**Wait Time Initiative ideas**

*Create a long list of ideas that the team can consider, prioritize, test, and potentially implement to solve the client’s problem. Provide a name and brief description (1 sentence) for each idea. Think creatively and try to ignore constraints. Rate each idea on amount of impact you expect from each initiative (high / medium / low), and how easy you think it would be to implement (high / medium / low) - this does not need to be scientific at this stage, just use your gut.*

**Client:** Healthy Co

**Problem statement:** Ways to improve patient satisfaction at healthcare facility

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| **#** | **Name** | **Description** | **Impact** | **Ease** |
| 1. | Mobile Check-In | Implement a mobile app that allows pt’s to check in and complete paperwork remotely before arriving to facility. | High | Medium |
| 2. | Wait Time Updates | Display real time wait time info on digital screens in waiting area and through mobile app. | Medium | Medium |
| 3. | Refreshment Stations | Set up stations with complimentary beverages and healthy snacks to keep patients refreshed while waiting. | Medium | Low |
| 4. | Entertainment Options | Provide televisions, magazines, and children’s play areas to make waiting more pleasant and engaging. | Medium | Low |
| 5. | Quiet Zones | Designate quiet areas with soothing music and lighting for patients who prefer more tranquil environment while waiting. | Low | Low |
| 6. | Enhanced Signage and Navigation | Improve signage withing facility to help patients navigate easily and reduce stress. | Medium | Low |
| 7. | Staff Training Programs | Conduct regular training sessions for staff on customer service best practices to ensure a welcoming and supportive environment. | High | Medium |
| 8. | Patient Feedback Kiosks | Install feedback kiosks where patients can easily provide input on their experiences, helping to identify areas for improvement. | Low | Low |
| 9. | Appointment Reminders and Follow-Ups | Use automated systems to send appointment reminders and follow up messages to patients, reducing no shows and improving communication. | High | High |
| 10. | Telehealth Services | Expand telehealth options to provide remote consultations, reducing need for in person visits. | High | High |
| 11. | Patient Liaison Services | Introduce patient liaison roles to assist with navigating the healthcare system, answering questions, and improving satisfaction. | High | High |
| 12. |  |  |  |  |
| 13. |  |  |  |  |
| 14. |  |  |  |  |
| 15. |  |  |  |  |
| … |  |  |  |  |

**What other KPMG service offerings might the client benefit from?**

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| **#** | **Service offering** | **Brief rationale** |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |