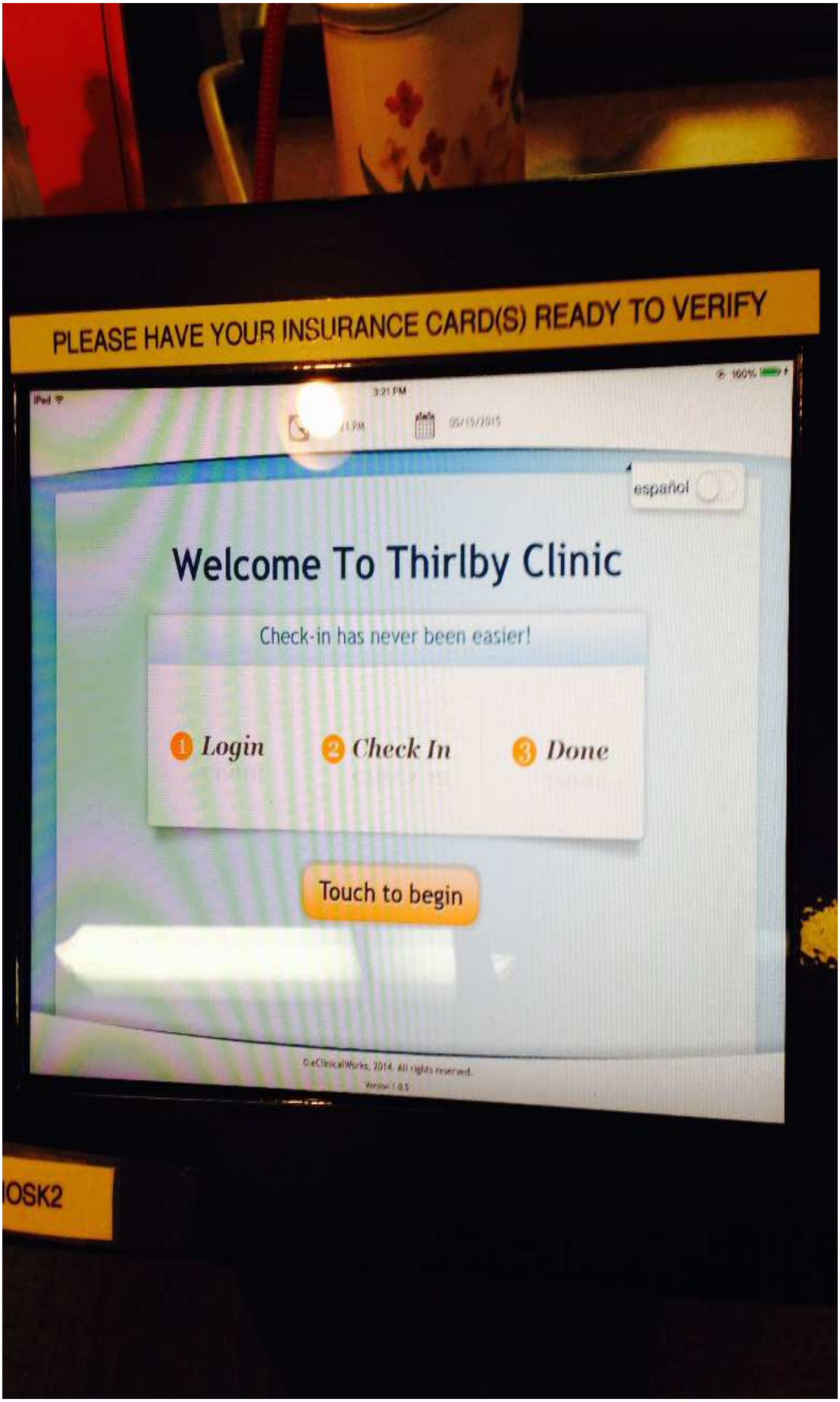
PCMH User Group

Thirlby Clinic
Kiosk & LEAN Process

May 28, 2015

Thirlby Clinic Kiosk

Welcome


