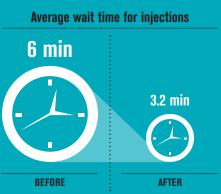
Hawaii team cuts wait times by nearly half



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.



Visit LMPartnership.org for ideas and tools for your team.

