

UI Health Hospital & Clinics MAY 2018

# ROUNDUP



UI Health  
BRIAN  
PHYSICAL THERAPIST

University of Illinois  
Hospital & Clinics  
Physician available for patient care

UI Health  
DR. VANDEN HOEK  
ATTENDING PHYSICIAN  
EMERGENCY MEDICINE

Terry Vanden Hoek, MD  
Emergency Medicine



**STAND  
TOGETHER  
— TO —  
FIGHT  
MICROBES**  
HAND HYGIENE INITIATIVE

In this issue:  
**PATIENT ACCESS  
OPTIMIZATION**



# Update on the PATIENT ACCESS OPTIMIZATION INITIATIVE

The Patient Access Optimization Initiative is an enterprise-wide project to improve scheduling, financial clearance, and registration processes for ambulatory clinic patients.

The project is designing a future-state access model by identifying opportunities to optimize our current intake process in order to improve patient experience, while also reducing costs.

Begun in January 2017, and led by an executive committee of key physician and administrative leaders, with support from Huron Consulting, the initiative has four major components:

- **Access Optimization:** An 8-week phase during which clinics and shared-service teams discuss current scheduling ownership and related processes, review the Cerner scheduling build to ensure provider protocols match templates, and establish clear expectations on responses to patient requests. This phase concludes with departments signing a Service Level Agreement with built-in 30-, 60-, and 90-day touchpoints for the new processes and workflows to track and resolve issues.
- **Financial Clearance:** This includes modifications to workflows to drive increased use of automation and technology related to pre-registration processes. This will improve the turnaround time of financial clearance, reduce the use of “red phones,” and ensure more patients are financially cleared upon arrival.
- **Scheduling Lag:** This aspect focuses on developing enterprise-wide provider protocol and template management standards to improve appointment access, ensure referrals are confirmed, and decrease no-shows. The Scheduling Lag initiative is a 4-week phase with the same scheduled touchpoints.
- **No Shows:** We are working to improve how we communicate with and respond to patients on reminder calls and text messaging processes. The goals are to make it easy for patients to cancel or reschedule an appointment, reduce the no-show rate, and quickly open up schedule slots when we receive a cancellation.

Currently, Primary Care Plus, Neurosciences, and Ophthalmology have signed the Service Level Agreement and completed the 30- and 60-day milestones. Cardiology, Dermatology, and Pediatrics are in the various stages of the Access Optimization Phase. The next wave of clinics — including the Center for Women’s Health and others that soon will be determined — will begin the process in the next few weeks.

“Solving patient access issues requires a combination of cultural, philosophical, and operational changes, and understanding the magnitude of potential issues across our enterprise is a necessary first step in order to begin that process,” says Bryan Blaha, director of administrative operations for the Department of Medicine. “The Patient Access Optimization Initiative will be instrumental in building an operational and data-quality foundation towards analyzing access- to-care performance.”

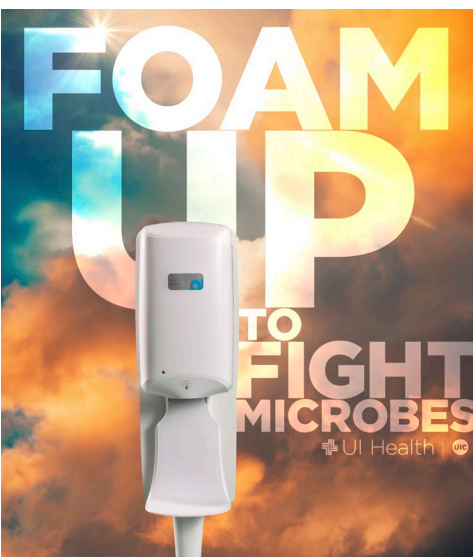
The project timeline is currently scheduled through May 2019, with the 30-/60-/90-day touchpoints until July 2019.

The Access Initiative also is working to establish the foundation for modern processes desired through the 3i Project, which aims to create one clinically integrated system, including an enterprise-wide electronic health record (EHR) system and an integrated business and clinical process and workflow.

“The Access Optimization Initiative has been a testament to how thoughtful discussion and collaboration can drive change,” adds Kay Soto, director of the Call Care Center. “Through many discussions and forums, we came together with a clear understanding of what we need to do and how we can make changes now that help improve patient access, while positioning us for future changes that will occur through 3i and our Epic implementation.”

