



# JOIN WAIT WATCHERS

Don C. Holloway, Ph.D.  
NIATx Coach

*Reduce Waiting Times & No-shows • Increase Admissions & Continuation*

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What are members of Wait Watchers trying to accomplish?

Members join:

- To lose wait
- To be waitless

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Are You Ambivalent About Losing Wait?

We will:

- Express Empathy
- Develop Discrepancies
- Roll with Resistance
- Support Self-Efficacy

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### How do Wait Watchers lose wait?

- Focus on the **customer**
- Focus on the **processes** that serve customers
- Use **simple tools** to identify process problems
- Use **rapid cycle testing** to see what changes really work

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### Focus on the Customers Who are they?

- External:
  - Patients and their family and friends
  - Referrers
  - Payers
  - Community
- Internal
  - Staff

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### Why Focus on the Process?

- Your organization exists to serve customers.
- Customers are served by people following processes.
- 85% of customer-related problems are due to poor processes, (not people).
- To serve customers better, improve processes.

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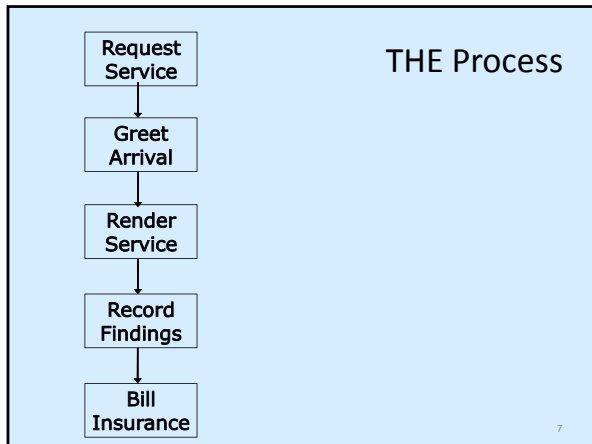
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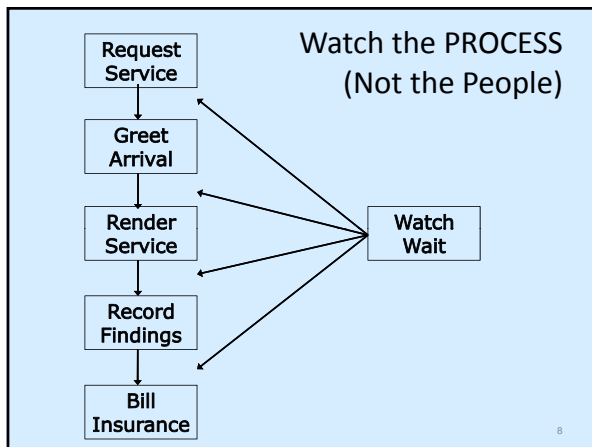
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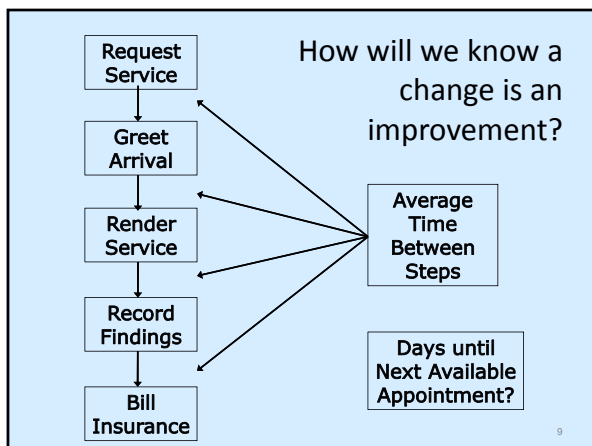
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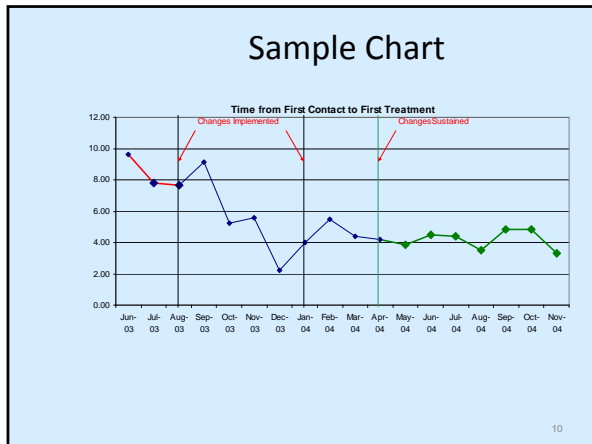
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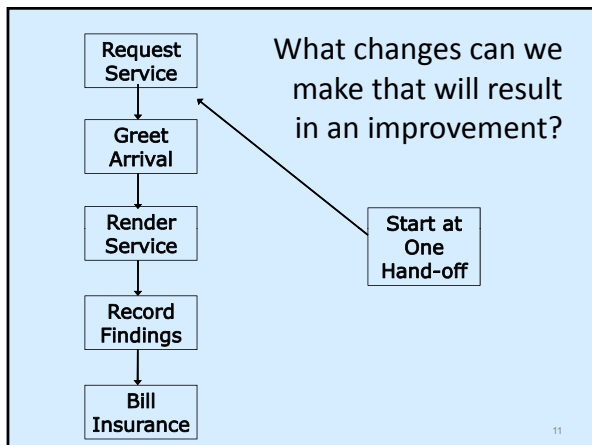
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- ### How Wait Watchers Learn
- Learn by Searching
  - Learn by Watching
  - Learn by Doing

