

Objectives

At the conclusion of the lecture the attendees should be:

- 1). Able to have their staff schedule an appointment, appropriate testing and calculate the estimated cost PRIOR to the patient visit
- 2). Able to have staff appropriately prep the patient for their appointment type (INJ ONLY, NEW, F/U)
- 3). Able to maintain efficient clinic flow with a reduced staff
- 4). Identify areas for improving efficiency in their individual practices





Operational Efficiency

▪ Organization

- The appropriate structure and personnel to complete tasks required

▪ Preparation

- The completion of tasks, information and the inventory in anticipation of the clinical workload

▪ Cooperation(Teamwork)

- Processes(Communication)that allow for the coordination of all aspects of patient care services

Organization

- Well defined job tasks and responsibility
 - Clinical Team- Work-up, Scribe and Float
 - Administrative team – Intake, Checkout, Insurance Verification, Billing Services
- Uniformed orientation and training
 - Single trainer
 - Consistent terminology and implementation
 - Routine review and renewal(reinforcement)
- Clearly defined flow
 - Established protocol
 - "Zone" concept emphasis

Float

- During down time float should be in the surgery scheduling office working on secondary tasks Le. phone calls (medical records / RX refills), confirm next weeks sx times, scanning, surgery paper work
- Stock the Diagnostic rooms at the *beginning of each day*
- Alerts doctor when patient is seated in the room by calling or texting him
- Perform diagnostic testing, fundus, IVFA, OCT, A's & K's, HVF, and ultrasound
- Consent patient for surgeries
- Set up laser and pneumatic retinopathy
- Lead the laser and pneumatic patients to the appropriate areas
- Leads patients to the check out desk
- Brings surgery request over to check-out
- Relays messages to the doctor regarding incoming calls, contacts outside physicians at scribe/doctor's request
- Cleans equipment between each patients
- Cleans & archive images the testing rooms at the *end of each day*

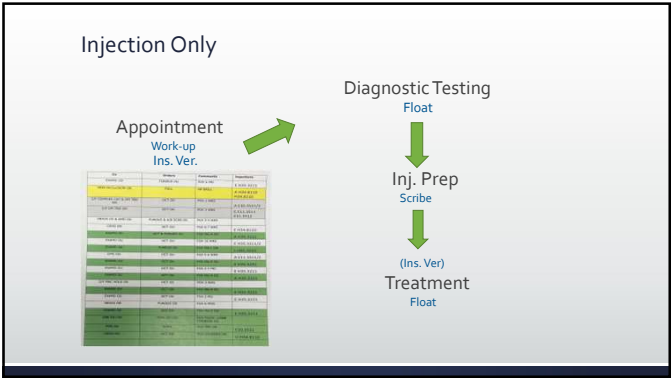
Patient financial responsibility (No Surprise)

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graph TD
    FO[Front Office] <--> C[Clinical]
    FO <--> B[Billing]
    C <--> B
  
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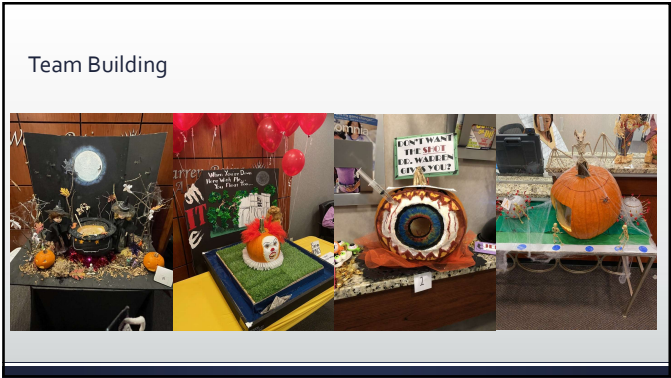




Cooperation (Teamwork)

- Frequent meetings and updates to processes
- Each staff member understanding their role in the big picture
- Cross Training – Keeps flow with staffing changes
- Checks and balances- Coding, Testing, Billing, Procedures

TEAM BUILDING!!



Summary

- Practice Operational efficiency requires:
- Organization – organizational design, structure and **staffing** to achieved desired goal
- Preparation - Understanding and **execution of tasks** to allow for the efficient delivery of patient care services
- Teamwork – Employees who understand their role (**Feel supported**) and have the processes in place to provide the best patient care

Thank You!!!!