# DID YOU KNOW?

## NEWS FROM AROUND UI HEALTH



**On the cover:**  
Brian Baranyi, DPT  
Terry Vanden Hoek, MD  
Heather Prendergrast, MD

### Direct, Real-Time Feedback on Hand Hygiene Performance Coming Soon

Hand hygiene is the single most important way to protect patients from infections. Our goal through the [Hand Hygiene Improvement Initiative](#) is to achieve 100% hand hygiene performance rates\* with every patient encounter.

Beginning this month, UI Health is implementing [Hand Hygiene Champions](#) to personally identify and provide direct feedback when employees and staff do not follow hand hygiene protocol and to recognize those who properly follow the practice. The scripted encounter is intended to serve as a positive awareness opportunity, and those “tagged” are encouraged to say, “Thank you,” and be grateful for the reminder.

Hand hygiene is a top priority among the department heads in the College of Medicine. Graduate Medical Education includes quality improvement projects as a core element of the medical curriculum, and hand hygiene will be an initiative for the 2018 residents and fellows.

Soon, you will see posters, flyers, screensavers, intranet announcements, and more around the Hospital & Clinics featuring the following departments; emergency medicine, facilities management, food services, respiratory therapy, and physical & occupational therapy.

Thank you for your compliance in this critical initiative, and please remember to FOAM UP!

\*Current hand-hygiene performance rates range from 75-80%.



### Patient Arrives for Eye Appointment, Gets Treated for Stroke

Members of the Ophthalmology Team were critical to a patient receiving prompt stroke treatment at UI Health recently.

The patient had an eye appointment at the Eye & Ear Infirmary on March 15. At the appointment, the technician noticed that the patient was having difficulty following commands and was not displaying the usual level of alertness, and the tech notified the physician.

The physician noticed the patient had slurred speech and was displaying left-sided weakness — both signs of stroke — and called 911. The emergency responder then brought the patient to the Emergency Department, where stroke protocols began. The Stroke Team performed a successful thrombectomy, and the patient was later transferred to Schwab Rehab for additional therapy.

Thank you to our Ophthalmology and Stroke care teams for their collaborative efforts in recognizing and treating stroke.

### Participate in the *All of Us* Research Program

Healthcare often is one-size-fits-all, but precision medicine focuses on the differences in our environment, lifestyle, and biology. The goal of *All of Us* Research Program at UI Health is to advance precision medicine. By studying these differences, researchers may find patterns that can help improve health for everyone. *All of Us* Research Program aims to engage a community — of 1 million+ participants — that reflects the diversity of America, including many people who haven't taken part in medical research before. Currently, our healthcare is often one-size-fits-all, but imagine a future where your health treatments are tailored toward you.

To sign up, or to learn more about the program, please visit [joinallofus.uic.edu](http://joinallofus.uic.edu), or email [joinallofus@uic.edu](mailto:joinallofus@uic.edu).

**All of Us**  
RESEARCH PROGRAM

# DID YOU KNOW?

## NEWS FROM AROUND UI HEALTH



### Green Team Wins 'Partner For Change' Award

Congrats to the UI Health Green Team on being the recipient of Practice Greenhealth's 2018 Partner for Change Award! Practice Greenhealth is a source for environmental solutions for the healthcare sector and lends support to create better, safer, greener workplaces and communities; the Environmental Excellence Award winner recognizes an ongoing commitment to improving environmental performance and efforts in achieving a top standard of excellence in sustainability.

The Green Team has made many infrastructure improvements over the last year to help make our hospital more energy efficient. Accomplishments include:

- Installation of 14 pour stations to reduce plastic-bottle use
- Eliminating the use of strippers and other chemicals with green products
- Significantly reducing the amount of food waste

This is especially significant for our team, as they were first-time applicants. Congratulations to all who made this accomplishment possible!

### Thank you to everyone who celebrated Doctors' Day!



## UPCOMING EVENTS/DEADLINES

### Hospital Week Celebration: May 9-10

Help us celebrate Hospital Week (May 7-11) by stopping by Hospital Conference Room 1135 on May 9-10 for treats, games, and more!

### Nurse License Renewal Deadline Approaching

RN licenses expire **May 31**.

If you **do not renew your license**, you will **not be able to work**. Please note, there will be no postcard renewal notices sent via U.S. mail.

For information on how to renew, please visit [www.idfpr.com](http://www.idfpr.com) or visit the [intranet](#).

### KRA Launch Dates:

Employee KRA templates - launching May 7

Leader KRA template - launching June 4 (estimated)

All KRAs due Aug. 31

Accountability will be tracked via KRA Compliance Report (starting one week after May 7 launch)

### Save the Date!

#### UI Health Summer Picnic

Friday, June 22 - 11 am to 8 pm

Join us for carnival games, a dunk chair, food trucks, and more!

For more information, please visit the intranet.