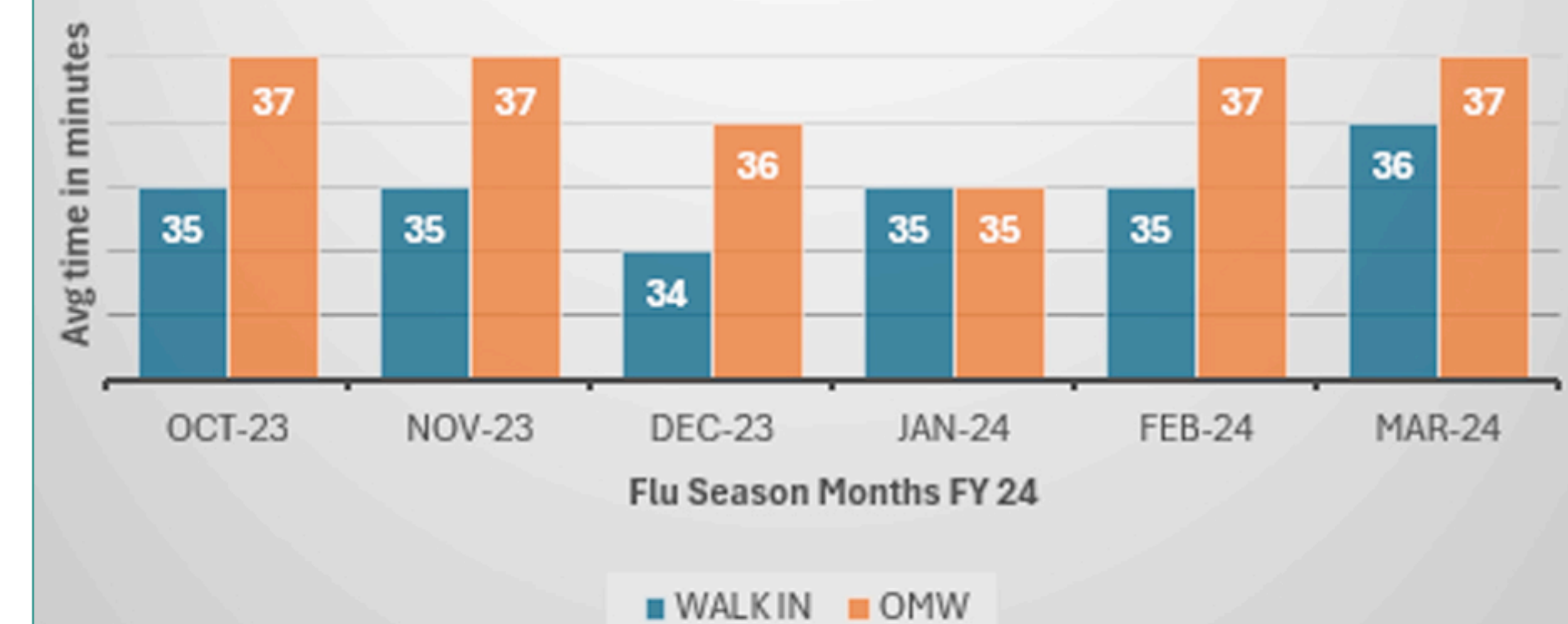
Of our patients Rate us 5 or 4  
Starts with 80% Rating us a 5

