

Managing Work Flow



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Why Manage Work Flow?



**Optimize the quality and
efficiency of patient care**

Work Flow



Does the flow define your job?

Work Flow



Does your job define the flow?

Only Read the Red

800 – 830	Yesterday, Cerner, P2P, Email, CODE 44s
830 – 845	Bed Board: Hospital, ER, Telemetry & “Gossip”
845 – 900	INPT MRI/CT Usage, ORs, listservs
900 – 930	Review Census, Telemetry usage, ICD-10
930 – 1030	Multidisciplinary Rounds: INPT & OBS
1030 – 1100	Follow up Rounds: In-house P2P & “Facts”
1100 – 1200	COO, Hospitalist, Appeal RN, Projects,
1200 – 100	Phone, P2P, Cerner, Email, UR Scorecard
100 – 200	1MN reviews, 3 Day Rule Reviews, Denials
200 – 300	Palliative Care Consults, CRIMSON, UR Cmte
300 – 400	Rounds: NPs, MDs, UR Staff, ER UR, OBS
400 – 500	CODE 44s, Cerner, P2P, Dept. Meetings

Work Flow



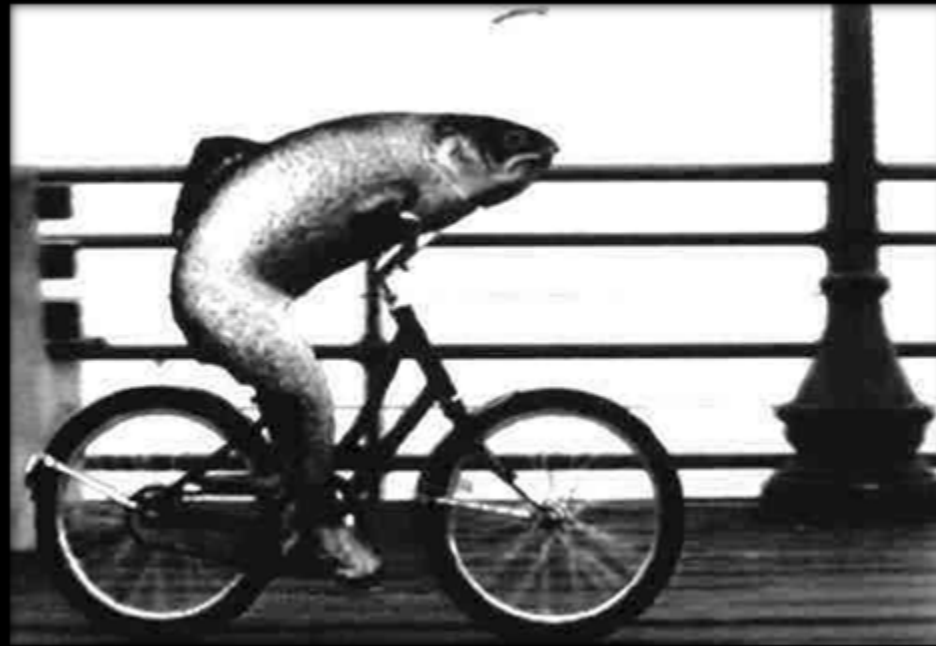
- 800 – 830** Yesterday, Cerner, P2P, Email, CODE 44s
- 830 – 845** Bed Board: Hospital, ER, Telemetry & “Gossip”
- 845 – 900** INPT MRI/CT usage, ORs, listservs
- 900 – 930** Review Census, Telemetry usage, ICD-10

Work Flow



- 930 – 1030** **Multidisciplinary Rounds: INPT & OBS**
- 1030 – 1100** **Follow up Rounds: In-house P2P & “Facts”**
- 1100 – 1200** **COO, Hospitalist, Appeal RN, Projects,**
- 1200 – 100** **Phone, P2P, Cerner, Email, UR Scorecard**

Work Flow



100 – 200

1MN reviews, 3 Day Rule Reviews, Denials

200 – 300

Palliative Care Consults, CRIMSON, UR Cmte

300 – 400

PM Rounds: NPs, MDs, UR Staff, ER UR, OBS

400 – 500

CODE 44s, Cerner, P2P, Dept. Meetings

Projects Project Your Value



- **Telemetry Protocol**
- **Rounds INPT & OBS**
- **DoD/OBS MRIs, ECHOs, STs**
- **Code COMFORT**
- **Documentation Diet**
- **Reduce Chest Pain OBS**

No Flow States: Meetings



- **Control your calendar!**
- **UR Committee**
- **Dept & Staff Meetings**
- **Ad Hoc**

Know Your Money Flow



Keep track of the money you save and recover

Flow Summary



- 1. Create your work flow**
- 2. Hospital improvement projects**
- 3. Minimize meetings**
- 4. Know your value**
- 5. Finally...**

...Everyone Needs Help with Work Flow



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