Outpatient Services
Department of Pediatrics

4th Quarter, 2016

Scheduling Solutions Team

Update

Improvements Made
✓ 4 Month Block
✓ Visit Type Restructure
✓ Added a No-Show Rotation
✓ Revised the Phone Tree
✓ Monthly Division Meetings
✓ Monthly Provider In-Services
✓ Implemented Arrival Times – Epic
✓ Created Overbook/Override Report
✓ Pilot QGenda – Cardiology
✓ Provider Satisfaction Survey
✓ Enhance Space Utilization & Reporting
✓ Evaluate MA Scheduling Benefits
✓ Standardize No-Show vs. Cancel
✓ Standardize CPC Scheduling

Projects In Process
- Guidelines for Discharging Patients
- Create an “Incident Reporting” tool
- Improve Training Materials
- Standardize Scheduling Protocols
  - Reduce Templating Errors (QGenda)
  - Reduce Scheduling Errors (Quality Monitoring & Training)
- Better Communication
- Clinical Staff & Template/Scheduling Teams
- Template roll outs
- Current block protocol – 4 month block
- Proposed rolling 4 month

Contact Lorie Lepley or Rebecca Rechenmacher (Lorie.Lepley@hsc.utah.edu; Rebecca.Rechenmacher@hsc.utah.edu) for comments and concerns regarding the Scheduling Solutions Team.

Reminders from HIM

Reporting Deceased Patients

Please remember to report patients who have passed away to Scheduling so they can update the patients’ medical record accordingly.

Send a message log to your scheduling team that supports your division (e.g. UOFUPEDS, GREENSCHED)

✓ Including the date of death is very helpful.

Scheduling will ensure any pending appointment are cancelled as well as cancel any recall or wait list entries.

Scheduling will notify HIM who will makes sure both Epic and Help2 have been updated accordingly.

Message Logs

Please remember Help2 Message Logs are part of the patient’s record and can be released.

Best practice guidelines are as follows:
- Do not include other patient’s information (names, MRN’s etc.)
  * Create separate ML’s and/or refer to patients as “sibling – see separate ML”
- Process issues should be addressed via e-mail, not in a patients chart.
- Be detailed so other care teams are clear as to what actions have been taken.
- Keep it professional.
Flu Shot Clinics

Faculty and Staff who are PCH ID Card Holders:

Below are the dates/times/locations of the PCH immunization clinics. Staff who obtain a flu shot from a PCH clinic must send Alberta Elstein a copy of the immunization receipt (alberta.elstein@hsc.utah.edu).

9/8  7-10 a.m.  PCH Level 3 Lobby
      (Grand Rounds for providers)
10/7  4-8 p.m.  PCH, Level 3 Lobby
10/10  7-2 p.m.  PCH, Level 3 Lobby
10/13  8-noon  PCH Eccles Level 1, Gilbert Peak
10/25  7-2 p.m.  PCH, Level 3 Lobby
10/29  4-7 p.m.  PCH, Level 3 Lobby
10/27  8-noon  PCH Eccles Level 1, Gilbert Peak

All University Staff Members may also receive a Flu Shot at the Employee Appreciation Day at the Rice Eccles Stadium on 9/29/16.

New Manager for Cardiology Division has Joined the Team!

Join us in welcoming Amy Amann to the Department!

Addendum to last edition.

When sending orders to the lab, in addition to patient name, DOB, your initials, and date and time of draw and source information (nasal/urine/blood) please also include diagnosis information.