

MaineHealth
Learning Community

Practice Improvement Series Meeting: (PRISM)

Working Smarter not Harder:

Practical Approaches to Improve Access and Efficiency

First of three for 2009 / seventh of the series

January 22, 2009 / 7:45 a.m. – 3:30 p.m. / Harraseeket Inn, Freeport, Me.

What were our results? *

- Total Attendance: **172**
- Satisfaction Results: **93%** ¹
- Average Rating: **3.48** ²
- Practices Served: **55**
- Participation by City or Town: **35**
- Likelihood of implementing learnings of the day: **91%** ³
- Pre-meeting information: **95%** ⁴
- Conference Logistics: **99%** ⁵

Participant Comments:

- **Strategies to be implemented as a result of the day's learnings:**
 - ✓ Refill Management
 - ✓ Improved Team Mtgs.
 - ✓ Patient Advisory Input
 - ✓ Augmenting roles in Office Practice
 - ✓ Group Huddles
 - ✓ Role Definition
 - ✓ Empowerment of Care Managers
 - ✓ Expanded Role for Clinical Staff
- **General Comments:**
 - ✓ “This was a very good meeting...lots of useful information...”
 - ✓ “I feel this was one of the better PRISM conferences I’ve attended...”
 - ✓ “This was the most valuable meeting to date. Excellent job!”
 - ✓ “I was very impressed as this was the first PRISM I have attended.”
 - ✓ “I found that just about all of the information that I learned could be very helpful in our practice...”
 - ✓ “The PRISM conferences are always extremely well-organized and contain very helpful information”

* Based on responses from the PRISM evaluation survey

1. Agree or strongly agree presentation was helpful
2. Of a possible 4.0
3. Likely or very likely to adopt new strategies
4. Agree or strongly agree information was comprehensive, clear, and motivational
5. Agree or strongly agree conference was professional and well executed