

Dimension: Age	Waiting Room Milieu Manager
<p><b>This Intervention is Linked to the Following Secondary Drivers:</b></p> <ul style="list-style-type: none"><li>• Judgement-free clinic environment to welcome and serve clients of all ages</li><li>• Strategies to address additional barriers, such as food security, legal support, housing, etc.</li></ul>	
<p><b>Level of Evidence:</b> Good idea worthy of testing</p>	

## Summary:

Using a Milieu Manager to manage the waiting area, welcome people, help manage the atmosphere of the waiting room, act as liaison between patient and clinic staff, and help people feel comfortable.

## Core Components

While numerous clinics use a Milieu Manager or similar position in their waiting rooms, this is not yet a well-defined intervention with well-defined components. In theory, an effective Waiting Room Milieu Manager strategy would include:

- Trained peers are used as Milieu Managers when feasible
- A job description clearly outlining the specific role, duties, and tasks of the Milieu Manager
- Milieu Manager role's position as part of the overall clinic team is clearly articulated and understood by all staff
- Specific duties and tasks might include:
  - Welcoming each patient as they enter the clinic, ensuring they understand how to sign-in and answering any immediate questions
  - Helping all first-time patients understand what the first visit will entail and preparing them to see their primary care provider and other members of the care team
  - Assisting patients with answering questions on any requested paperwork/forms
  - Helping administer questionnaires/surveys to better understand patient experiences and improve services (before and/or after a visit with primary care provider)
  - Providing educational material, including decision aids in the patient's preferred language
  - Monitoring the environment of the waiting room to help ensure that all patients feel safe and welcome
  - Encouraging patients to write down any questions or items they want to cover with the provider in advance of the visit
  - Acting as a peer health coach

- Relating the needs of patients to clinic staff
- Providing patient triage services for other members of the clinic team
- Providing status updates to patients (especially if there has been a longwait)
- Otherwise helping to ensure that the patient feels comfortable and prepared for their visit
- A simple and effective way to track the extent to which the Milieu Manager is:
  - Making clients feel welcomed (patient survey)
  - Preparing clients for their visits (patient survey)
  - Making the visit with the provider(s) more productive (provider survey)

## Tips and Tricks:

- There are other potential names for this position, including Waiting Room Concierge and Waiting Room Manager
- Making effective use of a Milieu Manager takes time, testing and refining before going to scale, using continuous improvement methods.
- Ongoing, brief surveys of patients can help you determine if you are on the right track and can provide specific ideas for improvement
- The Boston Health Care for the Homeless Program has successfully used Milieu Managers to make the waiting room (and sometimes some fairly substantial waits to see a provider) more welcoming and comfortable.

## Additional Resources (Existing Guides, Case Studies, etc.):

- [Center for Care Innovations: Create a Waiting Room Concierge](#)
- [The Waiting Room “Wait”: From Annoyance to Opportunity](#)
- Boston Health Care for the Homeless - [Sample Job Description for the Milieu Manager](#)

## Suggested Measures:

### Process Measures

- % of patients who answer with a “yes” to the following question “Did you interact with/talk with a Milieu Manager during your most recent visit to the clinic?”
- % of patients that complete brief survey related to the effectiveness of the Milieu Manager (can be integrated into a large survey)

### Outcome Measures

- % of patients that agree or strongly agree that the “[name of clinic] Milieu Manager (or similar) makes me feel comfortable”
  - Overall patient population
  - Segmented by race, gender identity, housing status, substance use status and other relevant sub-populations
- % of patients that agree or strongly agree that the “[name of clinic] Milieu Manager (or similar) makes

me makes me feel better prepared for my visit”

- Overall patient population
- Segmented by race, gender identity, housing status, substance use status and other relevant sub-populations
- % of providers/clinic staff that agree or strongly agree that the “[name of clinic] Milieu Manager (or similar) makes the visit more productive”
- % of patients, regardless of age, with a diagnosis of HIV who had at least two (2) encounters within the 12-month measurement year

## Citations and Acknowledgements:

To come as this intervention develops an evidence base.