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PDSA cycles

- Plan the change
- Do the plan
- Study the results
- Act on the new knowledge (adapt, adopt or abandon)



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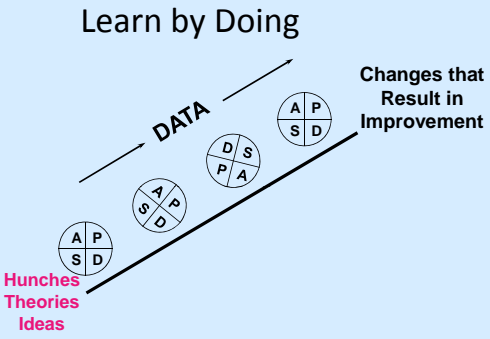
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### Learn by Doing



SOURCE: Langley, Nolan, Nolan, Norman, & Provost. *The Improvement Guide*, San Francisco, Jossey-Bass Publishers, 1996

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### Learn by Watching

- Compare how airlines load passengers
- Compare use of commuter lanes
- Compare ATMs
- Compare hotels' checkout
- Compare rental car check in and out
- Compare grocery stores' checkout

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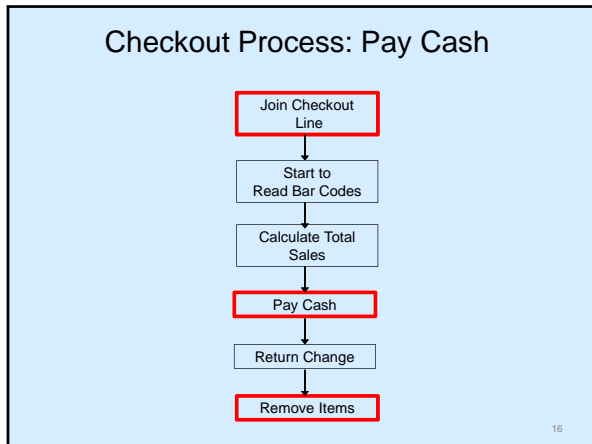
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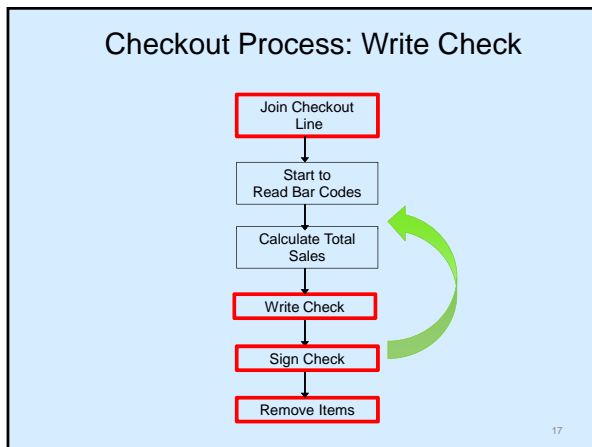
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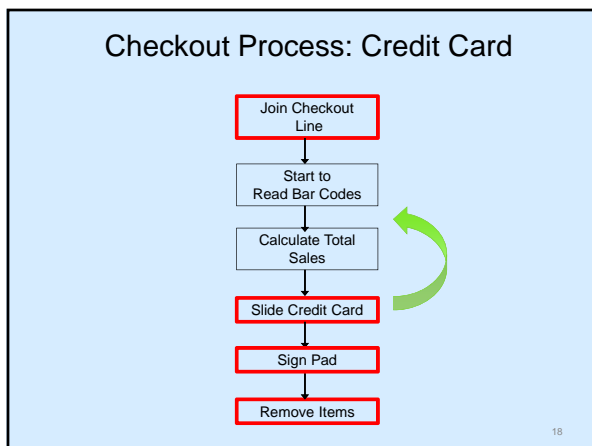
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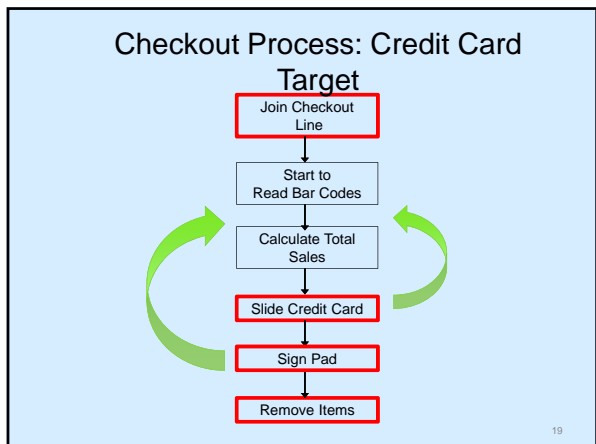
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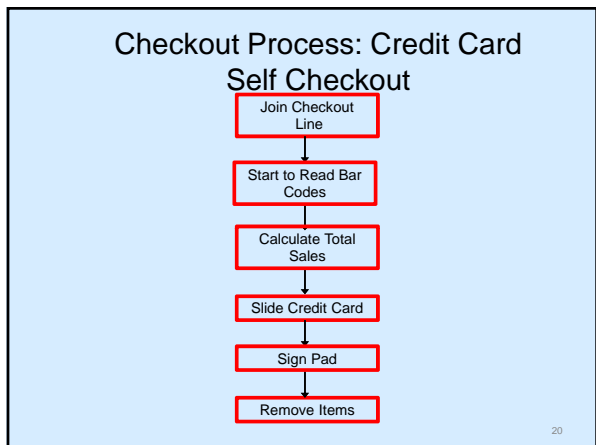
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### Which Loses the Most Wait?

- Cash?
- Check?
- Credit Card?
- Credit Card – Target’s Variation?
- Self Checkout?

How can different changes be rapidly tested using Plan-Do-Study-Act?

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### Change Idea: Reorder Sequence

- Work silently for 5 minutes
- Select one place in your work setting (or your home) where changing the sequence of two steps has promise for losing wait
- How can you rapidly test the change?

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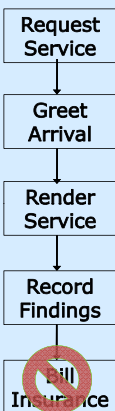
