**Rapid Improvement Event Scope & Objectives**

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| **Project Name** | Assist with identifying gaps in the automation and inclusion of patient charges |
| **Facility and Facility Location** | Beartooth Billings Clinic  Red Lodge, MT |
| **Event Dates** | June 20 – July 1 |
| **Project Point of Contact** | **Name**: Brandi Mains  **Contact Info**: 406-425-2124 |
| **Sponsoring Department(s)** | Acute Care, HIM, Business Office |
| **Issue/problems experienced with current process** | No standardized process for start and stop times for IV and not documenting for charges  *Trying to figure out if it is workflow or process issue in why IV start and stop times are not being documented. Currently when not documented, it requires a deep dive to validate for charges. Take-home meds are the same issue – it’s the same stakeholders.*  *Variability of staff: Entire acute care team – approx. 20 nurses + OP*  *EMR = Cerner*  *Can be done any time, but more than likely done during regular business hours.*  *Huge variability in IVs volume. Increases in June/July.* |
| **Objectives** | Have start stop times and changes completed |
| **Metrics** | *% of documented IV start AND stop times*  *% partially finished documentation*  *+ Coding/revenue metric “what does it look like if that start/stop time is not complete”.* |
| **In Scope** | *Start with focus on IV start and stop times. Future state to be complete documentation and complete billing.* |
| **Out of Scope** | *Other documentation (ie take-home meds) - If a good process is completed, then can test application to other documentation.*  *There is a charge piece also w/I in the EMR. Folks may gravitate to focusing on this.* |
| **Existing Data** | Working on getting this information. Will send as soon as possible  *Brandi is receiving complete data this week and will provide to team.*  *+ log of when HIM has to query start/stop times.*  *+ identify what shifts variability is occurring* |
| **Participants** | *Person(s) participating in the event*  *Brandi has already let everyone know that students will be here during those dates. ☺*   |  |  |  | | --- | --- | --- | | Name | Department | Availability during event? | | Jessica Fink | HIM/Coding | Yes | | Lindsey Larson | Finance | Yes | | Michelle Swansborough | AC/ED | Yes | | Bridgett Chartier | CNO | Yes | |

**Logistics**

1. What is the student housing arrangements? Does the student need to bring any supplies such as their own bedding?

*No bedding is needed. Will have specific details within the next week.  
Brandi has two calls out and will let us know when the site is identified.*

1. What is the meal arrangements?

*2 meals will be provided at the hospital*

1. Who will be the student’s main point of contact – someone they can contact Sunday when they arrive? Name and phone #.

*Brandi Mains 406-425-2124*

1. Student(s) will be arriving in town on Sunday. What time should they arrive to the facility on Monday morning and who should they see upon arrival?

*9 am and ask for Brandi Mains*

1. Has a workstation or desk been arranged for the student use during the two weeks? Internet access?

*Yes*

1. What forms or requirements from the facility?
   1. immunization/testing is required and what documentation? *Additional letter for vaccine requirements attached*

*Dr. McCrory sent to intern and intern will return shortly. When received Dr. McCrory will send on.*

* 1. HIPAA? *Will have a 30 minute orientation with HR to review all forms needed and badge*
  2. Any other forms from facility*?*

**Approximate Timeline:**

1 day: orientation, introductions and project scoping

3 days: data collection and analysis of current system

3 days: solution development

2 days: implementation and tweaking

1 day: report out and finalization

*Goal is an implemented solution!*