

FACT SHEET

PQNS

PATIENT QUEUING AND NOTIFICATION SYSTEM
IMPROVING PATIENT WAIT TIMES AND SERVICES



PQNS collects data on patient throughput to facilitate a patient-centered workflow allowing Medical Treatment Facilities (MTFs) the ability to make active management decisions, optimize processes and staffing, improve efficiency, while enhancing the patient experience.

PQNS provides the ability to proactively manage patient wait times, synchronize staff with patient workflow processes, and coordinate patient care transitions to increase patient satisfaction outcomes enterprise-wide. Patient-centric workflow is defined, communicated, emphasized, as wait times and status are communicated in real-time which help to frame and advertise accurate expectations about wait or service times.

Background:

The National Defense Authorization Act (NDAA) FY2013 Section 731 established the Defense Health Agency (DHA) to assume the responsibility of shared services, functions, and activities of the Military Health System (MHS) and other common clinical and business processes. In April 2016, H. R. 4909 – FY17 National Defense Authorization Bill (Sec 741) required a Congressional Study requirement for the DoD to develop processes for displaying average wait times at MTF clinics, pharmacies, and emergency departments.



SDD is a component of DHA IO/J-6. For more information, visit www.health.mil/SDD. To subscribe for SDD product news, please visit <https://public.govdelivery.com/accounts/USMHS/DHSS/subscriber/new>.

Key Features

- ▶ Automated patient check-in and tracking options throughout patient visit
- ▶ MTFs leverages efficiencies for patient care between services
- ▶ Automated patient check-in allows staff to complete other tasks
- ▶ Standardized data collection and reporting and inter-facility workflow efficiency

Key Benefits

- ▶ Performance Management Dashboard used by staff to manage workload and performance
- ▶ Patient Information Center (PIC) enhances communication with patients and improve availability in clinical waiting rooms
- ▶ Retrospective Analytics provide leadership with consolidated metrics and reports
- ▶ Historical data allows predictive analytics to make data-driven decisions for future staffing and workflow optimization.

POC:

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