Mission:

- Optimize operational effectiveness
  - Optimal clinical income
  - Optimal provider productivity
- Optimize the clinical environment for education and research.
- Serve the needs of the patient population
  - Access
  - Improve management strategies and outcomes
  - Innovation
- Optimize patient, client and provider satisfaction
- Promote change to meet the challenges presented by a changing environment

Vision:

A clinical practice that provides the optimal environment for the Department of Pediatrics to carry out its missions:

- Medical care for children in the Intermountain West
- Pre- and post-doctoral education
- Basic and clinical research
- Advocacy for children and their future

Goals for FY 2009:

- Determine costs and revenue for clinical operations at the Division and Department level
  - Identify shortfalls and opportunities in revenue stream
  - Identify, evaluate and implement process changes to reduce costs without reducing quality and value, e.g.:
    - Increased use of HELP2 to communicate with referring physicians and families
    - TeleVox automated appointment reminder
    - Reduce transcription costs through increased implementation of HotText, competitive contracting, voice recognition
    - Implement HL-7 interface for direct upload of transcription into HELP2
    - Reduce or eliminate paper charts from ambulatory and inpatient medical record
- **Fee Schedule**
  - Develop a fee schedule that reflects costs of subspecialty care
- **Riverton**
  - Finalize financial model for staffing ambulatory clinics in Riverton
- **Promote collaboration by enhanced communication**
  - Improved discharge planning tool
  - Foster use of HELP2 for IP medical record
  - Encourage universal use of Message Log among Department Faculty
    - Support PCMC goal of 80% of ambulatory records in HELP2 by the end of 2009
    - Introduce transcription and paperless charting to Hematology/Oncology
    - Implement paperless communication with at least one non-Intermountain physician group (e.g. Pocatello, Granger)
- **Revenue Cycle:**
  - Reduce OP registration rejections by use of Terrahealth and improved registration
  - Evaluate impact of Foster program and Terrahealth on aged self-pay A/R
  - Work with PCMC to improve access of families to Financial Counselors
  - Use EPIC system to evaluate response time and dropped calls in central scheduling pools, and set standards
    - Determine whether process by which calls for providers are taken through centralized scheduling pool provides optimal quality to patients and outside providers.
  - Evaluate Web-based version of IDX and implement if appropriate

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