



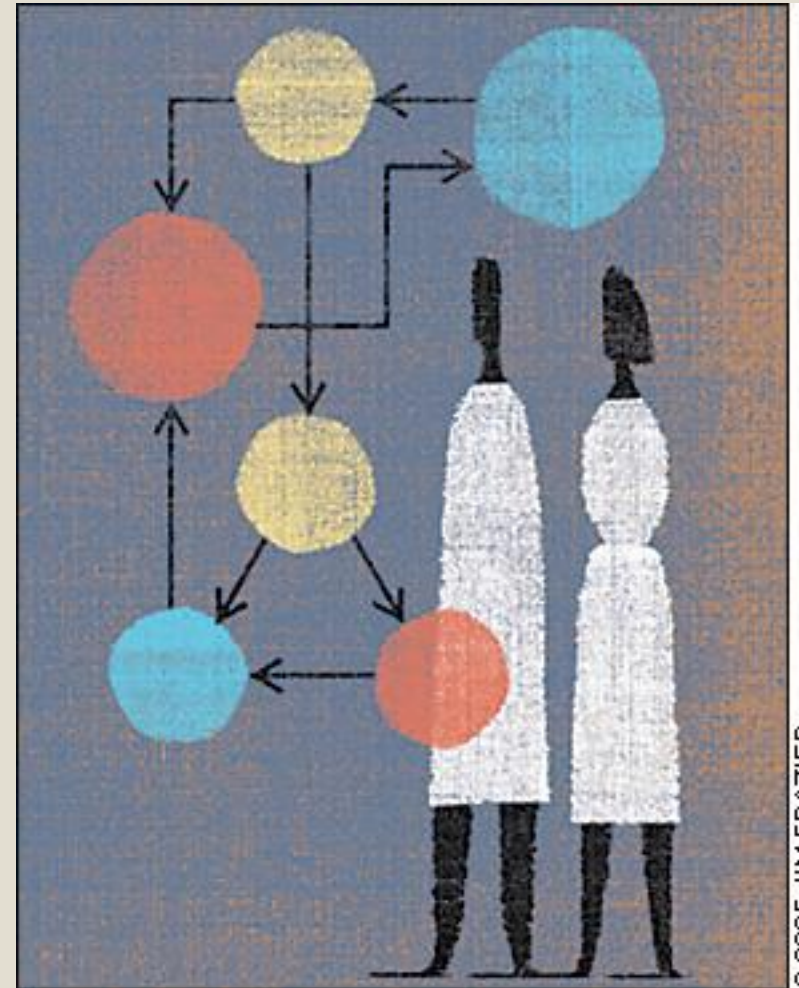
OFFICE EFFICIENCIES

Strategies to Alleviate Administrative Burden

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Disclosures

- Nothing to disclose
- However, I just don't like being inefficient 😊



Learning Objectives

- Explain what is meant by office inefficiency and why they are barriers to productivity in primary care.
- Describe common inefficiencies in office practice and how they affect patients, staff and providers alike.
- List 5 changes to current routines that can improve daily workflow.
- Identify and champion one task that you can resolve with minimal barriers - low risk, high reward.



