



APPLICATION

LEAN HEALTHCARE RAPID IMPROVEMENT EVENT INTERNSHIP

FACILITY NAME: Fallon Medical Complex

CITY: Baker, MT. 59313

CEO NAME: David Espeland PHONE: 778-5301

CEO EMAIL:

MAIN PROJECT CONTACT NAME: Judy McWilliams PHONE: 778-5447

EMAIL: jkmcwill@fallonmedical.org

The Main Project Contact must be available during the project period.

Will your facility require a background check for the student? This will have no bearing on your selection, but is to help us prepare and plan for the student being on site to do variable time lags in background checks. YES No

SCHEDULE YOUR PROJECT

Indicate all dates when you can accommodate intern activity at your facility. Key staff members from the department(s) affected by the project and the main project contact must be available during the time period.

Rank by preference 1 - 4 or NA

Table with 2 columns: Rank, Dates. Rows: 3 (June 6 - June 17), 1 (June 20 - July 1), 4 (July 11 - July 22), 2 (July 25 - August 5)

3 This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$806,474 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by MT DPHHS, Montana Health Research & Education Foundation (Mhref), HRSA, HHS, or the U.S. Government.

FACILITY RESPONSIBILITIES AND EXPECTATIONS AGREEMENT

Each must be initialed by both the CEO and the Main Project Contact (MPC) before application will be considered

CEO	MPC	
	gpm	The main project contact <u>must</u> be available during the project period.
	gpm	The main project contact will spend time with the intern and assist in defining the project and help with problems that may arise.
	gpm	The facility is able to provide housing for the intern(s) while on site.
	gpm	The facility can provide, at minimum, one meal per day, preferable two.
	gpm	The facility can provide a work station for the intern with internet access.
	gpm	The main project contact will provide the intern with materials and information necessary to complete the agreed upon project.
	gpm	The main project contact will pull and provide relevant data before the arrival of the intern, if possible.
	gpm	The department affected by the improvement project will be informed of project goals and expectations and will actively participate in any analysis and implementation efforts.

DESCRIBE YOUR PROJECT IDEAS

Briefly describe 2 rapid improvement events for implementation at your facility in priority order. See list on pages 8-9 for examples of possible projects and their associated metrics. Project selection is determined by mutual agreement between the CAH, MSU-IMSE faculty, project coach based on efficacy and reasonableness.

PRIMARY PROJECT CHOICE:

Describe the rapid improvement project the intern will address:

Increase the accuracy of time allotted for scheduled appointments and scheduling while providers are on call.

List all stakeholders in the project be sure to include all staff and departments affected?

Clinic Providers and Business Office schedulers.

Explain the issues/problems are you experiencing with the current process.

The providers each want different time allocations for patient exams based on the type of exam. One provider may want 30 minutes and another one wants 45 to an hour. The schedulers have a hard time remembering who wants what and the providers end up not having time to complete the exam the way they want to. Most of our Providers prefer to have a "same day" appointment type.

What metrics will be used to measure the improvements made during the project (see pages 8-9)?

Provider satisfaction

decrease the number of appointments running over schedule.

What do you hope to achieve by the end of the two-week event? State in clear, specific terms that are measurable.

A better more consistent process for providing appointments.

Is there existing data available to be used for tracking these metrics?

- Can collect data prior to intern's arrival but may need assistance.
- I may need help determining what data to collect
- Interns will be able to observe enough events to fully understand the issues/problems in a short period of time.
- Yes (please describe)

SECONDARY PROJECT CHOICE

Describe the rapid improvement project the intern will address:

We do not have a secondary improvement project at this time.

List all stakeholders in the project be sure to include all staff and departments affected?

Explain the issues/problems are you experiencing with the current process.

What metrics will be used to measure the improvements made during the project (see pages 8-9)?

What do you hope to achieve by the end of the two-week event? State in clear, specific terms that are measurable.

