Supplemental Appendix 6. Brown Medical Practice Waiting Room Observation Guide

Site:_____ Date:_____ Start Time:_____ End Time:__
Observer's Name:_____

___

Brown Primary Care Transformation Initiative
Medical Practice Waiting Room Observation Field Notes Guide

Category	Describe what you observation and hear	Note your thoughts and comments
Parking and entrance (signage; accessibility; walking distance; stairs/ramps/ elevators; etc.)		
Physical setting (layout; décor; emotional tone; condition of physical plant and furnishings; etc.)		
What's on the walls? (decorations; mission; warnings; policies; health messages; patients' rights; language interpretation offerings; languages of signage; etc.)		
Waiting room resources (e.g. educational TV; computer kiosk; types of magazines and brochures; Wi-Fi guest access; children's toys; etc.)		
Attention to diversity in décor and resources (diversity in culture / ethnicity / race; gender; age; sexual orientation; etc.)		
Language translation options and processes (that are evident from waiting room observation)		
Patients'/support people's behaviors in waiting room (e.g. waiting on registration		

line; talking; reading; watching TV; watching other pts; using electronics; where pts choose to sit; etc. Include observations of emotional expression through behaviors, e.g. pacing, anxious glances, relaxed demeanor, angry speech, nature of interactions, etc.)		
Waiting room feel (e.g. relaxed, anxious, crowded, noisy, cold, welcoming, etc., and why.)		
Tone of front office staff (e.g. friendly, perfunctory, harried, respectful, etc. Note examples.)		
Registration / check-in (location; process; maintenance of confidentiality; flow of required form completion, standing on line, etc.)		
What can you hear/note from waiting room chairs? (personal check-in info / PHI; reason for visit; staff telephone talk; intra-staff talk; comments to patients; attitudes toward patients, etc.)		
What can you see from waiting room chairs? (paperwork / PHI; staff telephone behavior; attitude toward patients; procedures such as weight/height checks; etc.)		
What information is collected at		

check-in?		

How long does check-in take? (note apparent reasons)		
What information is collected in waiting room? (health screening surveys, etc.)		
Manner and tone when calling patient into exam room		
Time from check-in until patients are called to exam room		
Check-out location/process (include examples of efficiency/inefficiency; time; impact on confidentiality; etc.)		
Time from check-in to check-out		
Problems observed and staff problem-solving techniques		
Note anything related to past, current, future changes in practice		
Describe evidence of teamwork (or lack of teamwork)		
Number and characteristics of patients entering and exiting within an hour		

Stories (What do you hear that might be of use to understanding this practice and its capacity for transformation?)	
Insights (What stands out for you from what you observed today, and why?)	

Note: Similar observation templates can be developed for each practice to address other areas of the site, including exam rooms, nursing stations, storage areas, meeting spaces, parking lot, lab, etc.