

# Improving Delays in Patient Wait Time Throughout an Ambulatory Surgery Center Facility

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The delay in wait times have been noted to be attributed to the following:

1. Physicians picking which case they will do next regardless of schedule
2. Nurses inadvertently pulling patients into procedure room out of case order
3. Overbooking of provider schedules, unable to keep adequate workflow

Actions:

1. Physicians are required to be at the ASC 15 minutes prior to the start of the first morning procedure and first afternoon procedure.
2. Patients who pay their copay or coinsurance amount over the phone can arrive at the facility 30 minutes prior to their procedure (verses 1 hour) with the exception of patients scheduled between 8-9 am and 1-2 pm.

## Results

**Pre-procedure time: 67 minute wait compared to 92 minute average.**

**Procedure time: 7.6 minute wait compared to 9 minute average**

**Discharge time: 17.55 minute wait compared 19 minute average**

**Facility time: The average facility wait time was 92 minutes compared to 120 minutes**