

Solutions Teams Quick Reference

Contact chairs or MD representatives for more info about any team



The University of Utah
Department of Pediatrics

Scheduling & Template Solutions Team

Co-Chair: Lorie Lepley, HIM/Template Manager,
Rebecca Rechenmacher, Clinical Enterprise Director
Co-Chair: Ashley Boyington - Template Team Lead

Our Scope:

Provider templates to scheduling visits and coordinated testing for new patients and follow up visits for existing patients.

Key Objectives:

- Reduce scheduling and templating errors.
- Space planning/use to reduce cost & improve clinic flow.
- Improve collaboration
- High customer service through knowledge management resources and training.

Physician Representatives:

Lloyd Tani, MD- Division Chief, Cardiology
Stephen Guthery, MD- Division Chief, Gastroenterology
Lynne Kerr, MD- Neurology

Triage Solutions Team

Co-Chair: Bremond White- Triage/Prior Auth Manager
Co-Chair: Nancy Murphy, MD- Division Chief, PM&R

Our Scope:

Triage MAs and RNs- Telephone call intake, Triage, Communication with Providers, Outgoing calls back to families

PreAuth - Obtain PA from insurance for diagnostics, procedures, medication, DME /home health care assistance

Key Objectives:

- Minimize safety risks/events with knowledgeable triage
- Provide excellent customer/provider service.
- Acquire prior authorizations efficiently.

Physician Representatives:

Scott Clements, MD-Endocrinology
Matt Grinsell, MD-Nephrology
Ashwin Lal, MD -Cardiology
John Bohnsack, MD-Vice Chair Clinical Enterprise

HIM Solutions Team

Co-Chair: Lorie Lepley, HIM/Template Manager
Co-Chair: Rebecca Rechenmacher, Clinical Enterprise Director

Our Scope: Processes for management of health information and coordination of patient referrals.

HIM functions:

Mail outs: Distribute outpatient notes to referring and CCed providers	Fax distribution Medical records Duplicate reporting Referral processing
Upload documents to charts	

Key Objectives:

- Enhance efficiencies for divisions and decrease risk of breach and loss.
- Higher level of service through knowledge management resources and training.

Provider Representatives:

Brian McGinley, MD- Division Chief, Pulmonology
Karen Buchi, MD- Ambulatory Medical Director,
John Bohnsack, MD Vice Chair Clinical Enterprise

Clinical Operations Solutions Team

Co-Chair: David Meyers-MA Manager
Co-Chair: Heleena O'Shea- Front Desk Supervisor

Our Scope: Patient flow from arrival to vitals, rooming, patient education, and check out

Key Objectives:

- Exceptional patient care/customer service
- Knowledgeable well trained staff that support multiple subspecialties
- Help patients and caregivers navigate our system and understand recommended treatment/follow up

Physician Representatives:

Aimee Hersh, MD- Rheumatology
Allison Oki, MD- Physical Medicine and Rehabilitation
John Pohl, MD- Gastroenterology
Matt Sweeney, MD-Neurology

Phone Tree Solutions Team

Co-Chair: Lorie Lepley, HIM/Template Manager
Co-Chair: Rebecca Rechenmacher, Clinical Enterprise Director

Our Scope: Patient families initial contact to reach the Department of Pediatrics specialty divisions through speaking with central team and/or clinical staff to assist them

Key Objectives:

- Reduce complexity and make navigation easier
- Improve abandonment rate and speed of answer
- Enhance reporting available to divisions

Physician Representatives:

Francis Filloux, MD - Division Chief, Neurology
Beth Doby, MD- Infectious Disease

Patient Experience Solutions Team

Co-Chair: Elena Dicus- Chief Administrative Officer
Co-Chair: TBD

Our Scope: Patient and family experiences in Dept of Pediatrics ambulatory services

Key Objectives:

- Continually improve the experience families have with us so it is easy to navigate our systems and families feel supported
- Improve patients experience through leadership, analysis, recommendations, and tools
- Engage and empower employees in our Department to provide an excellent patient experience

Physician Representatives:

Francis Filloux, MD - Division Chief, Neurology

We encourage faculty and staff to engage in our clinical operations. If you have ideas, challenges, proposals for any of the above areas, please contact the physician representative or co-chairs.