PLEASE HAVE YOUR INSURANCE CARD(S) READY TO VERIFY
español
Welcome To Thirlby Clinic
Check-in has never been easier!
1 Login
2 Check In
3 Done
Touch to begin
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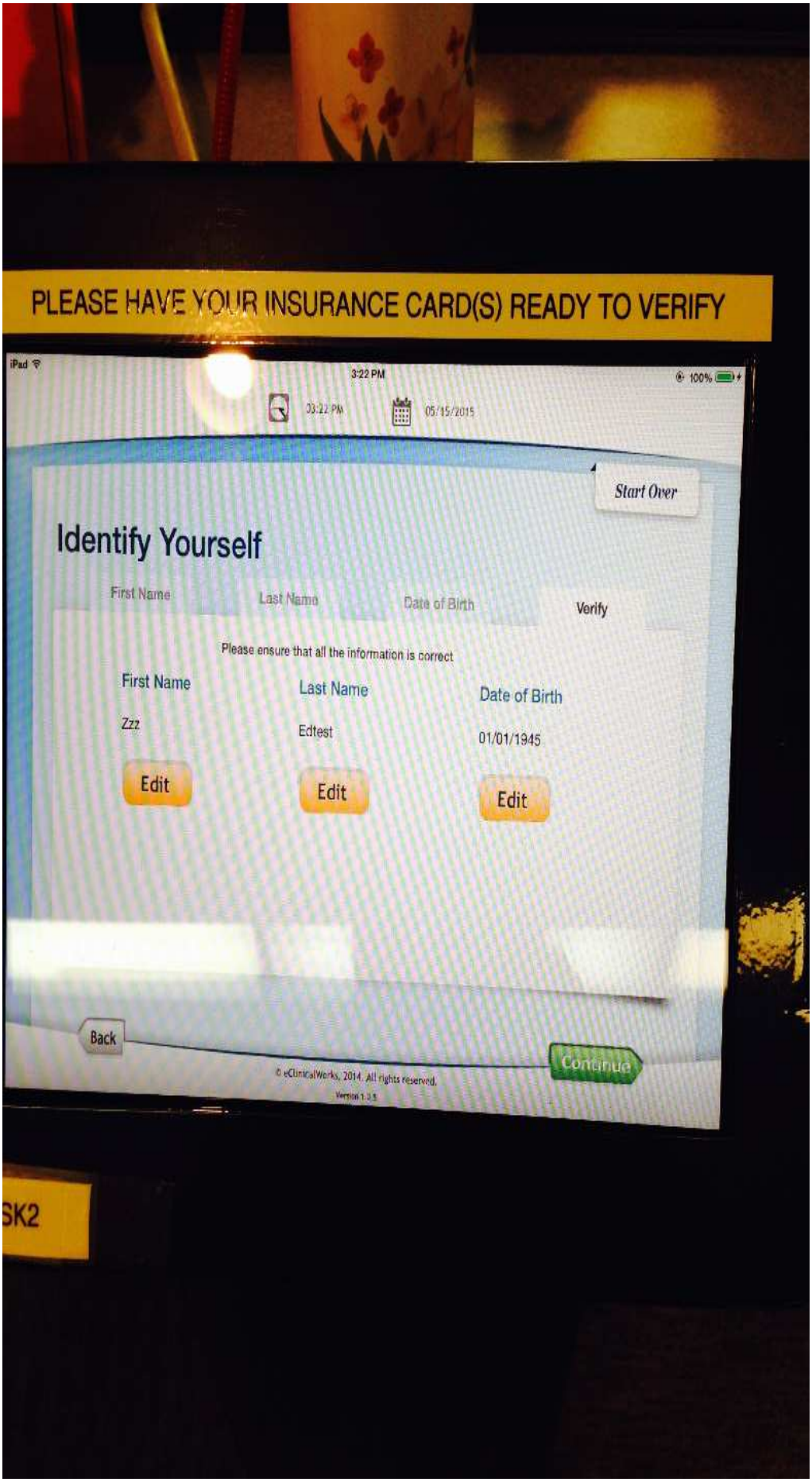
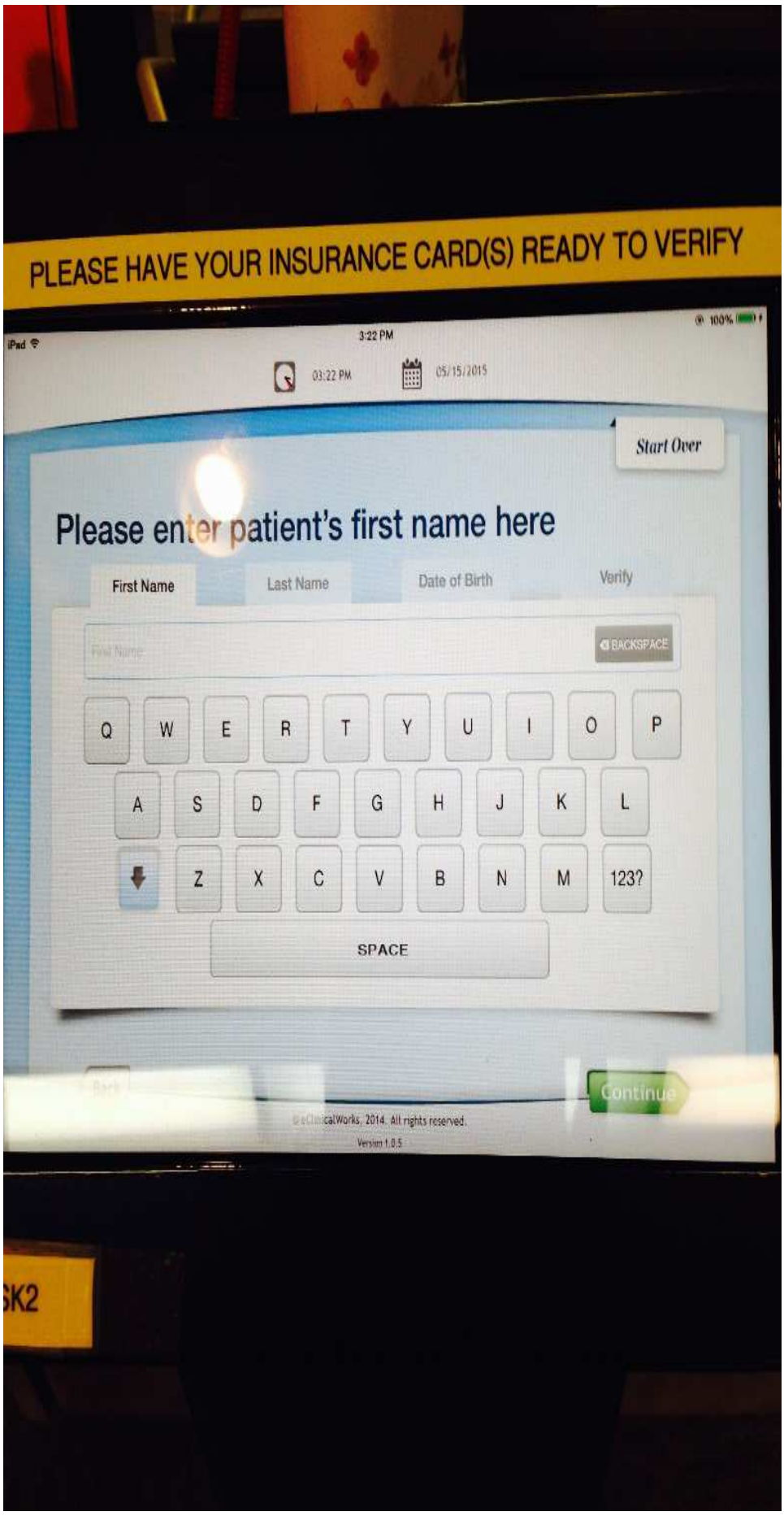
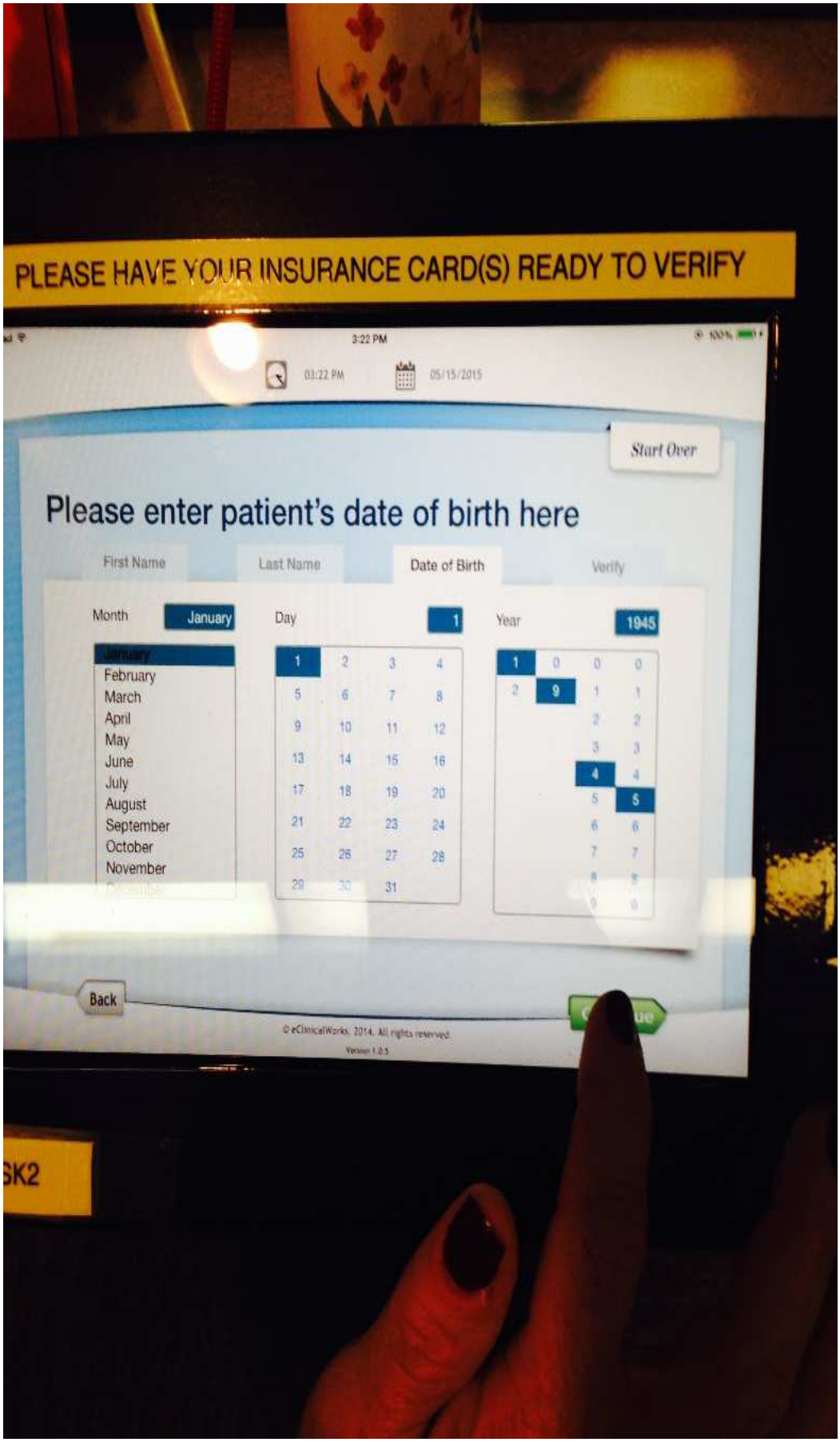
Identify Yourself



