

**Project Name:** Aquidneck Medical Newport Pediatric Medical Secretary Efficiencies. **Date:**

**Prepared By:**

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| **Objective** | **Measures of Success** | **Action Steps/Responsible Party** |
| Reduce movement in and out of the room by relocating MA’s to their provider office. | Distractions, interruptions and noise will reduced by 80%. MA and MD productivity will increase. | Move MA’s to MD offices. Move Triage RN to Med Sec Station. Susan/IT |
| Reduce Window walk-ins by moving form pick up to the Front Desk. | Window Walk-ins will be reduced by 50% | Provide secure cabinet for forms to be picked up at Front Desk. Susan/Kathy  Prepare protocol for Front Desk staff. Kathy |
| Rearrange station so Med Sec is not immediately in front of the window. Place printer nearby to reduce steps. | Med Sec productivity will increase by 20%. | IT to move electronics 1/5/2016. Adam |
| Put sign on doors to lab to reduce requests for directions |  | Lindsey |
| Cover half of the window with translucent film to eliminate window distractions while on the phone. |  | Purchase the film. 1/6/2016 Kathy  Cover the window when film arrives. Maintenance 1/12/2016 |
| Review Patient Satisfaction solutions with Board |  | Susan 1/5/2016 |
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**Current Condition**

One Med. Sec. and two MA’s stationed in that room. Frequent entrance by MD’s and third MA. Lots of movement in and out of the room. Window is double wide. All occupants are very visible to patients/families at the window. Window is not sound proofed even when closed. Med. Sec sometimes leaves to find an MD for signature. Med. Sec station faces the window and two feet from it. Patients at window and MA’s/MDs engage with each other AND Med Sec.

**Action Plan**

**Background**

Medical Secretary manages both phones and a walk-in window. Volume is very high. Interruptions and patient privacy are concerns.

**Follow – Up**

Security screen on computers.

Adhere to practice of 48 hours for forms.

Monitor MA and MD productivity through completed visits and wait times.

Monitor Med Sec productivity through number of TEs completed.

Compare KE revenue for Q1 2016 to Q1 2015

**Target Condition Goals**

Reduce interruptions to Med Sec and multiples working on same patient issue.

Reduce window size and visibility.

Reduce window volume.

Increase patient access to Medical Secretary.

Increase MD revenue

Improve patient satisfaction regarding wait times.

**Analysis (continued)**

Time lost to MD’s running up and down the hallway and getting caught up in conversations or issues at the window.

Time lost to MA’s in personal conversation and getting drawn into issues at the window.

Time lost to Med Sec through interruptions and lack of continuity in issue management.

**Analysis**

Med. Sec receiving 60-90 calls per day.

Window walk-ins number about 25 per day.

Movement in and out due to MA’s computers in room and exiting to work with patients. Doctors come and go to talk with MA’s. Med. Sec sometimes leaves to find an MD for signature, also to scan, copy or print.

Window Walk-ins primarily for appointments or forms.