CLINIC UPDATES

Isolation
Clinical team members at Primary Children’s Outpatient Building should be knowledgeable and prepared to answer the following questions regarding isolation.

Q: Where do you find supplies for patients requiring isolation?
A: Isolation carts are found in most of the med rooms on both clinic floors. They have signs, gowns, gloves, masks and disinfectant wipes. All these items are also found in all supply rooms.

Q: Who needs to wear PPE (Personal Protective Equipment) when entering the exam room?
A: All staff who enter the room need to wear PPE as outlined on the sign, which should be on the door. Family members are not required to wear PPE in the room.

Q: What if someone is wearing a mask when they come into clinic, or they have symptoms of upper respiratory infection?
A: If someone has a cough or other upper respiratory symptoms (whether it is the patient or a family member accompanying them), they should always be given a mask to wear. The exam should have a “Droplet” precautions sign placed on the door.

Droplet illnesses are usually viral and can live on surfaces for days. When a patient or visitor exhibiting symptoms of upper respiratory illnesses uses an exam room, EVS should clean the room afterwards, or staff should wipe down all horizontal surfaces in the room, as well as the door handle, with purple-top disinfectant wipes before another patient is seen in the room. Doing this prevents the spread of highly contagious illnesses. We should always do all we can to prevent harm from coming to our patients and ourselves…please utilize isolation precautions and disinfect appropriately.

If you have any questions regarding isolation, please contact Sharon Soutter 801-662-1628

Adolescent Medicine:
- Joined the Primary Children Outpatient Clinics. Adolescent Medicine focuses on the health and psychosocial needs of adolescents and young adults.
- They provide a wide-range of services addressing; eating disorders, chronic pain, adolescent gynecology, transgender, substance abuse, and obesity/nutrition disorders.
- They will be located on Level 3, Station 5.

Template Team:
- Recently moved to 419 Wakara Way Suite 107 with the Scheduling and HIM teams. For urgent needs please email peds.template@hsc.utah.edu
- Working on having the team rotate at Eccles to provide in person support.

Phone Tree Changes:
- New options went live 8/20/15
  - More details under Solutions Team

HIPAA REMINDERS: USE YOUR ESP

Strengthen your HIPAA ESP
(Encrypt, Shred & Pause to Protect)

Q: We know that medical records- whether paper or electronic- are confidential. What about handwritten notes and phone calls? How should these be handled?
A: All forms of information- written, spoken, electronic-considered confidential or containing PHI, must be protected

Q: How should you dispose of a diskette, magnetic tape, CD, or USB that has confidential information?
A: Remember that just “deleting” a file doesn’t actually erase it. If a diskette or other electronic storage medium has ever been used for saving confidential information, even temporarily, you must protect it until it is destroyed. Drop it in a special locked shred-it bin. The electronic storage medium will be physically destroyed.
**SOLUTION TEAMS**

As you may have heard we are developing six Solution Teams; Triage, Phone-Tree, Clinical Operations, HIM, Scheduling, and Patient Experience. Each team is tasked with evaluating key clinical operations in need of improvement. These teams meet monthly, determine issues, and evaluate the priority of issues and projects. Two, of the six, teams have been established and committee members selected.

**PHONE TREE SOLUTION TEAM:**

First Meeting Held on 08/20/2015  
Co-Chair: Dr. Collin Cowley  
Co-Chair: Shannon Nichols

**Our Mission:**  
Provide leadership in solution development, feedback, review and communication related to specific focus areas. Identify and prioritize areas for team and work units to focus improvements on. Monitor and evaluate improvements.

**Our Goal:**  
Our goal is to support high-value patient care with a phone tree that combines excellent customer service with highly efficient, accurate, standardized operations.

**Anticipated Improvements:**

- Reduce the number of available options
- Division specific reporting
- Enhanced division specific training opportunities
- Improved patient and provider satisfaction

**Measuring Progress-Key Performance Indicators (KPI’s):**

- Average Speed of Answer (ASA)
- Abandonment Rate
- Average Handle Time (AHT)

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**FLU SHOT SPOT:**

Flu shot season is here again! Starting September 14th, shots will be available to Eccles patients and their families! This year, instead of patients receiving a shot during a clinic visit, flu shots will be administered at either; the Flu Shot Spot in the Eccles building (2nd floor, station 4), or at the Community Pharmacy in Primary Children's Hospital.

The Flu Shot Committee is excited about the new changes and have been working hard to make this our most successful year yet!

- Parents and siblings will now be able to get the flu shot, along with the patients!
- The Front Desk, Medical Assistant, and IT teams have created a process to most accurately record and report the data required by the US News.
- Unsure of where to send patients? Check with the front desk staff. They will have maps and will provide clear directions!