

The Long and Short-Term Effects of Office Flow on Patient Satisfaction

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TAP TO GO
BACK TO
KIOSK MENU

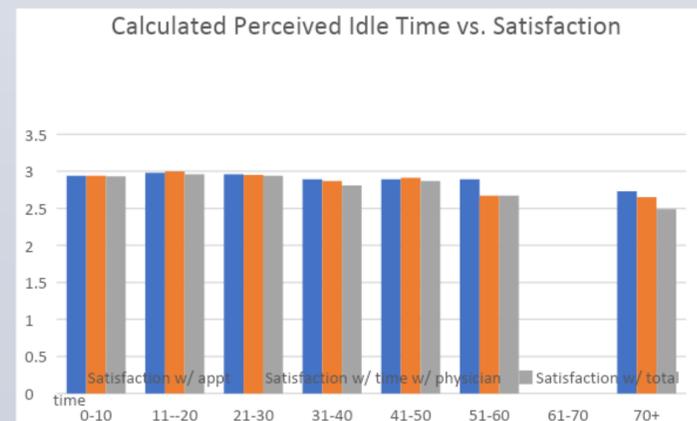
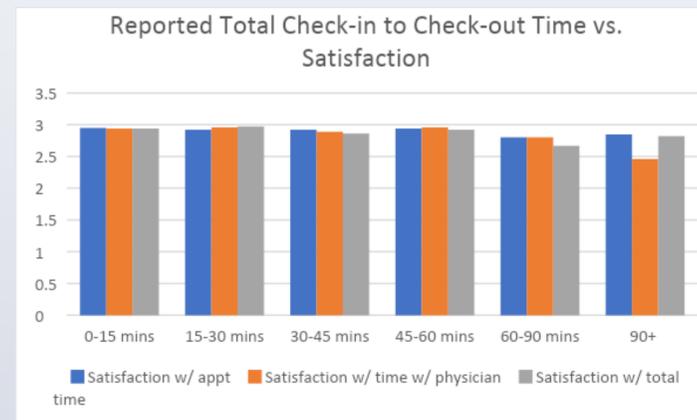
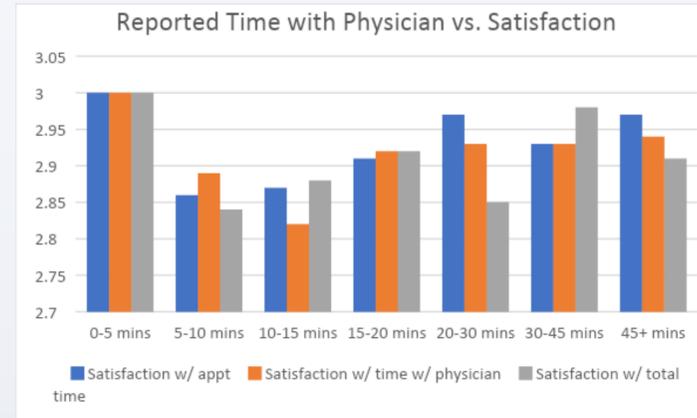


Introduction

- Does office flow impact patient satisfaction and furthermore does it impact whether patients want to return to the same clinic for treatment?
- This study looked specifically at patients at a teaching Family Medicine clinic with a patient panel of 15,000 patients utilizing a survey study to investigate how long patient's perceived to be in the office and how this affected their satisfaction with the office both in the immediate and long-term settings.

Methods

- The study was conducted with the utilization of an immediate post-appointment survey as well as information collected during an annual patient survey.
- Questions on the post-appointment survey included: age, gender, length of time spent from check-in to check-out at the office, length of time spent with the patient's physician today, satisfaction with today's appointment, satisfaction with length of time with physician, satisfaction with total length of time at clinic.
- Three questions were utilized from the annual survey including: satisfaction with wait time, satisfaction with time with provider, and likeliness to return to clinic.
- Perceived idle time was calculated by subtracting reported time with physician from reported total time at clinic.



Results

- 412 responses over the course of 12 days.
- 533 responses were collected from annual surveys.
- The average age of responders ranged between 43.6 years and 54.7 years with 136 male responders and 272 female responders.
- 217 responses were collected from AM appointments and 195 responses were collected from PM appointments.
- Average time from check-in to check-out was reported as 28.65-44.82 minutes and average time spent with physician was reported as 18.36-25.12 minutes.
- Average time during the length of the study was 24.45-32.67 minutes
- Satisfaction scores were reassigned a numerical value, 3 points for very, 2 points for somewhat and 1 point for not at all.
- Average patient satisfaction with their appointment was: 2.92 out of 3.
- Average satisfaction with length of time with physician was: 2.91 out of 3.
- Average satisfaction with total length of time spent at the clinic was: 2.87 out of 3.
- Wait time was inversely correlated with satisfaction with appointment, satisfaction with physician and satisfaction with total length of time at the clinic: -0.1997, -0.2372, -0.2929 respectively. Idle time was skewed to the right as seen in Graph 4 with majority of patients having a calculated perceived wait time of 21-30 minutes.

