**Research note**

**Engagement Name:** [x]

**Client Name:** [x]

**Associate’s Name:** [ Fnu Shubham]

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| # | **Source name (include link)** | **Summary of key points** | **Key quotes / statistics** | **Importance to client** |
| 1. | [Improving Patient Wait Times with Lean Principles - American Academy of Ophthalmology](https://www.aao.org/eyenet/article/going-lean-part-3-improve-patient-wait-times) | * Applying lean management principles, such as eliminating wasteful practices. * Utilizing value stream mapping to identify and remove non-value-added activities. * Significant reduction in wait times through structured observation and modifications in practice workflows. | * "Experienced an 85% decrease in patient wait times after going lean." | * This approach can dramatically enhance patient satisfaction by reducing perceived and actual wait times, serving as a potential model for systematic efficiency improvements in the client’s healthcare facilities. |
| 2. | [Reducing Wait Times and Boosting Satisfaction - MLMIC](https://www.mlmic.com/blog/physicians/reducing-patient-wait-times) | * Strategic scheduling during less busy times and enhancing staffing during peak periods. * Promoting continuity of care to speed up the appointment process. * Incorporating digital tools for scheduling and pre-appointment processes to streamline patient interactions. | * "30% of patients reported leaving appointments early due to extended wait times." | * Adopting these strategies could lead to more efficient operations and increased patient satisfaction, directly impacting the client's reputation and operational success. |