Scheduling & Template Solutions Team
Co-Chair: Lorie Lepley, HIM/Template Manager
Physician Representatives:
Lloyd Tani, MD - Division Chief, Cardiology
Stephen Guthery, MD - Division Chief, Gastroenterology
Lyne Kerr, MD - Neurology

**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.

---

HIM Solutions Team
Co-Chair: Lorie Lepley, HIM/Template Manager

**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
- Duplicate reporting
- Upload documents to charts
- Referral processing

**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

---

Triage Solutions Team
Co-Chair: Bremond White - Triage/Prior AuthManager

**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

---

Clinical Operations Solutions Team
Co-Chair: David Meyers-MA Manager

**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 Sweeny, MD-Neurology

---

Phone Tree Solutions Team
Co-Chair: Lorie Lepley, HIM/Template Manager

**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

**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.