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No bills to send out?  
Nothing to improve?

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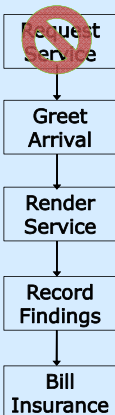
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No referrals between  
primary care and  
behavioral health?  
Nothing to improve?

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### Initial Steps in the NIATx Way

- Join NIATx
- Appoint an irresistibly influential change leader
- Appoint a highly motivated, representative change team
- Allocate sufficient resources
- Monitor progress
- Perform a Walk-through

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### The NIATx Way

- What's it like to be our customer?
- What are we trying to accomplish?
- How will we know a change is an improvement?
- What changes can we make that will result in an improvement?
- How can we pilot test the most promising change?
- How can we sustain the gains?

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### Closing Steps in the NIATx Way

- Tell your story
- Select the next project (continuous improvement)

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www.NIATx.net

- In **less than 60 minutes**, a video training presents an overview of the **NIATx Process Improvement Model** and will prepare you to conduct a **Walk-through** at your organization.
- <http://www.niatx.net/Content/ContentPage.aspx?PNID=2&NID=15>

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www.NIATx.net

- Use the promising practices as inspiration for change in your organization—**re-invent them, improve on them and be creative**—and let us know what happens so that we can continue to enrich and expand the library of change ideas available to the entire NIATx network.
- <http://www.niatx.net/Content/ContentPage.aspx?PNID=2&NID=19>

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