Patient wait times -OPL

Monitoring patient wait times gives several insights:

* How efficient the scheduling system is and for which appointment provider’s patients
* Insight into improvements – especially staff that have implemented a change to improve their efficiency and patient experience
* Your practices capability to monitor efficiency (note that some PMS systems will generate a report that doesn’t require this OPL)

To calculate patient wait times you need several important pieces of information:

* You can tell that the appointment is for a patient
* The patient has arrived for the appointment
* The date and time the appointment was scheduled for
* The date and time the consult started

Later, you will be transforming the data to calculate the number of minutes between the scheduled and actual start times.

# Data extraction

Open query builder

In Query builder Where select

* Appointment table- Provider | in | {Select all appointment provider codes that are GP Drs} \*
* Appointment table – Date of Appointment | between | {Select the dates you wish to run the report for}

*\*(if you have a lot of GPs then you may have to run the file for all appointment templates and filter out GPs in excel. )*

In Query builder select

* Patient table - NHI
* Appointment table - provider
* Appointment table – Date of Appointment
* Appointment table – Date & Time Arrived
* Appointment table – Date & Time Consulted

Click on run query

# Data management

Click on export>save to disk > and save in a folder where you save all your patient wait time data

You will need to work out a naming system for each data file you extract.

Open the file you have just exported out save as an excel file according to your naming system

# Data cleaning

Remove duplicates

Sort data by arrival time oldest to newest > Select all rows with no arrival time and delete

# Data transformation

Create a new heading “PatientWaitTime(Mins)” or something that makes the most sense to you

One way to calculate the difference in minutes between two date/times is to use

=(Consult cell-apmt date)\*1440

This will produce a result in the top cell the run the formula down the column. You may need to right click on this column and format as a number (no decimal places)

Have a good look at the results you have obtained. You may notice a number of unusually high or low results.

You will need to understand what may be generating t

Handling of results due to no consult start time…

# Data analysis

Insert Pivot table

# Patient wait time insights and reports