Managing non-acceptable waiting

Increasing patient flow
- Structure pushing
  - Preventing problem
  - Resolving problem
  - Creating long term solutions
- Shuffling around patients
  - Being one step ahead
  - "Zig-zagging" patient in and out of room

Changing the waiting experience
- Calming patients
- Feinting to cover up
  - Being visible and looking busy
  - Making oneself invisible
- Showing respect and concern
- Time to listen
- Informing patients

Resolving problem
- Creating long term solutions

Feinting to cover up
- Being visible and looking busy
- Making oneself invisible

Making oneself invisible