

ACCESS and EFFICIENCY : BRINGING TO PRACTICE

Note Title

1/22/2009

Session Aim: ASSIST participants in taking key ideas learned from today, and easy to try, back to practice.

TABLE "MEETING" SET UP

- 15 minute meeting at your table
- practice meeting roles (Leader, Time, Record/Reporter)

Table
Report
Out

- identify 1-3 change ideas that would improve your efficiency and access.
- identify specific actions you can take to try one of these change ideas

KEY CHANGE IDEAS

Daily huddle →

- Open access
Scheduling

EASY to TRY, SPECIFIC ACTIONS

Try for 2 wks = May
Limit to 10 min ^{brief}
Staff report back | sooner
good thing and
bad thing

Flex the time -
AM vs - noon vs.
end of day

→ Seek resources about
how to do it

KEY CHANGE IDEAS

Refill requests

Schedule out
more than 6 mos?

EASY TO TRY, SPECIFIC ACTIONS

Pt. brings bag of meds
to physical

90 day script with 4
refills at annual visit
for all meds

Can Rite-Aid automatically
alert when refill due?

Use more generics

New Rx pads & copies

Try for 1 month?

What measure?

KEY CHANGE IDEAS

Staff to provider ratios

- Need to understand demand
- Do time studies

EASY to TRY, SPECIFIC ACTIONS

management team to set target

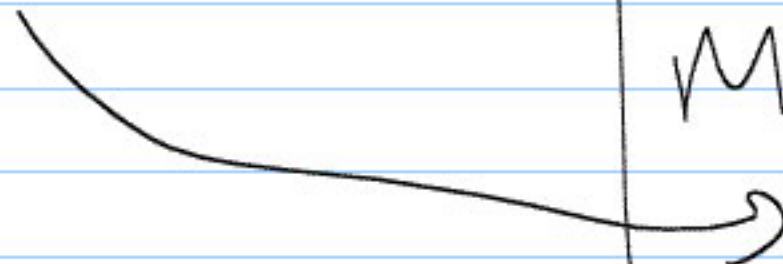
Pick site

Try new ratio

Define roles of each team member

Measure-productivity/visits

Use this info to generate change ideas



KEY CHANGE IDEAS

Huddle

Preschedule visits
+ labs for pts w/
chronic diseases

Com admngmt
by nurse

EASY TO TRY, SPECIFIC ACTIONS

Training
Reminders system

What will nurse
stop doing to make
time for this?

KEY CHANGE IDEAS

EASY TO TRY, SPECIFIC ACTIONS