

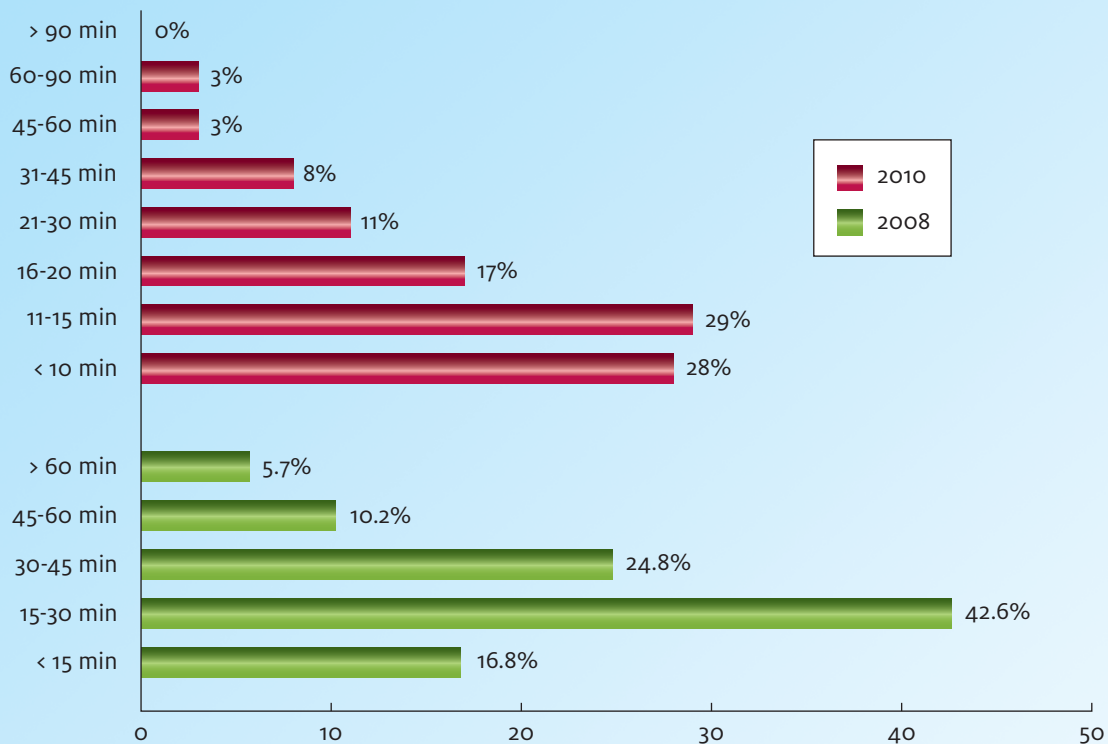


# DEVELOPING DATA

In each issue on this page, we report on research from or relevant to the emerging urgent care marketplace. This month, we offer a look at data from the 2010 Urgent Care Benchmarking Survey Results. These data are based on responses of 1,691 US urgent care centers; 32% were UCAOA members. The survey was limited to “full-fledged urgent care centers,” the qualifications for which included accepting walk-ins during all hours of operation, as well as having a licensed provider on site, x-ray and labs on-site, the ability to administer IV fluids and perform minor procedures, and being open seven days a week, at least four hours per day.

In this issue: Are patient wait times improving?

## OVERALL PATIENT WAIT TIMES



Urgent cares have gotten the message that shorter wait times are a must to keep competitive. In two years, there have been dramatic improvements. In 2008, about 17% of patients waited less than 15 minutes to be seen by clinician; in 2010, a majority of patients (nearly 60%) were seen that quickly. Longer wait times plunged significantly as well. In 2008, for example, 10% of patients waited 45-60 minutes to be seen; in 2010, the number was down to 3%.

*Acknowledgement: The 2010 Urgent Care Benchmarking Study was funded by the Urgent Care Association of America and administered by Professional Research Associates, based in Omaha, NE. The full 40-page report can be purchased at [www.ucaoa.org/benchmarking](http://www.ucaoa.org/benchmarking).*

If you are aware of new data that you've found useful in your practice, let us know via an e-mail to [editor@jujm.com](mailto:editor@jujm.com). We will share your discovery with your colleagues in an upcoming issue of *JUCM*.