PAT Process Team

Owner	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	2/10

I. Background

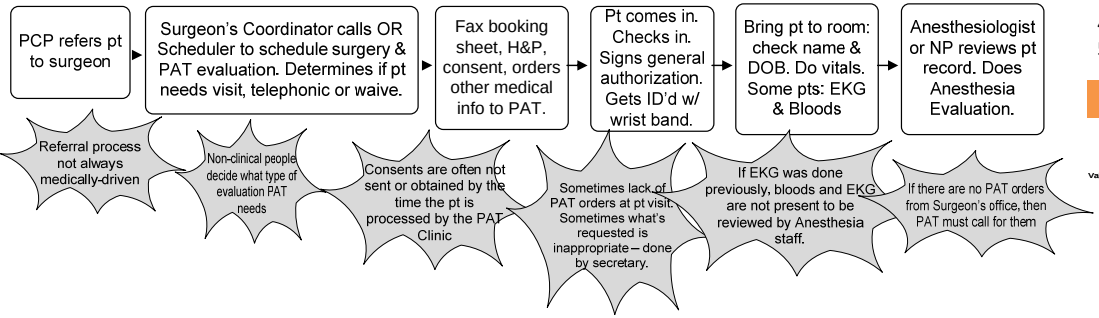
PAT Clinic patient visits vary from 40-60, telephone assessments from 20-35, and waived assessments from 15-30 per day. The PAT visit, often the first encounter at BIDMC for patients, can take up to 2-3 hours. Patients may spend much of this time either waiting to get into an exam room or waiting to 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

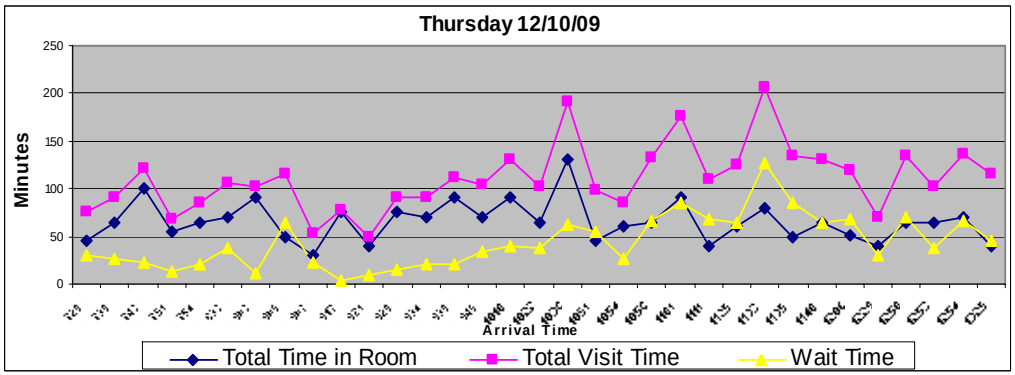
Phyllis Agresti	Kelly Desouza	Karen Franklin	Nancy Pilotte	Dottie Sarno
Dr. Cohen	Sue Dorion	Dr. Garry	Diane Proodian	Virginia Sheppard
Luis DaCosta	Chantal Duval	Shari Gold-Gomez	Kathy Keeley	Ross Simon

II. Current Condition

Value Stream Process Map



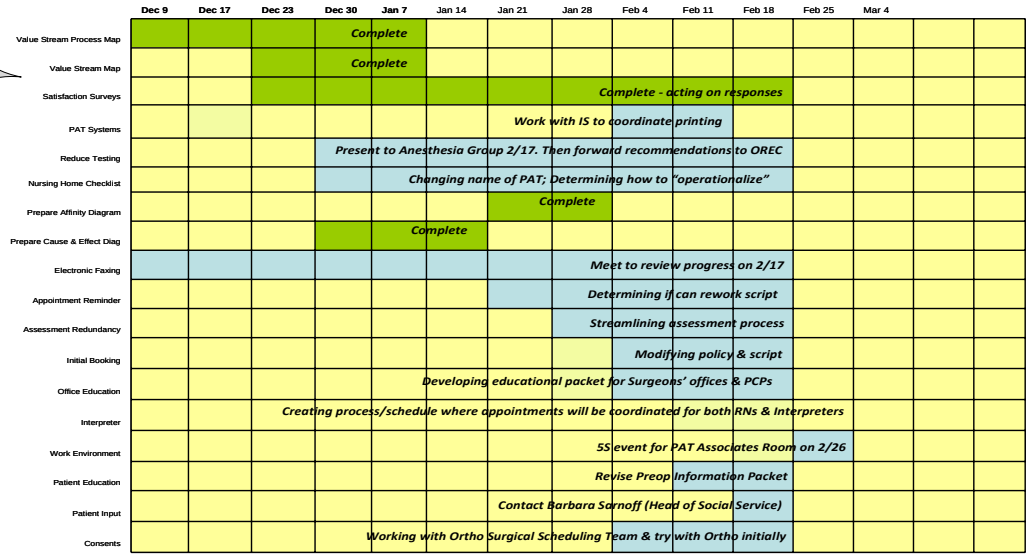
III. Analysis



IV. Goals/Targets

1. Develop Pre Anesthesia Process that does the following.
   - Directs pt and pt information to the appropriate resources
   - Minimizes redundancy
   - Maximizes flow
   - Ensures appropriate information is available at time of the procedure
   - Provides a "perfect" chart at time of anesthesia
   - Increases pt satisfaction
   - Improves experience for the pts, anesthesiologist, surgeons, referring physicians and staff
   - Reduces the number of patient complaints.
   - Develop optimum system characteristics for design of new physical space
   - Design early wins to:
   - Improve morale
   - Engage staff (i.e.: 5S afternoon)
2. Inform design process in time to get funding
3. Design early wins to:
   - Improve morale
   - Engage staff (i.e.: 5S afternoon)
4. Inform design process in time to get funding
5. Decrease the cost of testing by 50%

V. Proposed Countermeasures/Implementation Plan



For More Information Contact

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