

# Mystery Shopping Results: Podiatry (2007-2008)

## The Problem

The Podiatry Unit is a busy practice where patients have complained of long waits before being seen by their provider and unwelcoming staff.

## Goal

The goal for mystery shopping waiting room results is: > 85% compliance with ambulatory standards and a mystery shopper's subjective assessment of his/her experience of 5.0, excellent.

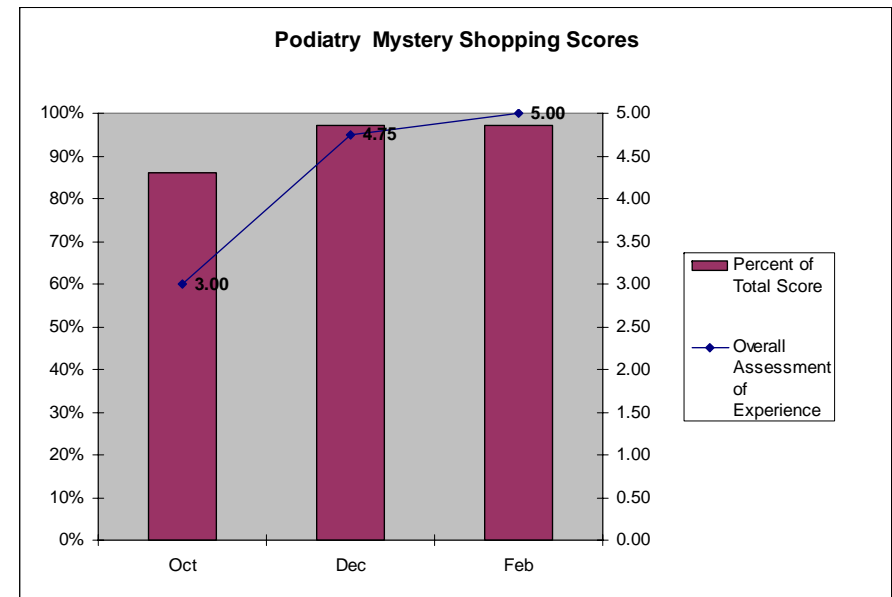
## The Team

All unit staff.

## The Interventions

- Development of a new scheduling template to improve access for appointments and decrease wait times in the office.
- Retraining of unit staff members in their administrative duties around scheduling, check-in, VTE, referral management, surgical booking and a body language module.
- Moved check-in and check-out functions to the front desk; procedures redesigned with clearly defined customer service expectations.
- Implemented a hostess program for rounding in the reception area, providing wait time information and offering items from the "while you wait" display.
- Utilizing a "while you wait" display for patient use in the reception area. Included in the display are crossword puzzles, Sudoku, and other puzzles.

## The Results



## Lessons Learned

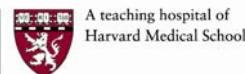
- The scheduling template did not include the right combination of visit types and visit length of time.
- Urgent appointments are built into the schedule.
- If patients have to wait, they like to be kept busy as well as informed of wait times.

## Next Steps

- Measure access for appointments.
- Follow up on Press Ganey and Mystery Shopping scores.



Beth Israel Deaconess  
Medical Center



THE SILVERMAN INSTITUTE  
For Healthcare Quality and Safety

**For More Information Contact**  
Lee Mann, Practice Manager  
(617)632-8417  
Lmann@bidmc.harvard.edu