

FEATURED TEAM

General and Plastic Surgery, Fontana Medical Center



Wait times irritating members? Here's a solution



WHAT THEY DO

To keep patients informed about wait times, schedulers and receptionists pair up for one-hour shifts during the predictably busy times in the department's two clinics (plastic surgery, and general and vascular surgery). Working together, each pair observes the waiting room and checks in with patients who are experiencing delays.

RESULTS

Positive patient responses for staff communications for the two clinics (combined)

51.4%



OCTOBER 2010



60.2%



JANUARY 2011



Read more about this team's work and other successful practices on the Labor Management Partnership website, www.LMPpartnership.org.