First Name


PLEASE HAVE YOUR INSURANCE CARD(S) READY TO VERIFY
iPad
3:22 PM
100%
03:22 PM
05/15/2015
Start Over
Please enter patient's first name here
First Name
Last Name
Date of Birth
Verify
BACKSPACE
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M 123?
SPACE
Continue
Version 1.0.5

DOB


PLEASE HAVE YOUR INSURANCE CARD(S) READY TO VERIFY
3:22 PM
03:22 PM
05/15/2015
Start Over
Please enter patient's date of birth here
First Name
Last Name
Date of Birth
Verify
Month
January
Day
1
Year
1945
January
February
March
April
May
June
July
August
September
October
November
Back
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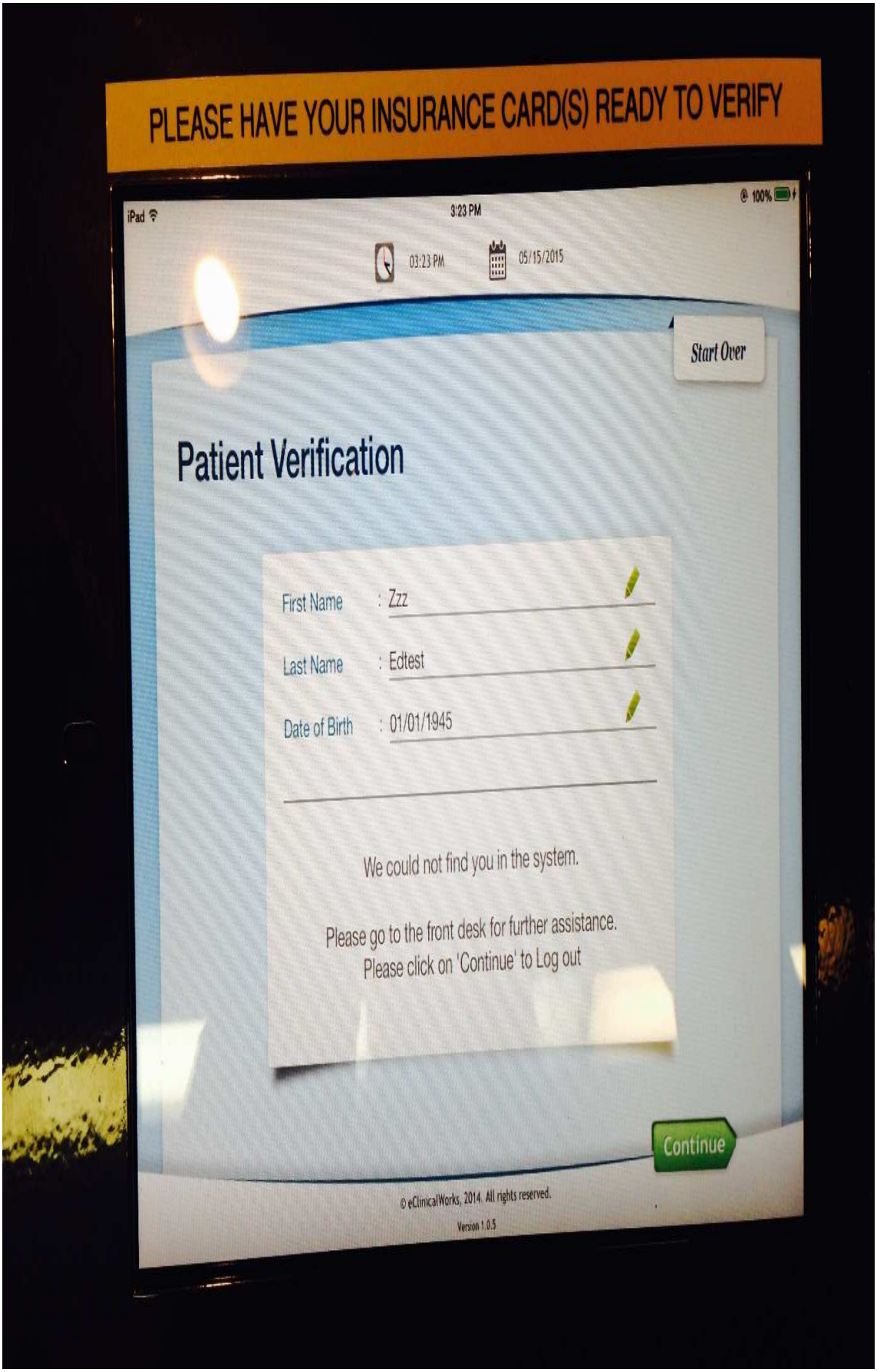
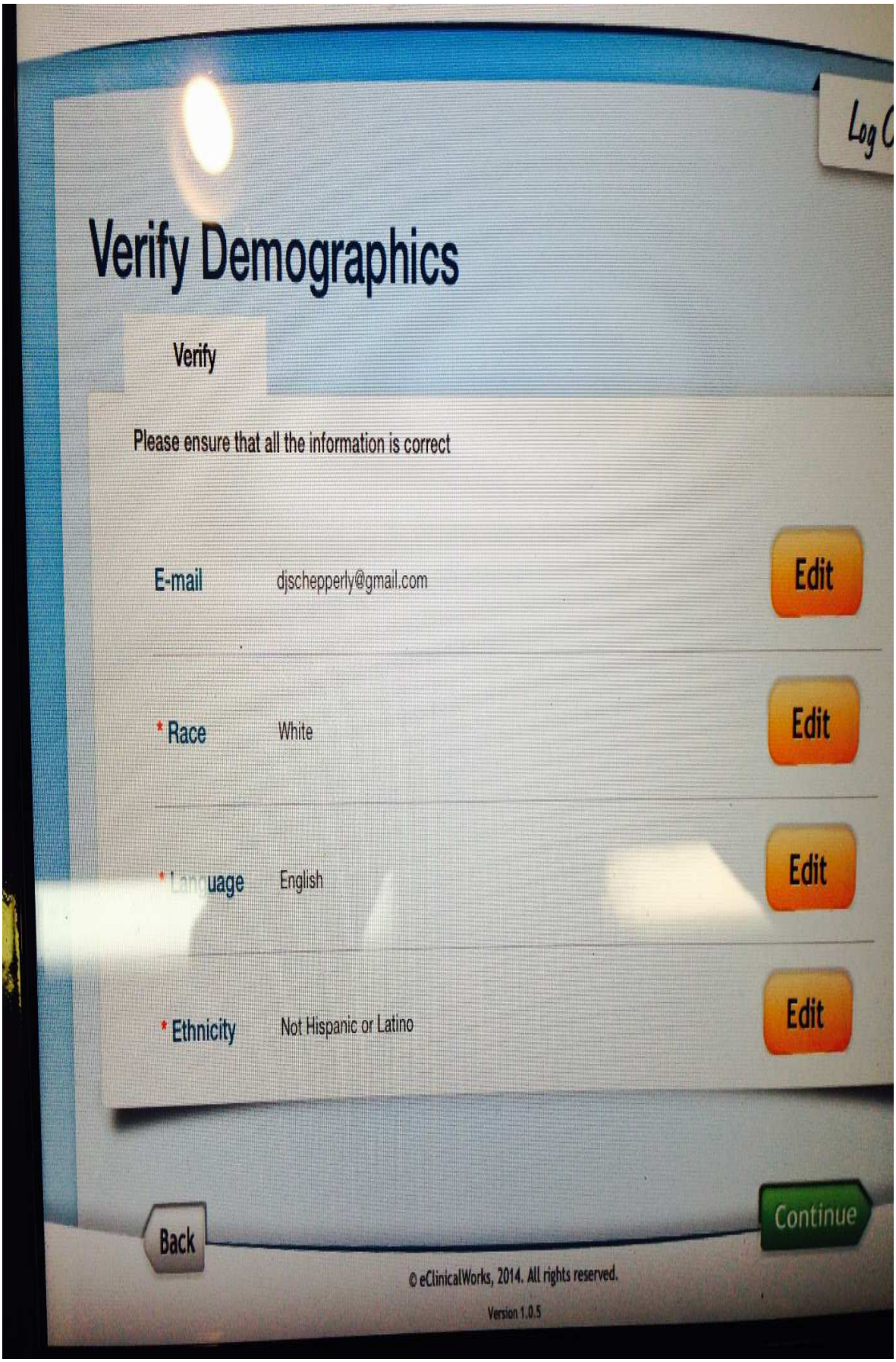
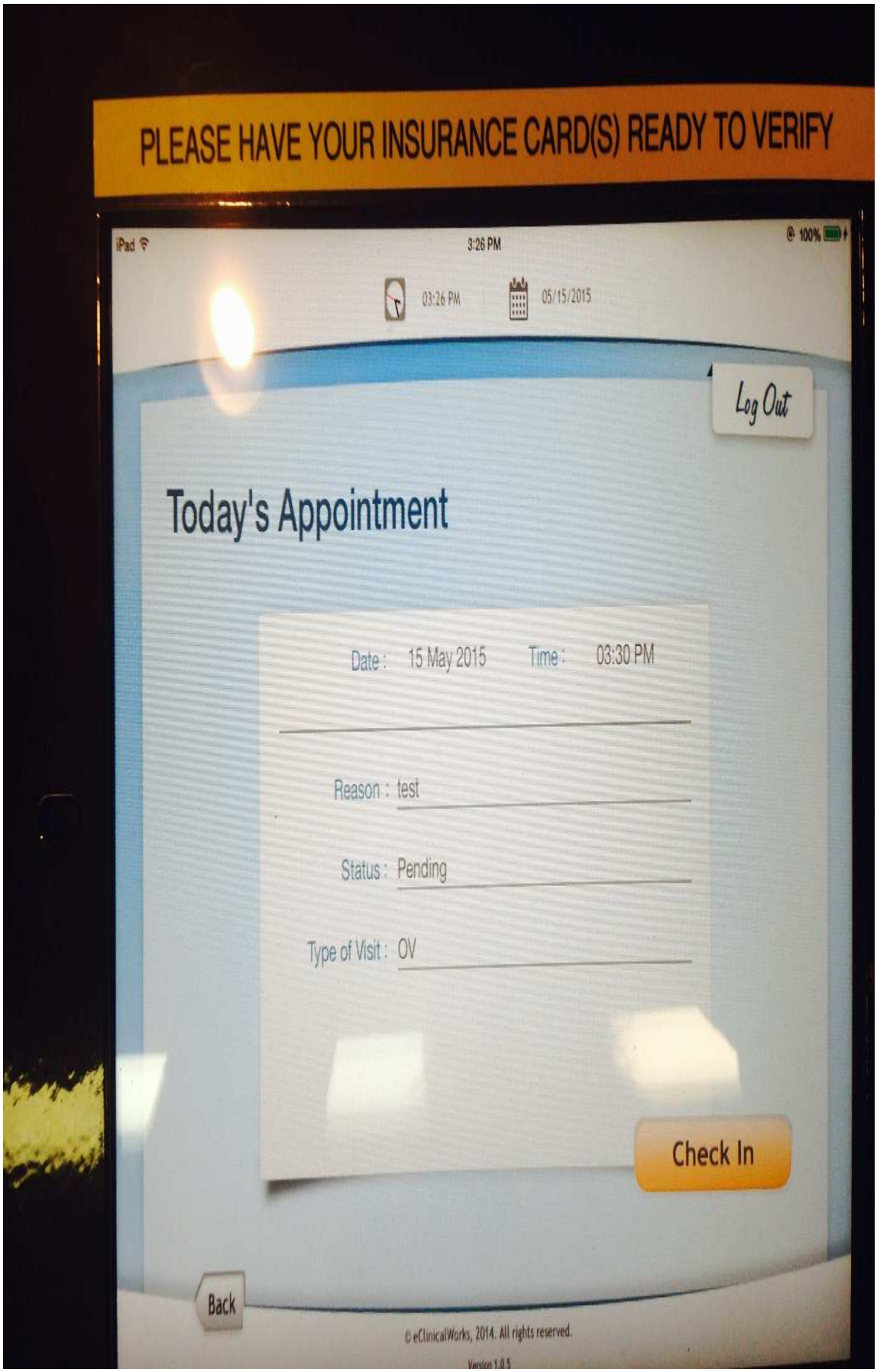
Patient Verification



