



# Hawaii team cuts wait times by nearly half

## WHAT THEY DID

Members of this team at the Honolulu Clinic shortened the average wait time for injections by:

- » Designating a “shot nurse,” whose main duty for the day is to give patients injections.
- » Using a whiteboard to communicate who is the day’s shot nurse and who is the floor nurse (who directs patients to the shot nurse and helps with shots when needed).
- » Using Lotus Notes Sametime instant messaging to alert clinic nurses when a patient checks in.

Average wait time for injections

6 min



BEFORE

3.2 min



AFTER