# 4,752

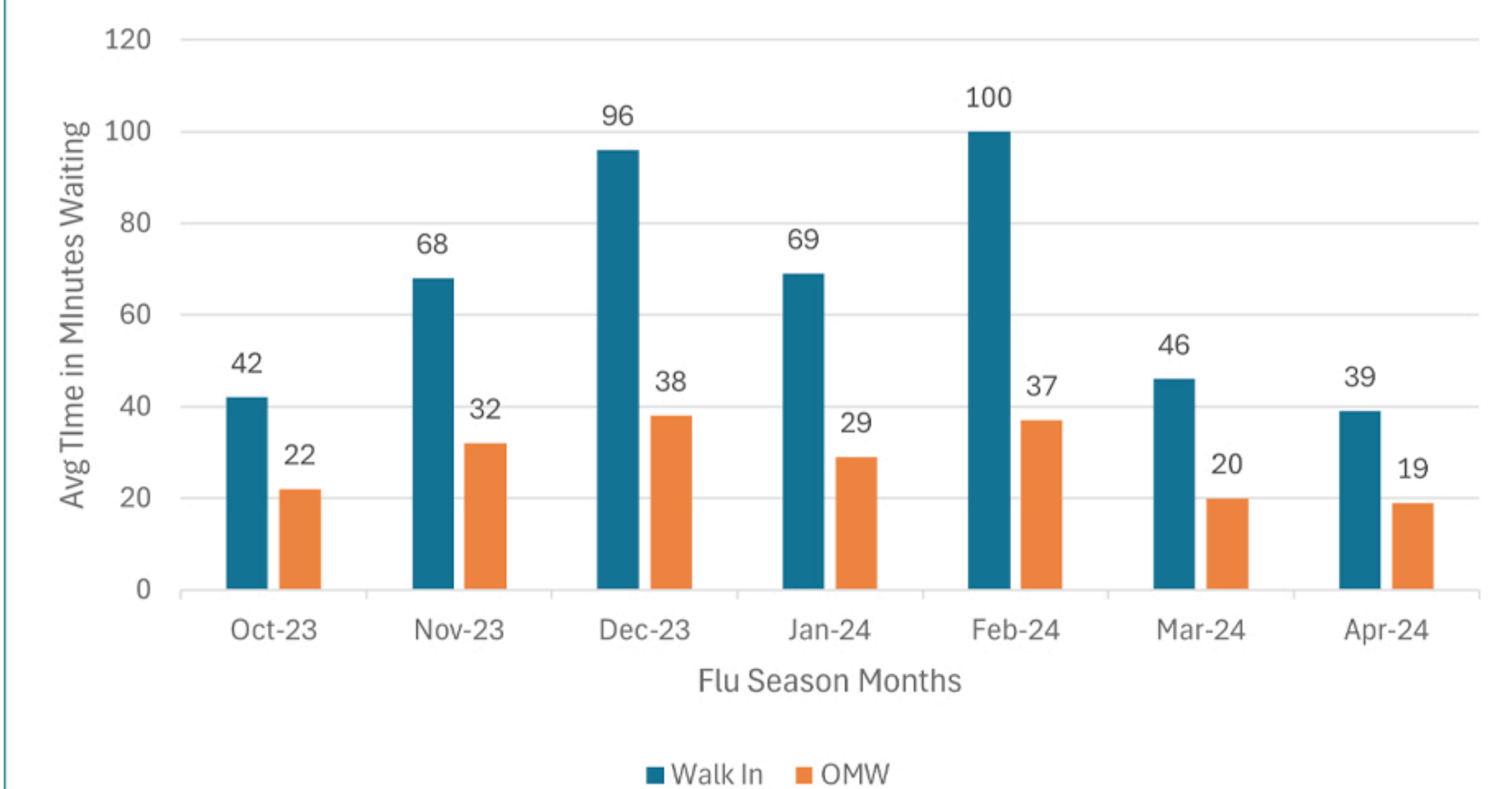
Surveys received this year

Urgent Care Patient Lists	Queue Position	Visit Type
L, Lakers	1	
T, Oklahoma	2	
T, Portland	3	
N, Newyork	4	
T, Minnesota	5	
M, Dallas	6	
S, San Antonio	7	
R, Houston	8	