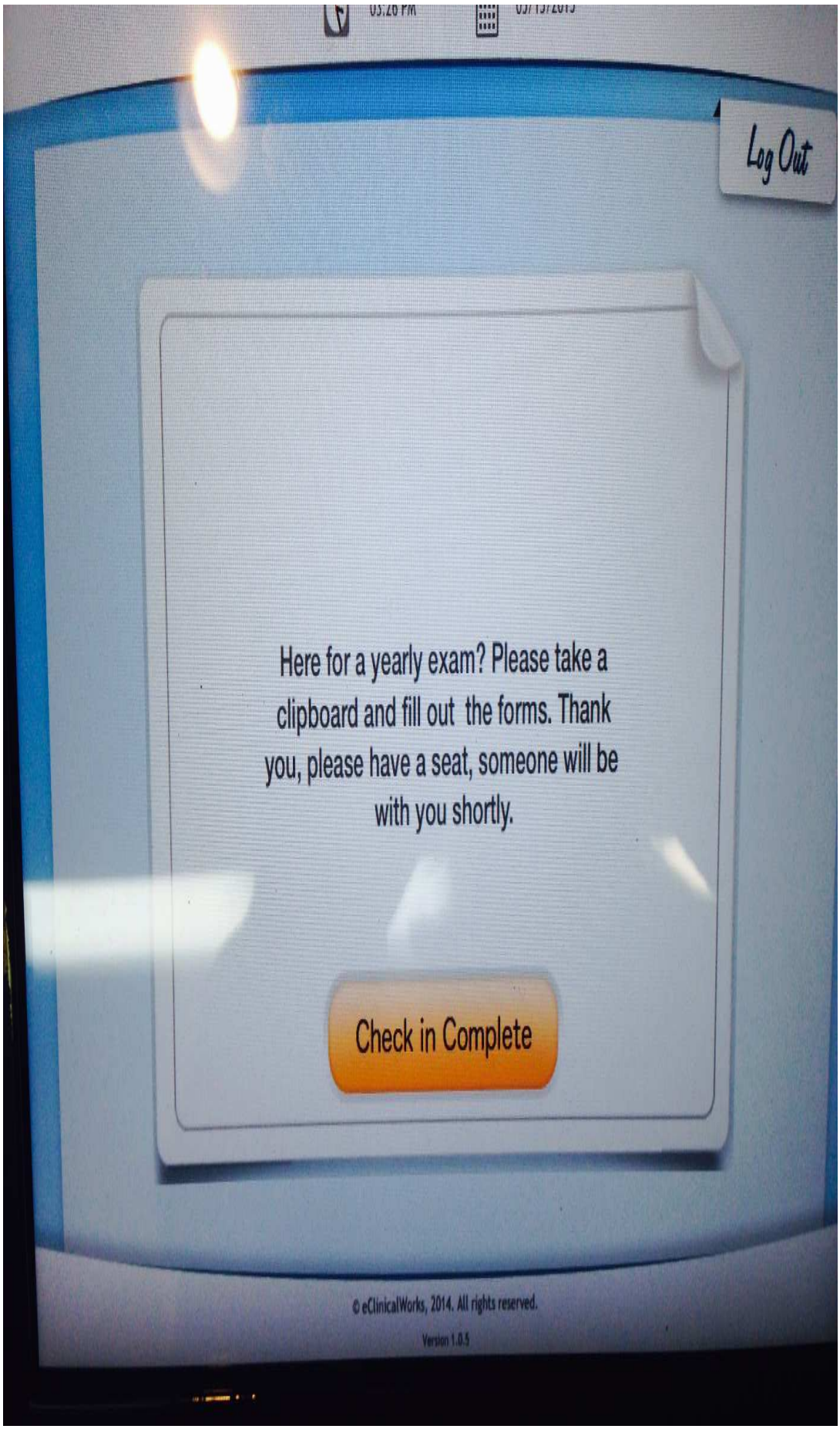
Demographic Verification



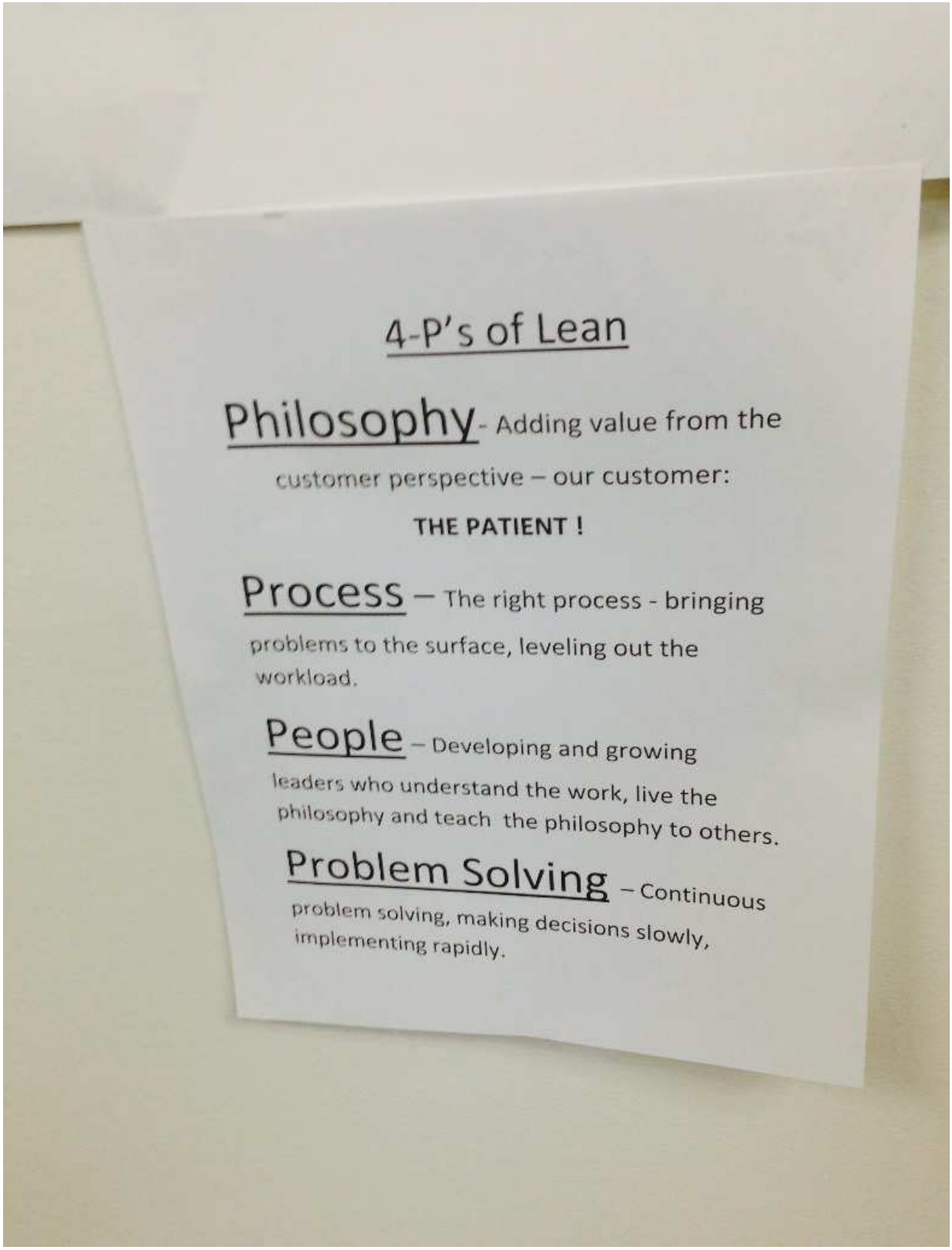
Today’s Appointment



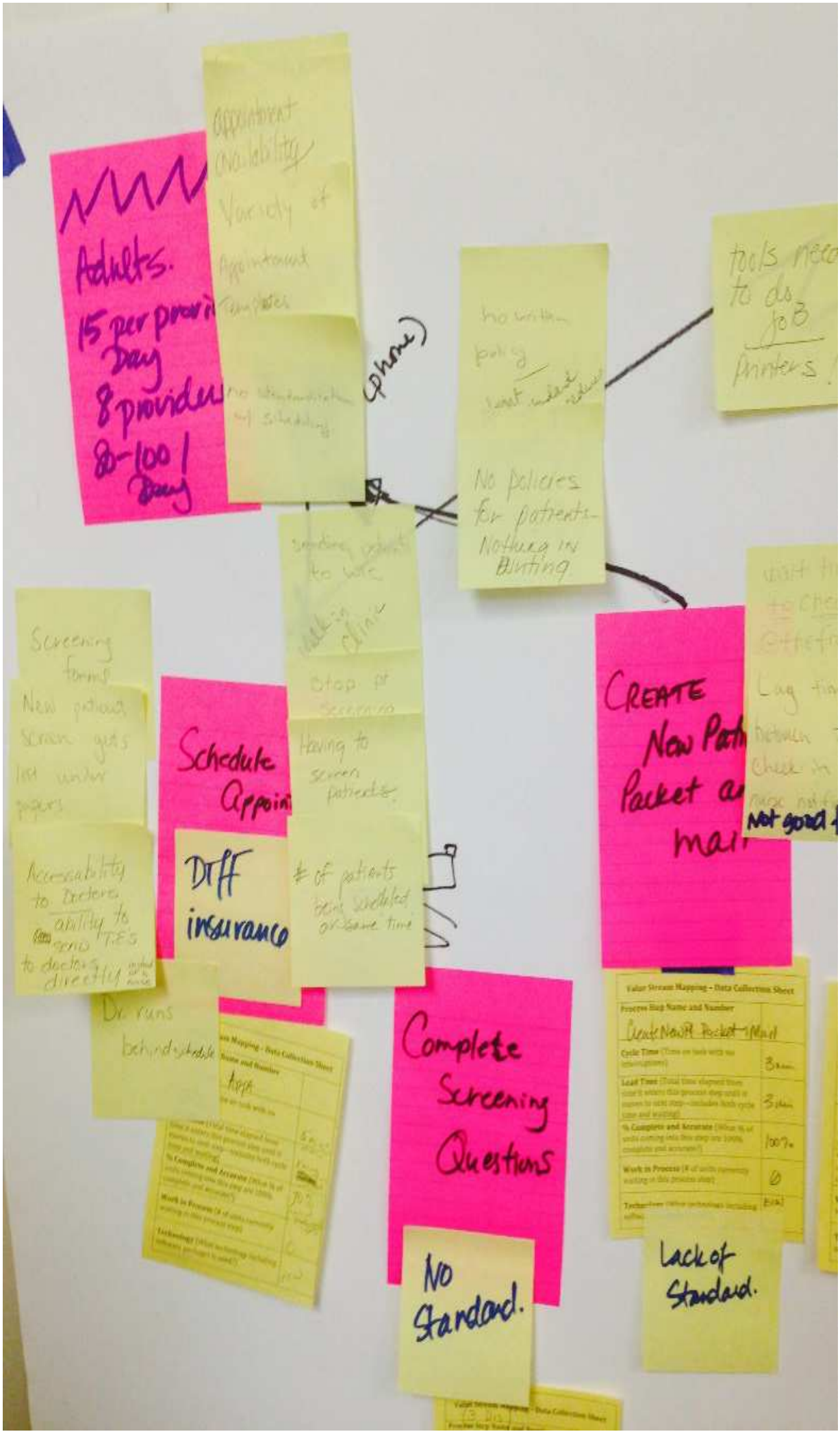
Completed Check in

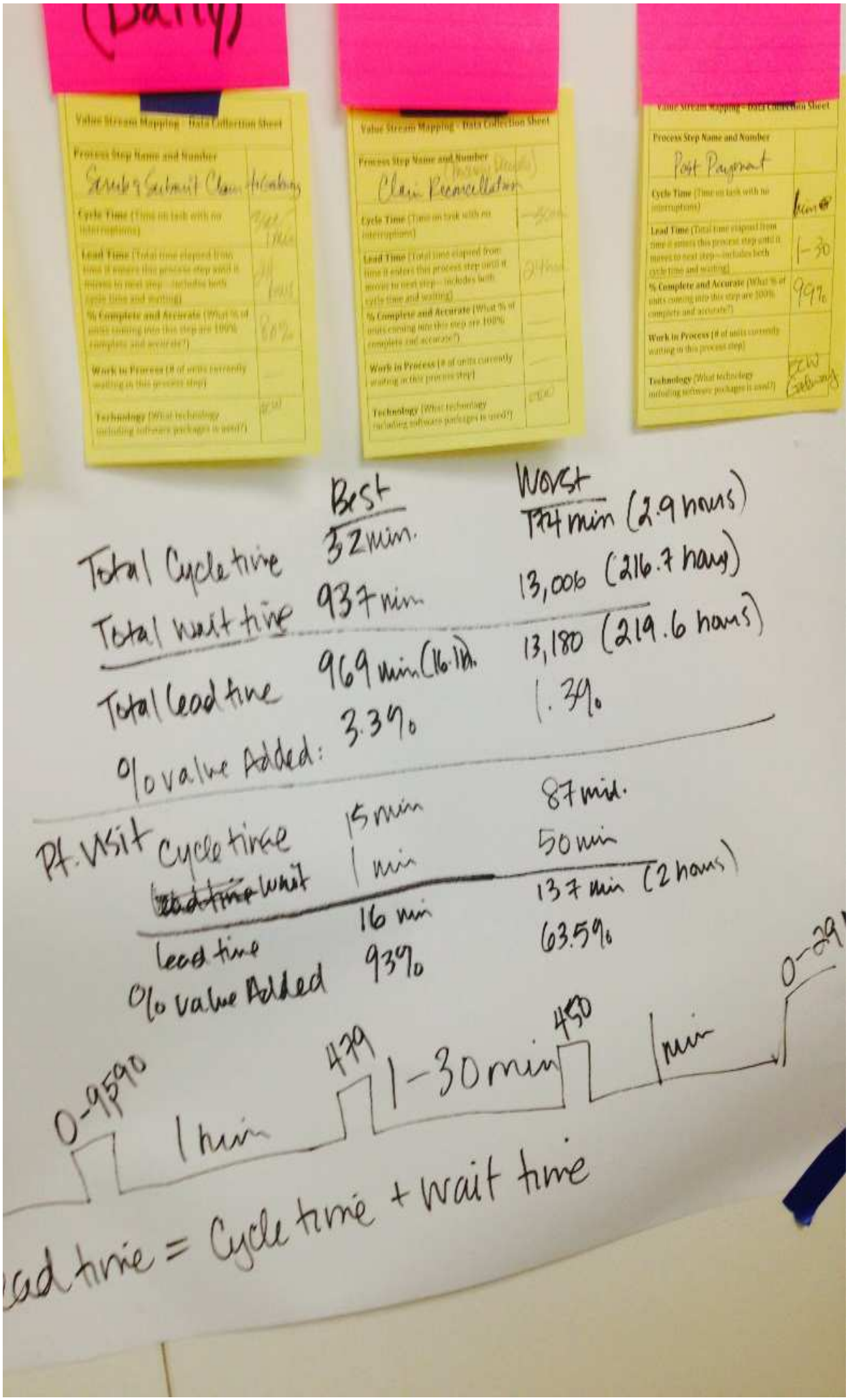


Lean Process at Thirlby Clinc



ECW
Check Out
Lead time = Cycle time + wait time


Adults.
15 per provi
Day
8 provider
80-100 /
Day
Appointment
availability
Variety of
Appointment
Templates
(phone)
No policies
for patients
Nothing in
Writing
tools need
to do
job
Printers
Screening
forms
New patient
screen gets
lost under
papers
Accessability
to Doctors
ability to
send T.E's
to doctors
directly
Schedule
Appoin
Diff
insurance
Stop at
Having to
screen
patients
# of patients
being scheduled
at same time
CREATE
New Pat
Packet a
mail
Not good
Dr. runs
behind schedule
Complete
Screening
Questions
No
Standard.
Lack of
Standard.
Value Stream Mapping - Data Collection Sheet
Process Step Name and Number
Create New Pt Packet & Mail
Cycle Time
Lead Time
% Complete and Accurate
Work in Process
Technology


(Daily)
Value Stream Mapping - Data Collection Sheet
Process Step Name and Number
Cycle Time (Time on task with no interruptions)
Lead Time (Total time elapsed from time it enters this process step until it moves to next step—includes both cycle time and waiting)
