

























Kaizen Action Items

Team: Hoke's Don't Wait					
No.	Action/Suggestion/ Recommendation	Person Responsible	Date/Time Due	% Complete	
1	Appt reminder letters- Why - savings since only 50% are deliverable	Jenny, Annette	1/14/14	100%	
2	Develop script for front end staff - To include current address/phone/payment expectations Why - prevent providers/nurses from having discussions about "Money"	Jenny	1/16/14	100%	
3	Provide front table or mailboxes - As counter space for forms, writing, etc. Why - Prevent back pain in staff	Jenny	3/15/14	0%	
4	Lower Shelves - Chart Area Easier reach/most current charts available at eye level In Why -	Jenny	1/14/14	100%	
5	Locate printer/copier - eligibility area One in eligibility area is inoperable In Why -	Jenny	1/17/14	0%	
6	Revise schedule for pulling charts - Incoming patient charts will only be pulled 5 days ahead Why - Elimintate clutter and provide for ease of flow	Jenny	1/14/14	100%	
7	Develop script for front end staff - To include how charges may be incurred as a result of additional tests Inform patients about charges before tests Why -	Jenny	1/16/14	100%	
8	Determine how to handle patients requiring additional labs/tests after being seen by provider- Why - To prevent patient from going back and forth from treatment to billing before services are fully provided	Jenny, Cindy	1/15/14	100%	



Kaizen Action Items

Team: Hoke's Don't Wait						
No.	Action/Suggestion/ Recommendation	Person Responsible	Date/Time Due	% Complete		
9	Develop guidelines - For dealing with early and late patients Why - To ensure staff know how to handle unusual situations or who to call when a situation occurs	Cindy/ Ulva	1/16/14	100%		
10	Develop process to distribute/collect customer satisfaction surveys - Re-assess frequency Why - To ensure consistency in surveys being handed out and collected	Ulva/ Annette	2/16/14	75%		
11	Develop script for appt. scheduler - To include questions about records, appt. time, etc. Why - To inform patients of what documents to bring and what time	Annette/ Gladys	1/16/14	100%		
12	Determine whether to have standing orders for urine and strep tests - So that patients don't have to get undressed and dressed back and forth unnecessarily Why -	Helene, Cindy	1/31/14	10%		
13	Determine whether patients need a pregnancy test prior to receiving birth control - Why - To ensure patients are coded properly	Cindy	1/15/14	100%		
14	Locate a space and shelving to place forms - In triage rooms Why - To prevent staff from having to walk to another area to get a form when it could be in the room already	Alisha	1/14/14	100%		
15	Remove chairs from back hallway - Why - To ensure patient confidentiality	Cindy, Sarah	1/16/14	75%		
16	Revise nurse's action log - To include place to note referrals (pending and confirmed), etc. Why - To prevent duplication of effort (There is no nurse assigned to PC and confusion @ lab referral)	Alisha, Shawanna, Jenny	1/16/14	100%		

Kaizen Action Items

Team: Hoke's Don't Wait					
No.	Action/Suggestion/ Recommendation	Person Responsible	Date/Time Due	% Complete	
17	Review patient timing sheets - include front and back staff note any unusual occurrences for that day and to see how fast patients are being served	Ulva	1/16/14	100%	
18	Install a buzzer in nurse's area - to notify nurses and CNAs that patient charts are available, so that they do not have to stand and wait	Jenny, Alisha, Jim	1/31/14	50%	
18	Restart daily huddles - include topics such as scheduling, staffing, and concerns Why- To ensure efficient use of staff time and handle problems	Cindy	1/28/14	0%	
19	Locate a space and shelving to place forms - In discharge room To prevent staff from having to walk to another area to get a form when it could be in the room already	Alisha	1/15/14	100%	
20	Place two flags over doors - interview rooms and trauma room Why - To alert staff that either nurses or CNAs are in the interview room with a patient	Cindy	2/15/14	0%	
21	Look into possibility of electronic voice recordings to notify patients of appt	Jenny	7/1/14	0%	
22	Test procedure for calling patients at least 2 days in advance rather than sending a letter - it improves the patient "show rate"	Alisha, Jenny	2/15/14	0%	
23				0%	

Kaizen Action Items

Team: Hoke's Don't Wait					
No.	Action/Suggestion/ Recommendation	Person Responsible	Date/Time Due	% Complete	
24				0%	
25				0%	

Kaizen Action Items

Date: Jan 15, 2014
Resolution/Status
Will only be sent for Code 27.
Need to type
Type
Medical staff will send patient to billing of lab fees prior to tests

Kaizen Action Items

Date: Jan 15, 2014
Resolution/Status
Box moved to billing, need one for lobby. Launching forms and box at Billing on 1/21.
Include specifics i.e. depending on reason for visit (records required)
Waiting on response from Medical Director
Will follow State guidelines
Re-visit set-up for Thursday clinic visits
Add check boxes to simplify completion

Kaizen Action Items

Date: Jan 15, 2014
Resolution/Status
Add an additional column for sign-in, sign-out
Check on extender, check for reliability. Look for stronger unit. Concept liked.
Send email to notify staff
Purchase two-color flags
New budget year

Kaizen Action Items

Date: Jan 15, 2014
Resolution/Status