

FEATURED TEAM

Internal Medicine,
Hidden Lake Medical Office, Colorado



Shifting division of labor slashes patient wait times



WHAT THEY DID

To reduce patient-wait times, medical assistants take patient vitals—a job that licensed practical nurses used to exclusively handle. The team also huddles twice daily.

RESULTS

The team went from an average wait time of 19 minutes to less than 11 minutes.



19 MINUTES



< 11 MINUTES



Read more about this team's work and other successful practices on the Labor Management Partnership website, www.LMPpartnership.org.