**Research note**

**Engagement Name:** Cutting Wait Time in Healthcare Industry

**Client Name:** Healthy Co.

**Associate’s Name:** Christian Grosskopf

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| # | **Source name (include link)** | **Summary of key points** | **Key quotes / statistics** | **Importance to client** |
| 1. | Fierce Healthcare  https://www.fiercehealthcare.com/practices/4-ways-to-reduce-wait-times-patient-appointments-mgma-kenneth-hertz | * Invest in technology. * For staff checking in dozens of patients, in a day, it can be a major time saver. | * “I would look at it as an investment. A physician practice is a business, and a business has to continually re-invest in itself,” Hertz says | * Searching for different technological solutions for improved check in times could be a valuable use of time and resources. |
| 2. | National Library of Medicine  https://www.ncbi.nlm.nih.gov/pmc/articles/PMC10403234/ | * Healthcare facilities could improve their time management practices by providing training on planning, being a low time-waster and highly responsible at work, and designing compensation and benefits packages. | * Managing time effectively can benefit both the personal life and the organization. It improves the ability to complete tasks, make smarter decisions, and achieve complete control over essential priorities | * A complete study on the effectiveness of a facility’s time management abilities should be studied in order to identify which factors contribute most to time mismanagement. Are the slower nurses and doctors slow because of policy, compensation, promotion, etc.? |