KNOW YOUR AUDIENCE

Polling Questions

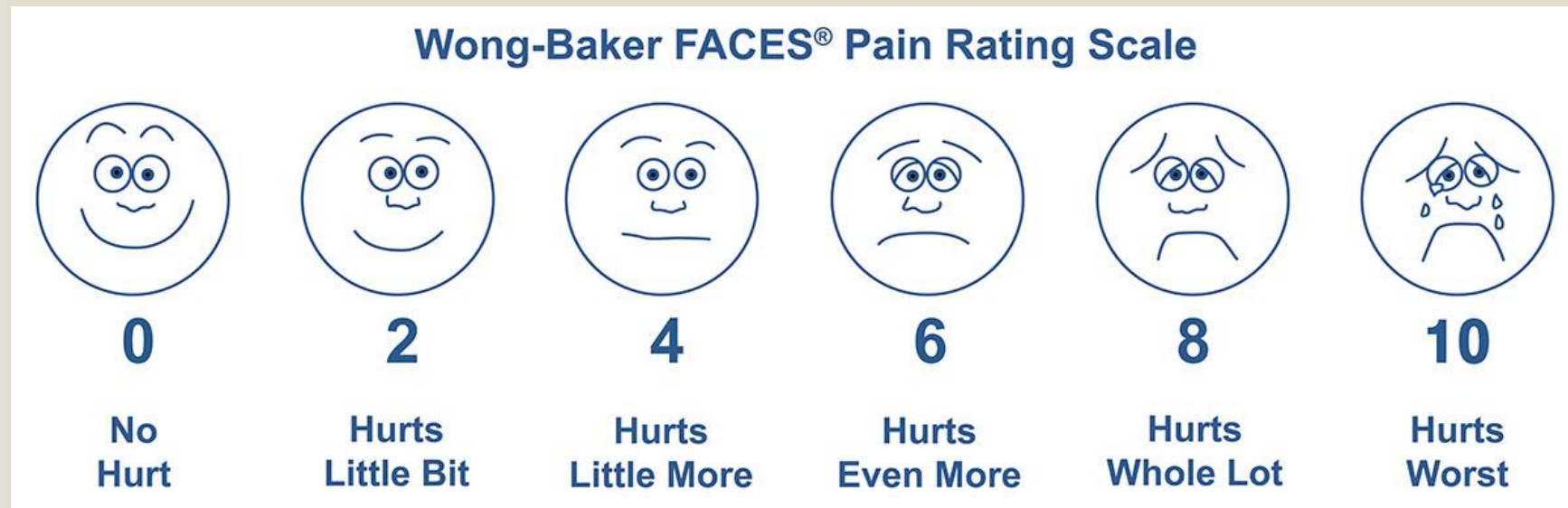
Getting to Know You

- Practice Setting
 - Self-employed, office
 - Employed, office
 - Teaching program
 - Hospital / other system
 - Resident / Student
- Practice Size (1, 2-5, 5-10, 10-25, 25+)
- Hours Worked (PT, FT, other)
- How many hours after-patient hours (0, 0-2, 2-5, 5+)
- Addition of ancillary services (Y/N)



Getting to Know You

- Rate your current level of Distress / Burnout
- How Hopeful are you that things will improve?
- What is your level of willingness to change?





