

**Access to Care**

**Wait Times**

**August 2016**

**Focus Area:** Percentage of visits where the **Wait Time from Check-in to Started** is within 15 minutes.

**Target Goal:** 80% (per Strategic Plan)

**Results:** 1<sup>st</sup> Quarter = 56% of the visits with Wait Times under 15 minutes

2<sup>nd</sup> Quarter= 64% of the visits with Wait Times under 15 minutes.

See attached spread sheets.

**Time Frames of Study:** January-March 2016 (1<sup>st</sup>) Quarter and April-June 2016 (2<sup>nd</sup>) Quarter

**Discussion:** The report was created in Allscripts EHR, for all sites and all providers. Since our Strategic Plan Dashboard is populated each quarter for this measure, this report reflects those time frames, individually, to track improvement.

# 1st Quarter Provider Access to Care

Reporting period: 01/01/2016 to 03/31/2016

| <b>Name</b>              | <b>Time between Check-In and Started</b> |
|--------------------------|------------------------------------------|
| Archer, April ARNP       | 6 minutes, 12 seconds                    |
| Busby, Mike PA           | 10 minutes, 18 seconds                   |
| Byrd, Melissa ARNP       | 9 minutes, 33 seconds                    |
| Echols, Charlene ARNP    | 23 minutes, 14 seconds                   |
| Fleming, Juanita MD      | 17 minutes, 53 seconds                   |
| Grier-Hall, Pamela MD    | 21 minutes, 31 seconds                   |
| Haugen, Jennifer ARNP    | 13 minutes, 23 seconds                   |
| Howell, Stephanie ARNP   | 10 minutes, 10 seconds                   |
| Jaalouk, Dina MD         | 17 minutes, 8 seconds                    |
| Kapiotis, Alycia ARNP    | 23 minutes, 33 seconds                   |
| Lanza, Quetheline MD     | 1 hours, 11 minutes, 3 seconds           |
| Light, Owen J ARNP       | 21 minutes, 2 seconds                    |
| Maddux, Ronald A MD      | 27 minutes, 33 seconds                   |
| McLellan, Tara ARNP      | 11 minutes, 3 seconds                    |
| Merold, Vicki ARNP       | 13 minutes, 26 seconds                   |
| Mines, Danniell ARNP     | 23 minutes, 44 seconds                   |
| Morell, Adare ARNP       | 10 minutes, 57 seconds                   |
| Rimmer, Elizabeth D ARNP | 13 minutes, 23 seconds                   |
| Saguan, Dannette MD      | 18 minutes, 50 seconds                   |
| Saith, Angeli MD         | 6 minutes, 39 seconds                    |
| Salib, Mary Y MD         | 11 minutes, 4 seconds                    |
| Samson, Rogelio MD       | 17 minutes, 32 seconds                   |
| Seigh, Laurie ARNP       | 5 minutes, 16 seconds                    |
| Smith, George A MD       | 11 minutes, 1 seconds                    |
| Stinson, Jennifer        | 8 minutes, 30 seconds                    |

1st Quarter Provider Access to Care  
Reporting period: 01/01/2016 to 03/31/2016

| Name                                   | Time between Check-In and Started |
|----------------------------------------|-----------------------------------|
| Cantonment Medical Center              | 10 minutes, 43 seconds            |
| ECC at Waterfront Rescue Mission       | 24 minutes, 51 seconds            |
| Escambia Community Clinics             | 13 minutes, 48 seconds            |
| First Steps Pediatrics                 | 14 minutes, 24 seconds            |
| Lakeview Adult                         | 18 minutes, 17 seconds            |
| Lakeview Pediatric Clinic              | 8 minutes, 28 seconds             |
| Lanza Pediatric Center                 | 50 minutes, 52 seconds            |
| Santa Rosa Community Clinic            | 23 minutes, 15 seconds            |
| Santa Rosa Community Clinic Pediatrics | 6 minutes, 13 seconds             |
| Weis Elementary School                 | 5 minutes, 25 seconds             |

2nd Quarter Provider Access to Care  
Reporting period: 04/01/2016 to 06/30/2016

| Name                     | Time between Check-In and Started |
|--------------------------|-----------------------------------|
| Archer, April ARNP       | 7 minutes, 25 seconds             |
| Busby, Mike PA           | 10 minutes, 8 seconds             |
| Byrd, Melissa ARNP       | 5 minutes, 25 seconds             |
| Charbonneau, Mary OD     | 5 minutes, 59 seconds             |
| Echols, Charlene ARNP    | 20 minutes, 46 seconds            |
| Fleming, Juanita MD      | 14 minutes, 35 seconds            |
| Grier-Hall, Pamela MD    | 17 minutes, 16 seconds            |
| Haugen, Jennifer ARNP    | 12 minutes, 25 seconds            |
| Hollis, Hannah           | 6 minutes, 42 seconds             |
| Howell, Stephanie ARNP   | 4 minutes, 52 seconds             |
| Jaalouk, Dina MD         | 11 minutes, 12 seconds            |
| Kapiotis, Alycia ARNP    | 12 minutes, 24 seconds            |
| Lanza, Quetheline MD     | 13 minutes, 53 seconds            |
| Light, Owen J ARNP       | 21 minutes, 39 seconds            |
| Maddux, Ronald A MD      | 19 minutes, 57 seconds            |
| McLellan, Tara ARNP      | 16 minutes, 56 seconds            |
| Merold, Vicki ARNP       | 14 minutes, 21 seconds            |
| Mines, Danniell ARNP     | 22 minutes, 16 seconds            |
| Morell, Adare ARNP       | 26 minutes, 29 seconds            |
| Rimmer, Elizabeth D ARNP | 8 minutes, 52 seconds             |
| Saguan, Dannette MD      | 15 minutes, 9 seconds             |
| Saith, Angeli MD         | 9 minutes, 45 seconds             |
| Salib, Mary Y MD         | 9 minutes, 59 seconds             |
| Samson, Rogelio MD       | 15 minutes, 18 seconds            |
| Seigh, Laurie ARNP       | 6 minutes, 44 seconds             |
| Smith, George A MD       | 24 minutes, 14 seconds            |
| Stinson, Jennifer        | 9 minutes, 29 seconds             |
| White, Whitney ARNP      | 6 minutes, 8 seconds              |

2nd Quarter Provider Access to Care  
Reporting period: 04/01/2016 to 06/30/2016

---

| Name                                   | Time between Check-In and Started |
|----------------------------------------|-----------------------------------|
| Cantonment Medical Center              | 10 minutes, 3 seconds             |
| ECC at Waterfront Rescue Mission       | 23 minutes, 2 seconds             |
| Escambia Community Clinics             | 17 minutes, 20 seconds            |
| First Steps Pediatrics                 | 9 minutes, 26 seconds             |
| Lakeview Adult                         | 13 minutes, 29 seconds            |
| Lakeview Pediatric Clinic              | 9 minutes, 26 seconds             |
| Lanza Pediatric Center                 | 12 minutes, 9 seconds             |
| Optometry                              | 5 minutes, 59 seconds             |
| Santa Rosa Community Clinic            | 20 minutes, 33 seconds            |
| Santa Rosa Community Clinic Pediatrics | 7 minutes, 25 seconds             |
| Weis Elementary School                 | 6 minutes, 3 seconds              |
| Women's Health Center                  | 6 minutes, 27 seconds             |

---