[Example Answer] Task 3: Research note

Engagement Name: Patient Experience (incl. wait experience and duration)

Client Name: Healthy Co

Associate's Name: Model Answer

#	Source name (include link)	Summary of key points	Key quotes / statistics	Importance to client
1.	Qualtrics Healthcare Pain Index 2019	●Patients care more about clean and pleasant waiting rooms than they do about short wait times, regardless of which facility type ●The condition of the waiting room was more important than long wait times, billing issues, or having staff forget their name ●This was true across all regions, with unpleasant waiting areas the top driver of patients not returning to a facility in the US, Canada, Europe, and APAC	●29% patients claim an unpleasant waiting area would cause them to not return to a provider (vs. 11% who say long wait times) ●Patients who found the waiting room unpleasant at the urgent care on their last visit were 4x more likely to be dissatisfied with their overall experience	●It is inevitable, even if wait times can be minimized, for patients to spend some amount of time in waiting rooms ●Improving the cleanliness and making the room pleasant should be easier to implement than technology, etc., yet still appears to have a significant impact
2.	QLess	●Appointment scheduling software, applicable to urgent care, can simplify and improve the patient wait experience ●Patients can join the queue from anywhere, and receive notifications about when the facility is ready to see them ●Not only does this increase patient satisfaction, but employees can be more productive and efficient ●Solutions such as QLess allow patients to check in via a range of channels, including text, apps, website, in-person kiosks, etc., and provide accurate estimates thanks to sophisticated algorithms	●"With QLess we had a 20% increase in patient satisfaction attributed to shorter wait times. We have fundamentally changed how we deliver care - QLess is a game-changer." CEO, Healthcare Organization ●Reduce the number of patients waiting by up to 35%	●Wait times for Healthy Co are high, and they do not currently have systems in place to improve wait times ●Other urgent care and health facilities are increasing the adoption of such systems, so patients will perceive Healthy Co as being "behind the times" if they do not implement something similar or better