

Personal Best: Improving Patient Flow, Work Flow and Healthcare Efficiency

Speaker and Facilitator: Shari Welch MD, FACEP, FACHE

Overview*

As healthcare reform moves forward, no clinical arena will be exempt from change. The practice that is nimble and responsive to the reform imperatives (which will include improving quality safety and efficiency) will do better with the new healthcare reimbursement model. There is science to be applied to healthcare work to optimize patient flow, work flow and efficiency. These principles can be applied to outpatient and inpatient units alike. What are the high leverage changes that can be introduced into the healthcare delivery settings to meet the performance aims necessary in the age of reform?

Learning Objectives

At the end of this program the attendee will be able to:

- Discuss the concept of patient flow in inpatient or outpatient settings
- Identify the most difficult workflow issues in healthcare delivery today
- Discuss the role that information technology can play in workflow and patient flow
- Identify new scheduling models that improve efficiency
- Discuss call management strategies and systems
- Discuss the patient safety issues associated with workflow interruptions
- Identify the most common causes of workflow interruptions in healthcare and strategies for minimizing interruptions to workflow
- Discuss high leverage changes that improve efficiency in the clinical setting

Target Audience

- Chief Operating Officers
- High Level Managers
- Middle Management
- Department Heads
- Clinical Managers

*Note- Dr. Welch prefers to customize her keynotes and educational sessions to the needs and culture of the organization she is working with. Each session is unique for each audience.

