



# Guided PIP Worksheet

## Improving Wait Times in an Outpatient Clinic

 [Click here to complete this PIP](#)

### Plan: Identify an area in your practice that needs improvement.

What is the problem you are trying to solve?

Long wait times in an outpatient clinic reduce access to care and decrease patient satisfaction. Describe your practice's current wait times and brainstorm with your team about potential causes. Review resources from IHI.

What data (objective measurements) do you have that supports this as a problem?

Begin logging the number of minutes each patient waits to see the physician, and interview/observe staff re: the tasks they're performing during that time.

What is your opportunity statement? State the goal you hope to achieve.

Based on current wait times and determination of causes with your team, set a goal and timeframe to achieve it.

*Example: "We aim to improve patient wait time to 30 minutes within 1 month."*

What is the underlying cause of the performance/quality problem?

Gather and brainstorm with other physicians and staff on your unit/team. What's causing this issue? How did you determine the cause?

What Institute of Medicine (IOM) Quality Dimensions will be addressed by your project?

Patient Safety | Equitability in Care | Care Delivery Efficiency | Timeliness in Care | Care Delivery Effectiveness

### Do: Describe the desired outcomes and the requirements needed to achieve them.

What change(s) did you implement?

You can implement just one change, or you can choose to do several at a time.

*Example: After reviewing/observation with team, the most obvious issue is missing medical records on appointment day. If this is the problem, you could:*

- Develop a pre-visit checklist that includes obtaining medical records
- Set up a trigger that, when an appointment is scheduled, notifies dedicated office staff who obtains medical records prior to appointment date

### Study: Describe the measurements used to assess the success of the plan.

Did you achieve your goal or target reported in your opportunity statement? What data do you have to support your conclusion?

This is a simple yes or no, and cite the evidence. After the timeframe indicated in your opportunity statement, review your performance. (It's good practice to check-in at least midway through your project, too, to see whether adjustments need to be made.) Has the patient wait time decreased? By how much? Does that meet the goal you set?

*Example: Yes, we met our goal. After 2 weeks, review indicates wait time is at 30 minutes.*

### Act: Change(s) to your practice as a result of this project.

Will you continue with the changes you have implemented?

If you achieved your goal, describe how you will sustain your success, or how it led to new ideas. If you did not achieve your goal, how could you try again with new tactics? What will be your next process change to keep the improvement evolution going?

*Example: Team discussion indicated that inaccurate medication lists also delay the physician visit, and a pre-visit checklist would be helpful to catch all of these time-intensive details (medication list, medical record, past medical history). Further process improvement will include completion of functional and opioid risk assessments prior to the physician visit.*