



Slashing Wait Times with Smart Alerts



ROCKY BOY
HEALTH CENTER

Challenge

After implementing Stat and reviewing cycle time data, Rocky Boy Health Center found that 38% of patients were spending more than 15 minutes alone in exam rooms. This extended alone time impacted patient satisfaction and signaled slowdowns that the team set out to address.

Solution

Rocky Boy Health Center implemented a Stat-powered workflow combining real-time alerts with a team-wide improvement challenge:

1. **Automated Stat Alerts:** Staff received real-time notifications when a patient had been alone in an exam room for 15 minutes.
2. **Custom Notifications:** Alerts appeared through Flowstations and integrated systems, making them easy to respond to without disrupting workflows.
3. **Internal Staff Competition:** Teams were motivated by a friendly, goal-oriented challenge that encouraged faster response times and greater attention to patient wait times.
4. **Performance Metrics:** Results were tracked by provider teams, making it easy to identify high performers and uncover opportunities for targeted coaching and support.

Rocky Boy's Stat powered strategy successfully makes patient wait times visible, response times faster, and teams more engaged in delivering timely care.

At-a-Glance

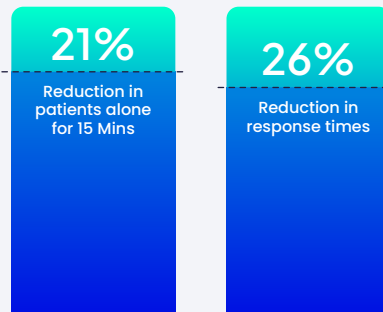
LOCATION

Chouteau County, MT

WEBSITE

rbclinic.org

**Team-Based Accountability
to Improve Patient Experience**



“Stat helps to streamline communication, increases awareness of time patients spend alone and time spent with providers.”

WENDY TILLEMAN
Rocky Boy Provider

Shorten the Wait, Stat.

[Schedule a Demo](#)

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