

Patient Throughput

Health Care DataWorks' Patient Throughput dashboard is designed to provide detailed data to support your organizations strategic and operational improvements of clinic workflows and reduce patient wait times and improve overall patient experience.

Features:

- **Analysis Dashboard:** The analysis dashboard helps administrators to understand all the information collected by the tracking tool. Data on the dashboard is available on an hourly, daily, weekly, and monthly basis allowing managers to monitor overall performance, assess clinic flow, and project staffing needs.
- **Examples of indicators include:**
 - Patient Volume
 - Average Time from Appointment Time to Roomed and Assessed
 - Average Appointment Time to Check-In
 - Average Check-In to Check-Out
 - Average Registration Time
 - Average Time from Check-in to Begin Registration
 - Average Time from Registration to Room and Assessed
- **Idle Alert Monitor:** The Idle Monitor provides a backup asynchronous check on patient status and can alert managers through their Blackberry email or text messaging when a patient has been delayed excessively.

Value:

By optimizing complex multi-stage customer service workflows in high volume clinics the patient throughput dashboard aids improvements in, both, patient satisfaction and staff morale, and at the same time increasing patient volume.