% Complete and Accurate (What % of units coming into this step are 100% complete and accurate?)
Work in Process (# of units currently waiting in this process step)
Technology (What technology including software packages is used?)
Value Stream Mapping - Data Collection Sheet
Process Step Name and Number
Claim Reconciliation
Cycle Time (Time on task with no interruptions)
Lead Time (Total time elapsed from time it enters this process step until it moves to next step—includes both cycle time and waiting)
% Complete and Accurate (What % of units coming into this step are 100% complete and accurate?)
Work in Process (# of units currently waiting in this process step)
Technology (What technology including software packages is used?)
Value Stream Mapping - Data Collection Sheet
Process Step Name and Number
Post Payment
Cycle Time (Time on task with no interruptions)
Lead Time (Total time elapsed from time it enters this process step until it moves to next step—includes both cycle time and waiting)
1-30
% Complete and Accurate (What % of units coming into this step are 100% complete and accurate?)
99%
Work in Process (# of units currently waiting in this process step)
Technology (What technology including software packages is used?)
Best
Worst
Total Cycle time 32 min. 174 min (2.9 hours)
Total wait time 937 min 13,006 (216.7 hours)
Total lead time 969 min (16.1 h) 13,180 (219.6 hours)
% value Added: 3.3% 1.3%
Pt. visit
Cycle time 15 min 87 min.
~~lead time~~ wait 1 min 50 min
lead time 16 min 137 min (2 hours)
% value Added 93% 63.5%
0-9590
1 min
479
1-30 min
450
1 min
0-29
ead time = Cycle time + wait time

PROJECT LIST

PROJECT		1-5 (BIG EFFECT) IMPACT *	1-5 (EASY) EASE	TOTAL
Improve Scheduling → ↑ Appt. Availability	Vicki, Joetta, Alvarado, Deb, Guizdala	5	3	15 ①
→ Improve Standardization, Clarity & documentation of policies — (office & clinical)		3	2	6
- Improve/Smooth check in & lab flow — decrease wait time		4	3	12 ②
- Decrease Phone Calls.	Ellen, Alvarado, Lisa	5	2	10 ④
- Improve ECW functionality	Vicki	2	1	2
- Improve ~~Decrease~~ Lab ~~wait~~ flow time — pts waiting to be drawn, waiting for results		4	2	8 Marlene, Lynn, Joetta
- Improve ~~referral~~ med. record transfer ~~tracking~~ process		1	4	4 ⑥
- Improve Billing quality		3	3	9
- Reduce Extra processing around Billing - Ledger.		4	1	4
- Apply 5s to front desk & other common work - spaces w/ LOC.		3	4	12 ②
- Ensure notes are locked in timely manner for follow up tasks.		3	2	6

PROJECT		Impact	Ease	Total
- Clarify Best practice for handling pharmacy refills, develop standard documentation, communicate plan	Alvarado, Ellen, Lisa	5	2	10 ④
- Continue Experiment w/ harvey pts. doing labs first				