

# 6 ways to keep patients moving

## Examine your experience

Hospitals, clinics and other healthcare environments can be busy places. With the need to care for hundreds, or even thousands of people, there can be inadvertent delays, waiting times and queues.

This doesn't have to be the case.

With the right approach, it's possible to keep patients moving through your healthcare facility, giving them a better experience and improving overall quality.

## Here's how...

### 1 Empower staff

Your staff are critical to providing a better experience.

- Invest in technology that enables staff to see where holdups are, where they need to deploy resources and staff to get the best results
- Make their lives easier
- Reduce the time needed for administrative tasks
- Make healthcare less reactive, improving the patient journey



50% of healthcare decision makers say managing the workforce based on skillsets and service demand is a must-have element of journey management

### 2 Smooth out digital

It's time to embrace online booking.

- Around 2.5 billion people currently own a smartphone and have access to the internet<sup>1</sup>
- Reduce outpatient cancellations, save time and show an up-to-date register of what to expect when
- Save reception staff time by reducing workloads
- Enable self-service for patients and dramatically improve the experience



67% of healthcare decision-makers say they are seeing increased demand from patients to use apps and social media for engagement

### 3 Remove hurdles

Queue management software improves the patient journey.

- Enable patients to confirm attendance from a kiosk or remotely from their phone
- Save the queues of people waiting for a receptionist to tell them where they need to be
- Reduce the demands on administrative staff
- Enable staff to focus on providing a higher standard of support to patients



61% of healthcare decision-makers say patients are complaining more about waiting or queuing than a year ago

### 4 Invest in technology

Data and insights to improve service satisfaction and operational efficiency.

- Keep track of what's happening, who's waiting and how long it will take
- Real-time views and insights allow staff to drive, control and measure service quality and better manage a hospital
- Use data to identify trends and improve overall patient records
- Technological improvements will upgrade healthcare environments significantly – and might just save money in the long-term

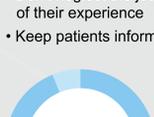


60% of senior leadership feel budgetary constraints is a barrier to investing in technologies generally

### 5 Improve the overall experience

Deliver the best experience and quality of service to patients.

- An experience is only as good as the weakest part
- Adopt efficient techniques and ensure patients are generally well cared for
- Don't neglect the journey a patient goes on from pre-booking to the end of their experience
- Keep patients informed and progressing, don't leave them in the dark



94% of healthcare decision-makers say it is important for their organization to ensure a good patient experience

### 6 Increase patient satisfaction

Happy patients mean an easier experience for the hospital.

- Avoid bottlenecks and frustrations to improve overall satisfaction
- Happy and motivated staff provides an even more positive service to patients
- A happy patient is one who is more willing to come back, rather than look for alternatives
- Patient satisfaction is a factor that's too big to ignore for any institution



54% of healthcare decision-makers say patients are complaining more about waiting or queuing than a year ago

## Don't fuel the frustration.

Explore our trends report and gain insight into the demands, pressures and challenges in healthcare.

Get started

<sup>1</sup> <https://www.statista.com/statistics/330695/number-of-smartphone-users-worldwide/>