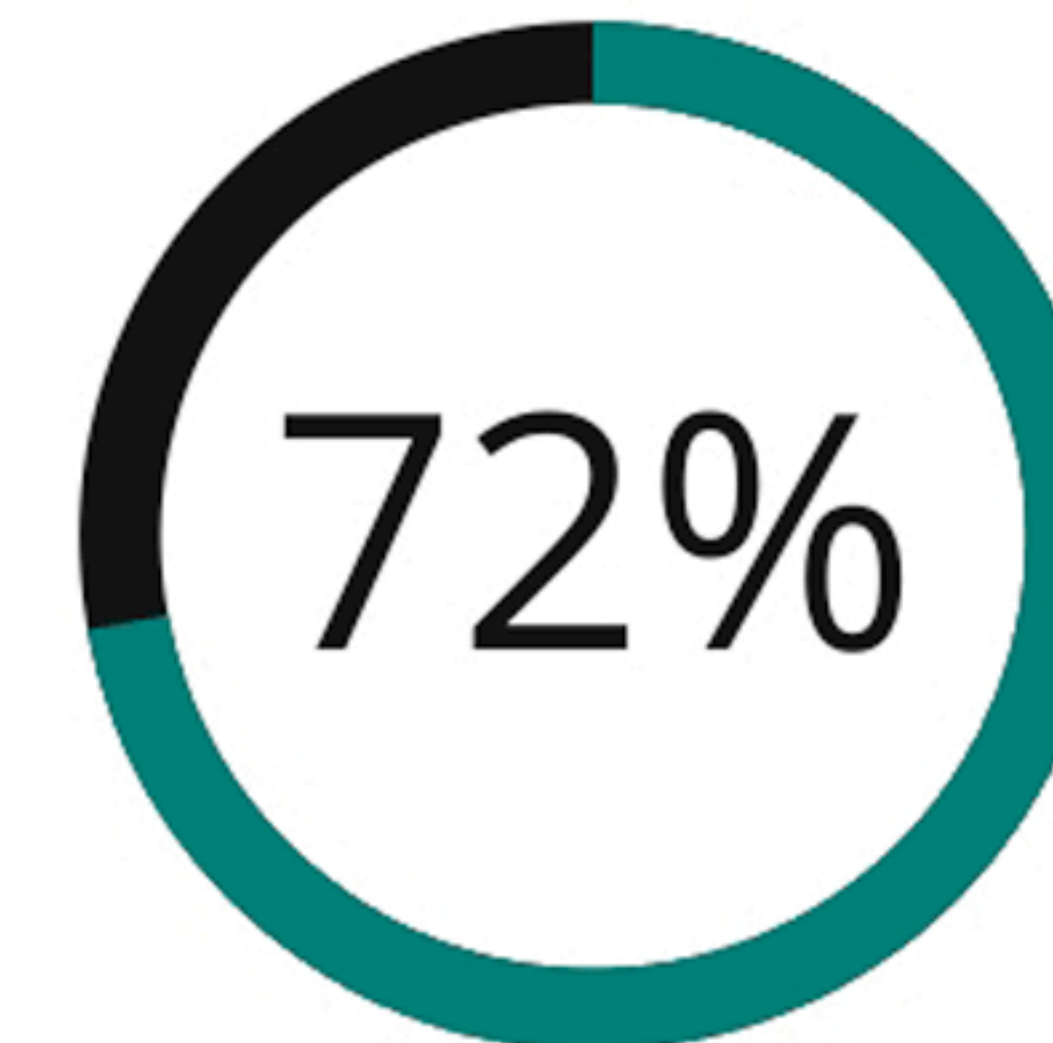
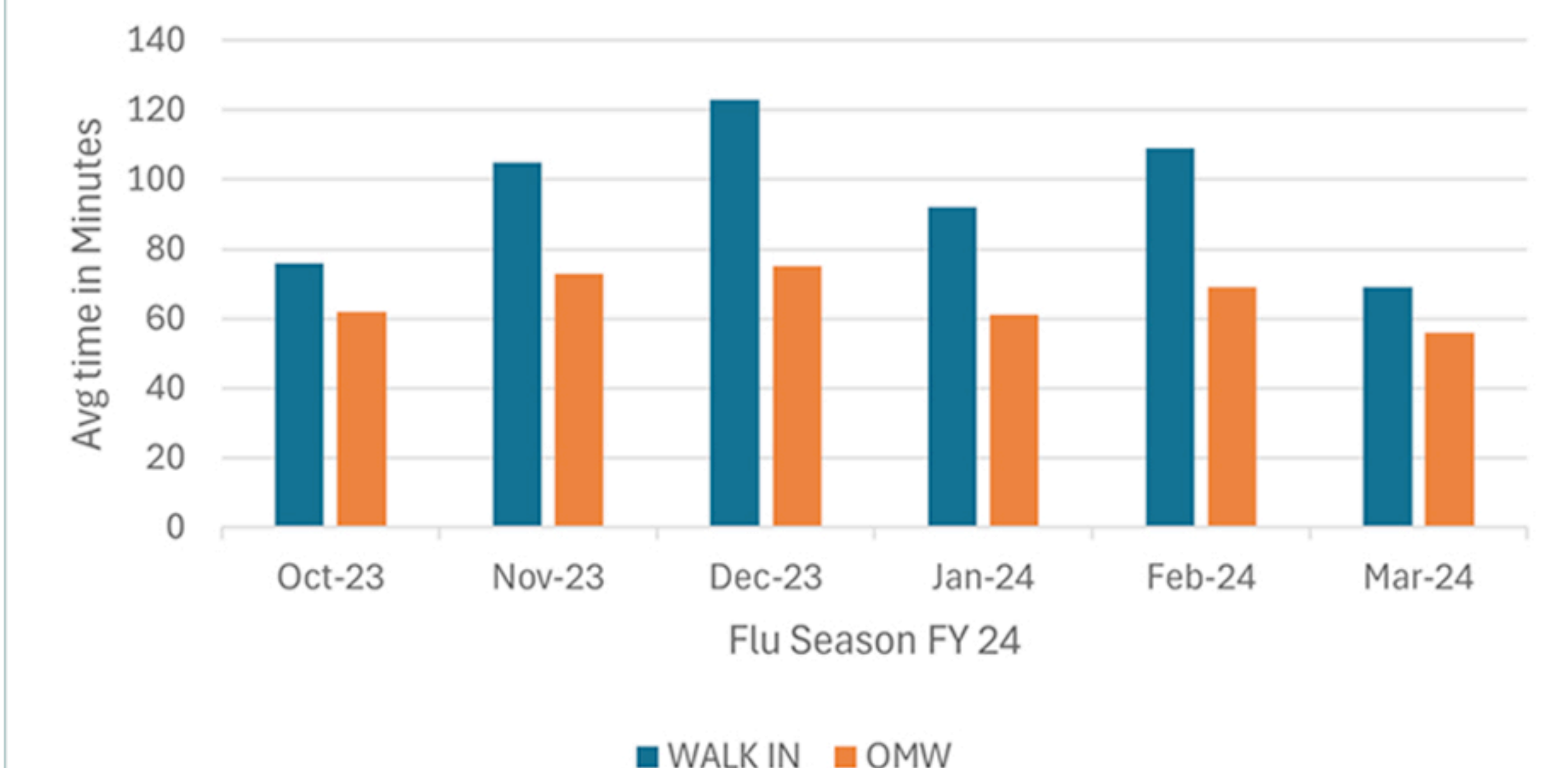
## Walkin/OMW Room to Discharge Time Comparison



## Comparison of Time Spent Waiting to be Roomed Walkin vs OMW Patient



## Walkin/OMW Avg Door to Door Time in Minutes



NPS

Net Promoter Score