PAT Process Team

Owner	RWS	RWS	RWS	RWS	RWS	RWS	RWS	RWS	RWS	RWS	RWS
Date	12/16	12/22	12/29	1/6/10	1/21/10	1/28/10	2/4/10	2/10/10	3/31/10	8/13/10	1/5/11

I. Background

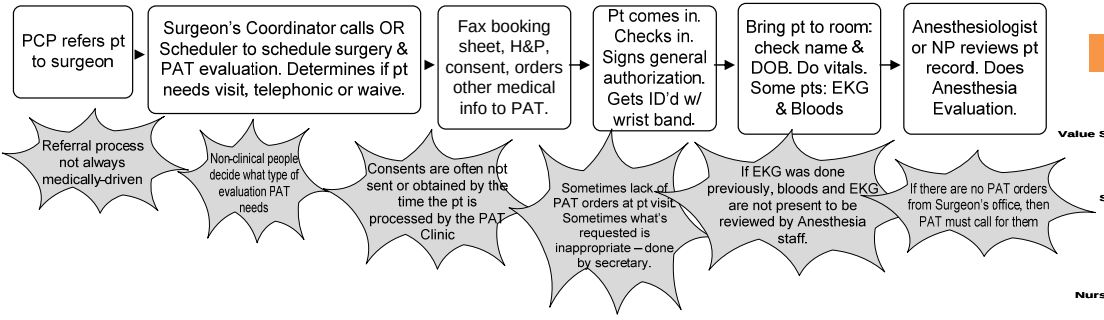
PAT Clinic patient visits vary from 40-60, telephone assessments from 20-35, and waived assessments from 15-30 per day. The PAT visit, often the first encounter at BIDMC for patients, can take up to 2-3 hours. Patients may spend much of this time either waiting to get into an exam room or waiting to be seen by multiple clinicians. Excessive waiting time is a great source of patient dissatisfaction with the PAT process. This team will improve flow of patient information, implement continuous flow, reduce waiting and improve patient, staff, anesthesiologist, surgeon and referring physician satisfaction.

Project Team

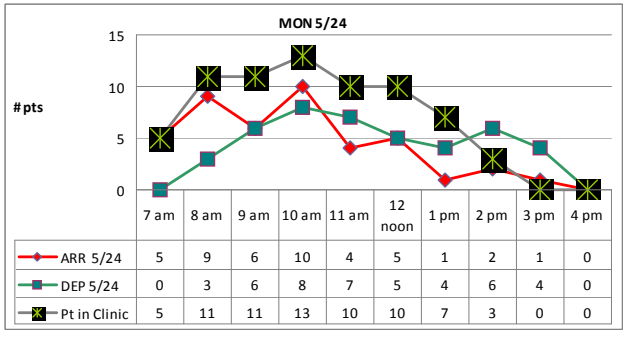
Phyllis Agresti	Kelly Desouza	Caryn Franklin	Nancy Pilotte	Dottie Sarno
Dr. Cohen	Sue Dorion	Dr. Garry	Diane Proodian	Virginia Sheppard
Luis DaCosta	Chantal Duval	Shari Gold-Gomez	Kathy Keeley	Ross Simon

II. Current Condition

Value Stream Process Map

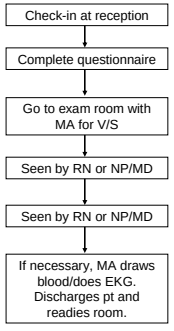


III. Analysis



	7 am	8 am	9 am	10 am	11 am	12 noon	1 pm	2 pm	3 pm	4 pm
ARR 5/24	5	9	6	10	4	5	1	2	1	0
DEP 5/24	0	3	6	8	7	5	4	6	4	0
Pt in Clinic	5	11	11	13	10	10	7	3	0	0

PAT Flow



IV. Accomplishments

Designed and launched surveys to determine how successful the PAT Clinic is in meeting the goals of patient preparation according to the perspective of specific practitioners and assistants. Surveys went out to surgeons, surgeon administrative assistants, anesthesiologists, nurse anesthetists and Holding Area staff.

Developed and launched a PAT appointment reminder call system

Developed and launched with the Ortho service an electronic faxing system. Roll-out to the GYN service is in the works.

Established and implemented a checklist for Nursing Homes clearly outlining the Clinic's expectations regarding clinical information and patient assistance at the time of visit.

Revised PAT evaluation triage guidelines and patient testing guidelines

Revised the PAT visit order form

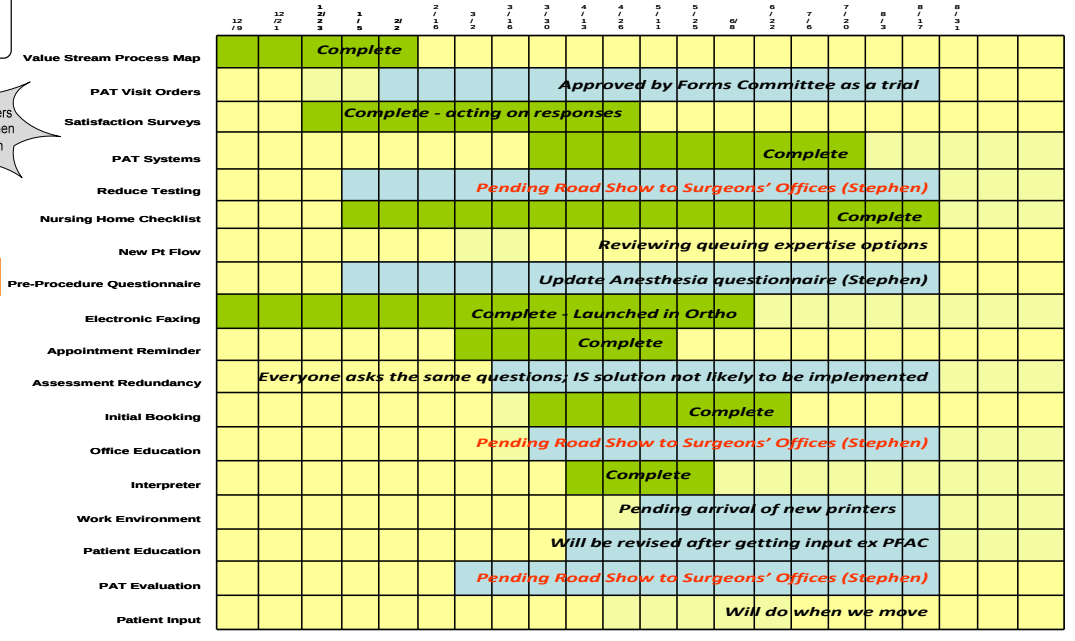
Updated patient information sheets- soon to be launched- ***"Preparing for your pre-op visit", "Your Pre-op phone interview" and "Preparing for surgery"***

Patient flow data collection done over several weeks

Developed and tested two different patient flow options.

Anesthesiologists can now complete a full surgical H&P.

V. Proposed Countermeasures/Implementation Plan



For More Information Contact

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