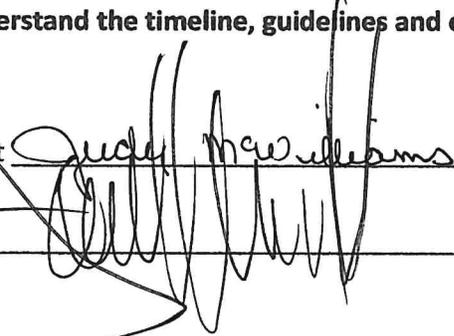
Is there existing data available to be used for tracking these metrics?

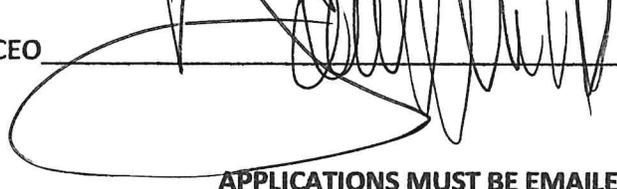
- Can collect data prior to intern's arrival but may need assistance.
- I may need help determining what data to collect
- Interns will be able to observe enough events to fully understand the issues/problems in a short period of time.
- Yes (please describe)

REQUIRED SIGNATURES

Applications without required signatures will not be eligible for consideration.

I have read and understand the timeline, guidelines and criteria for participation in the Lean Healthcare Project.

Main Project Contact  Date 3-28-22

CEO  Date 3/28/22

APPLICATIONS MUST BE EMAILED NO LATER THAN MARCH 31, 2022!

Late, unsigned or incomplete applications will not be considered for this project.

A complete application package consists of Pages 3-7 of this application.

Send to:

Jennifer.wagner@mtha.org

From: [Judy K McWilliams](#)
To: [Jennifer Wagner](#)
Subject: [External] RE: Applications due this week! MT Flex: Lean Healthcare Internship
Date: Wednesday, March 30, 2022 1:57:12 PM
Attachments: [image001.png](#)
[image002.png](#)
[doc03875420220330132756.pdf](#)

Hi Jennifer,

Here is our application from Fallon Medical Complex. We do not have a suitable secondary project. We are getting a new EMR and did not want to do any workflow processes that may change with the new system.

Also when I scanned the application in, you won't be able to see all of the issues/problems with scheduling. I am going to just paste the problems on to this email.

Here's some issues we have with scheduling.

Most of our Providers prefer to have a "same day" appointment type for when they are on call. Meaning they would like to only see patients with an ear ache/sore throat, etc. No chronic care patients. Reasoning behind this is so they aren't going over a treatment plan with a CCM patient and have to change gears quickly for an ER. They have expressed how the transition from a clinic appointment to an ER can be challenging at times. They feel that the quick appointments would be better suited for them on the ER days.

The same goes for patients establishing care or a procedure. The Providers would also like to have the schedulers to check with them or their nurses first before scheduling cortisone or any other injection type.

Reasoning behind this is if they've never seen the patient they may want to have labs or x-rays done first. They aren't just going to give a person an injection, because they want one.

Also they don't want the schedulers to be adding appointments in the Providers blocked time without consulting them or their nurse first.

A lot of it is communication, but I don't know what else I can do to get it to stick!

Thanks for your consideration.

Judy

From: Jennifer Wagner <jennifer.wagner@mtha.org>
Sent: Wednesday, March 30, 2022 12:27 PM
To: DL-MHREF FLEX FOIP <DL-MHREF-FLEX-FOIP@mtha.org>; DL-QIC-CAH <DL-QIC-CAH@mtha.org>; DL-CEO CAH (only CEOs) <DL-CEOCAH2@mtha.org>; DL-CAH Business Office Managers <DL-CAHBusinessOfficeManagers@mtha.org>; qichampions21@googlegroups.com; DL-CAH CFO <DL-CAHCFO@mtha.org>
Subject: Applications due this week! MT Flex: Lean Healthcare Internship