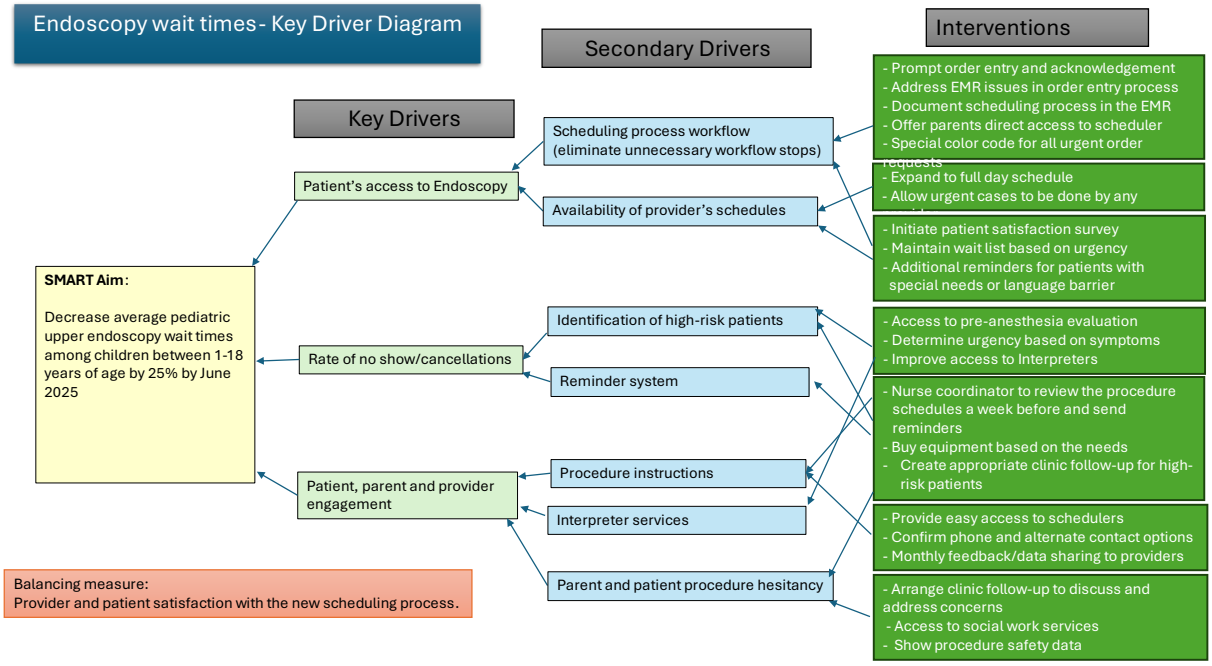
Endoscopy wait times- Key Driver Diagram
Secondary Drivers
Interventions
Key Drivers
Scheduling process workflow (eliminate unnecessary workflow stops)
Patient's access to Endoscopy
Availability of provider's schedules
- Prompt order entry and acknowledgement
- Address EMR issues in order entry process
- Document scheduling process in the EMR
- Offer parents direct access to scheduler
- Special color code for all urgent order requests
- Expand to full day schedule
- Allow urgent cases to be done by any
- Initiate patient satisfaction survey
- Maintain wait list based on urgency
- Additional reminders for patients with special needs or language barrier
SMART Aim:
Decrease average pediatric upper endoscopy wait times among children between 1-18 years of age by 25% by June 2025
Identification of high-risk patients
Rate of no show/cancellations
Reminder system
- Access to pre-anesthesia evaluation
- Determine urgency based on symptoms
- Improve access to Interpreters
- Nurse coordinator to review the procedure schedules a week before and send reminders
- Buy equipment based on the needs
- Create appropriate clinic follow-up for high-risk patients
Procedure instructions
Patient, parent and provider engagement
Interpreter services
- Provide easy access to schedulers
- Confirm phone and alternate contact options
- Monthly feedback/data sharing to providers
Parent and patient procedure hesitancy
- Arrange clinic follow-up to discuss and address concerns
- Access to social work services
- Show procedure safety data
Balancing measure:
Provider and patient satisfaction with the new scheduling process.