BARRIERS TO CARE

Definitions

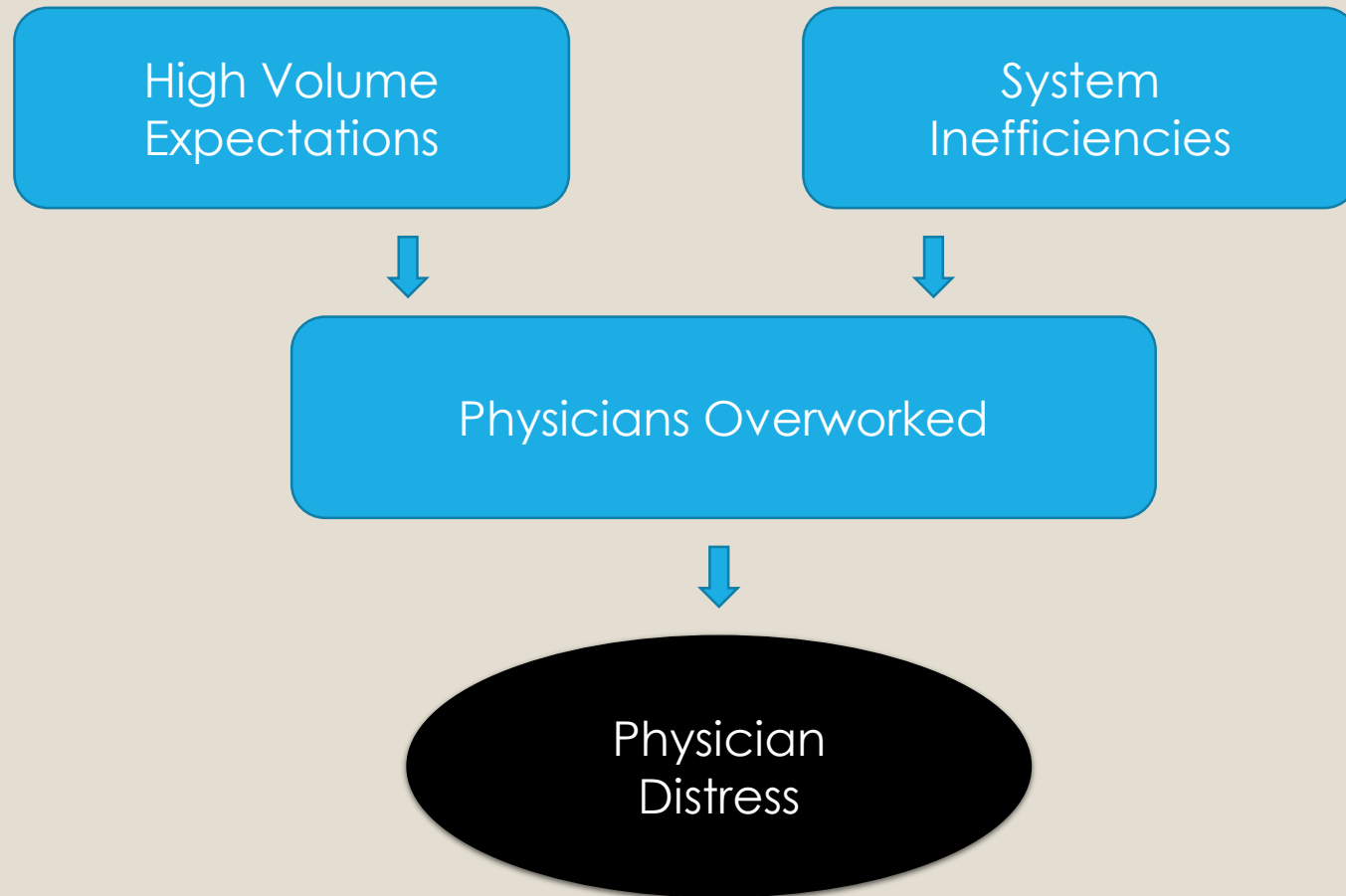
in·ef·fi·cien·cy

/'inə'fiʃHənsē, ' ,inē'fiʃHənsē/

noun

1.the state of not achieving maximum productivity;
failure to make the best use of time or resources.

How the HC system causes physician distress



Healthy People 2020

Timeliness is the health care system's ability to provide health care quickly after a need is recognized. Measures of timeliness include:

- Availability of appointments and care for illness or injury when it is needed
- Time spent waiting in doctors' offices and emergency departments



Healthy People 2020

The delay in time between identifying a need for a specific test or treatment and actually receiving those services can negatively impact health and costs of care.

For example, delays in getting care can lead to:

- Increased emotional distress
- Increased complications
- Higher treatment costs
- Increased hospitalizations

Healthy People 2020

Actual and perceived difficulties or delays in getting care when patients are ill or injured likely reflect significant barriers to care.

Prolonged wait time:

- Decreases patient satisfaction
- Increases the number of patients who leave before being seen
- Is associated with clinically significant delays in care



COMMON INEFFICIENCIES

Let the list begin...

“Predicted” List...

- Prior Authorizations
 - Medications
 - Imaging
 - Physical Therapy
- Electronic Medical Records (EMR)
- Quality Metrics Reporting
- Maintenance of Certification
- Credentialing
- Staffing / Delegation of Tasks
- Reimbursement
- Referral management
- Telephone messages
 - Acute Problems
 - Lab Results
- Paperwork
- No show Appointments
- Late patients
- Meetings





IMPROVE DAILY WORKFLOW

What was the BEST thing you have done in your practice?

Colleagues – best practices

- Dr. Gaby De Sousa
 - Wallingford Family Practice (Wallingford, CT)
 - Medical Scribe
- Dr. Barbara Phillips
 - Family Medicine Center (Manchester, CT)
 - Quality Metrics champion / tracking gaps-in-care
- Dr. Robert Carr
 - Western CT Medical Group (Southbury, CT)
 - Embedded Behavioral Health

SUMMARY OF IDEA:

- Motivation for change
- Process to get started
- How the change has helped
- Challenges / changes going forward
- Cost / Resource considerations
- Other recommendations...

Colleagues – best practices

- EMR Templates
- Dictation
- Use of Portal (msg, labs)
- Standardized order sets
- Utilize staff for lab calls
- Prescription refill policies
- Staff huddles
- Preload chart info
- Automated reminders





PRACTICE IMPROVEMENT

Champion one Topic

Change is Hard!

- Adopt
 - Be transparent
 - Willingness to Listen
 - Choose champions
- Implement
 - Be flexible (negotiable vs. critical)
 - Provider training
 - Develop trust
- Review Sustainability
 - Review outcomes (quality, cost)
 - Support organizational learning (“gray areas”)

“Physician”
5 A's





QUESTIONS???

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