

Abstract

Improving Patient Flow in a Gastrointestinal Endoscopy Center: A Quality Improvement Project

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I. Background

In recent years there has been a dramatic increase in the volume of procedures performed in most endoscopy centers. The growing awareness of the importance of colon-cancer screening has helped increased the demand for colonoscopies. With this escalating demand, achieving optimal efficiency of endoscopic resources has assumed increasing importance. The purpose of the project was to test and determine the most efficient models of care delivery in the Trios Gastrointestinal Endoscopy center.

II. Methodology

This project used time motion studies for continuous observation. The information collected was used to make recommendations for process improvements at the endoscopy center.

III. Results

Due to multiple factors related to computer issues, lack of management support for procedural changes, no care models were tested to determine the most efficient models of care for patient flow from registration, waiting room and pre procedure at the Trios Gastrointestinal Endoscopy center. However, data were collected and 3 recommendations were made for proposed changes to assist in future quality improvement for the Trios Health Endoscopy.

IV. Implications for Practice

Results from this project will be used as a guide for management of the Trios Health Endoscopy center for increasing overall productivity, overall patient satisfaction, and to decrease wait times in the pre-op area. Results will also serve as a guide for future time and motion studies to help determine the “bottle neck” that occurs in the endoscopy center.