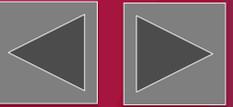
Graph 4

Discussion

- The time a patient reported to spend with their physician had a slightly positive correlation with their satisfaction with satisfaction with appointment, satisfaction with physician and satisfaction with total length of time at the clinic: 0.1326, 0.08449, 0.05663 respectively.
- 80% of patients in the 10-15 minutes with physician category responded "very" to all three satisfaction questions.
- 83% of patients in the 15-20 minutes with physician category responded "very" to all three satisfaction questions.
- 84% of patients in the 20-30 minutes with physician category responded "very" to all three satisfaction questions.
- 93% of patients in the 30-45 minutes with physician category responded "very" in all three satisfaction questions.

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Discussion continued

- The time a patient reported to spend with their physician had a slightly positive correlation with their satisfaction with satisfaction with appointment, satisfaction with physician and satisfaction with total length of time at the clinic: 0.1326, 0.08449, 0.05663 respectively.
- Correlation between total time in office from check-in to check-out was compared with reported satisfaction: -0.1991, -0.1860, -0.2376.
- Average satisfaction across all three satisfaction questions for groups 0-15 minutes and 15-30 minutes were the highest with average satisfaction scores of 2.94 and 2.95, respectively.
- Perceived idle was inversely correlated with satisfaction with appointment, satisfaction with physician and satisfaction with total length of time at the clinic: -0.1997, -0.2372, -0.2929 respectively.

| Check-in to check-out time | Satisfaction w/ appt | Satisfaction w/ time w/ physician | Satisfaction w/ total time |
|----------------------------|----------------------|-----------------------------------|----------------------------|
| 0-15 mins | 2.95 | 2.94 | 2.94 |
| 15-30 mins | 2.92 | 2.96 | 2.97 |
| 30-45 mins | 2.92 | 2.89 | 2.86 |
| 45-60 mins | 2.94 | 2.96 | 2.92 |
| 60-90 mins | 2.8 | 2.8 | 2.67 |
| 90+ | 2.85 | 2.46 | 2.82 |
| | | | |
| Time with physician | Satisfaction w/ appt | Satisfaction w/ time w/ physician | Satisfaction w/ total time |
| 0-5 mins | 3 | 3 | 3 |
| 5-10 mins | 2.86 | 2.89 | 2.84 |
| 10-15 mins | 2.87 | 2.82 | 2.88 |
| 15-20 mins | 2.91 | 2.92 | 2.92 |
| 20-30 mins | 2.97 | 2.93 | 2.85 |
| 30-45 mins | 2.93 | 2.93 | 2.98 |
| 45+ mins | 2.97 | 2.94 | 2.91 |
| | | | |
| Calculated Idle Time | Satisfaction w/ appt | Satisfaction w/ time w/ physician | Satisfaction w/ total time |
| 0-10 | 2.94 | 2.94 | 2.93 |
| 11--20 | 2.98 | 3 | 2.96 |
| 21-30 | 2.96 | 2.95 | 2.94 |
| 31-40 | 2.89 | 2.87 | 2.81 |
| 41-50 | 2.89 | 2.91 | 2.87 |
| 51-60 | 2.89 | 2.67 | 2.67 |
| 61-70 | N/A | N/A | N/A |
| 70+ | 2.73 | 2.65 | 2.49 |

Discussion continued:

- Those who responded to the survey with “very” in all three categories reported spending 26.45-42.2 minutes in office and 18.9-25.74 minutes with their provider. This means patients in this group spent an average of 7.55-16.46 minutes in office not with their provider or a total of 1.58x longer in the check-in to check-out duration than their time with their provider.
- Those who responded to the survey with one or more “somewhat” or “not at all” answer selection reported spending an average of 41.53-59.77 minutes in office and 15.96-22.27 minutes with their provider. This means patients in this group spent an average of 25.57-37.5 minutes in office not with their provider or a total of **2.72x longer** in the check-in to check-out duration than their time with their provider.

Conclusion:

- If in office patient flow can be augmented to make patient’s perceive their idle time is reduced, this could have a positive impact on patient satisfaction.
- Additionally, in this clinic’s setting as long as the patient spent more time with the physician than they did idle their satisfaction with the appointment as a whole was high; a concept which should be further investigated to improve patient satisfaction.