Decreasing the Perception of Exam Room Wait Times
Adam Lyons MD, Amy Kaleka MD FAAFP, Joseph Teel MD FAAFP, Daniel Gelman MS-II
Department of Family Medicine and Community Health
University of Pennsylvania Health System

Background
Press Ganey scores support health care providers in understanding and improving the entire patient experience
• measure the extent to which a patient is satisfied with the aspects of their health care and are linked to reimbursement rates
• closely tied to wait times with a clear, established relationship of increased wait times leading to decreased satisfaction
• research has gone into decreasing wait times, with a common theme of decreasing the perception of wait times is more cost effective and more closely related to satisfaction than the actual time a patient waits

In an urban, underserved community, providers deal with a number of challenges that extend beyond pure medical care
• complex patients with significant comorbidities can lead to prolonged wait times
• poor comprehension of medical conditions or having little resources to cope with chronic disease states

Methods
Patients with a known diagnoses of hypertension, diabetes, or daily smokers were randomized to an intervention and nonintervention groups
• Intervention group = ~3 minute original, patient centered video was played while patient waited in exam room
• Nonintervention group = no video played
• When provider entered the room for both groups, patient was immediately asked how long they felt they had been waiting in the exam room (minutes)
• Subjective patient data was then cross-referenced with EMR data that automatically generates as patients progress through their appointments

Conclusions
• Intervention group perceived waiting less than the nonintervention group over the same amount of actual wait time
• After 10 minutes of actual wait time, the perceived wait time grew exponentially
• There is almost no difference in perceived wait time when the actual wait time remained under ten minutes

Future Goals
• Increase the sample size and continue to explore relationship of why >10 mins of actual waiting time does the perceived wait time increase so dramatically
• Measure relationship between patient centered videos and Press Ganey scores
• Determine if videos have a statistically significant improvement on the disease states/habits that are being studied

Average Actual Wait Time (min) | Average Perceived Wait Time (min)
--- | ---
No Intervention | 11.58 | 16.5
Intervention | 10.14 | 9.57

References