The entire patient experience begins at the moment of arrival at your healthcare facility and is determined by every touch point along the way. Long wait times, lack of communication, disproportionate staffing, and underperforming employees have a direct influence on the patient experience — including quality outcomes and perceptions of care. With the arrival of HCAHPS and value-based purchasing, high patient satisfaction is a must to compete for limited dollars that will be available.

Does your healthcare organization struggle with high wait times? Do changes in patient volumes create challenges that are difficult to solve for? Are you struggling to capture information about patient delays that will help you decrease wait times and provide more responsive and timely care?

Patient Tracking System

We developed the Patient Tracking System to help healthcare organizations like yours enhance the patient experience by tracking and reporting critical information about wait times, service times, and patient flow. Our web-based software tool has three key features that impact overall patient satisfaction and quality of care:

- Immediately notifies leaders when their department is experiencing prolonged wait or service times
- Stores information electronically so that leaders can review and analyze in multiple ways (projecting patient volumes, reviewing staff productivity, examining wait/service time trends), and make informed decisions about creating the best patient care delivery model
- Improves information sharing between departments to provide caregivers a complete picture of each encounter, allowing them to focus on the patient and their care

Features of the system include:

- Instant access to patient location within the facility
- Real-time notification of prolonged waiting/service times
- Additional data about delays for detailed root cause analysis
- Easy analysis of data for reporting purposes.
- Real-time forecasting of anticipated wait times
- Enhanced communication between departments

Reducing Emergency Department length of stay from 4 hours to 1 hour can increase patient satisfaction scores by more than 10 percent.

Press Ganey, Emergency Department Pulse Report, 2009
Patient Tracking System
Enhancing the Patient Experience from Admission to Discharge

Advanced Reporting Features

You can create detailed, custom reports quickly and easily including average waiting and service time, volumes by hour, volumes by day, waiting/service times, employee productivity, and point-of-service collection.

<table>
<thead>
<tr>
<th>Registration Base</th>
<th># of Registrations</th>
<th>Avg Wait Time</th>
<th>Avg Registration Time</th>
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</thead>
<tbody>
<tr>
<td>test1, User</td>
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<td>0:02:56</td>
<td>0:07:41</td>
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<td>test2, User</td>
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<td>test5, User</td>
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<td>Total:</td>
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</tr>
</tbody>
</table>

Drives Results

Baptist Health Care was able to increase their Press Ganey Satisfaction Percentile Ranking Score by 14 points after they implemented Patient Tracking System.

For more information, contact Pat Turbiville: patt@bhclg.com or (850) 469-7979.