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**Wait Times**

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### **Wait times**

Time management is core in our daily lives. In the health sector, the time taken to deliver services is crucial in patient satisfaction. Every patient always seeks hospitals' services where there is a short wait time for appointments. As a medical practitioner, I would put up measures to ensure that the long wait time for specialty care appointments is mitigated. I would use time ticketing to reduce time wastage in accepting and attending to patients. The tickets are issued at patients' capacity through time ticketing. The issued tickets correspond to the number of patients attended within the stipulated time on the time ticket. The number of tickets must be proportional to both the hospital capacity and the number of patients. In practicing time ticketing, both the medical practitioners and the patients will be satisfied in the service delivery process.

### **External and Internal Factors of Cardiology**

Many factors impact the wait times for appointments in the specialty services. I will select cardiology, a factor that will help in this specialty service. To the cardiology team, it is known that delay in PPCI to a patient with an acute STEMI can lead to a higher mortality chance (Pederson et al., 2014). In this context, intravascular ultrasound will help in faster diagnosis lowering the wait times. Also, the external environment under which the hospital operates has a role to play in realizing the hospital's aims and goals. These external factors include good public relations, a conducive work environment, the government policies regarding hospitals operation, infrastructures like right roads and power. These factors are essential in dealing with the wait times. Therefore the specialty departments should consider them.

### **Recommendations**

Communication between the management, the patients, and the medical practitioners should improve. Further, there should be incentives for the medical practitioners to boost their morale, hence improving service delivery (Klein et al., 2020). Additionally, the public should be allowed to participate in matters like decision-making through their representatives. Finally, performance assessment should be upheld not only by the management but also by the medical practitioners. When the above recommendations are incorporated into the hospital's rules and framework, the results will be pleasing.

### References

Klein, L. W., Anderson, H. V., & Rao, S. V. (2020). Performance metrics to improve quality in contemporary percutaneous coronary intervention practice. *JAMA cardiology*, 5(8), 859-860.

Pedersen, F., Butrymovich, V., Kelbæk, H., Wachtell, K., Helqvist, S., Kastrup, J., ... & Jørgensen, E. (2014). Short-and long-term cause of death in patients treated with primary PCI for STEMI. *Journal of the American College of Cardiology*, 64(20), 2101-2108.

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