




Incoming Workqueue Management for Referrals

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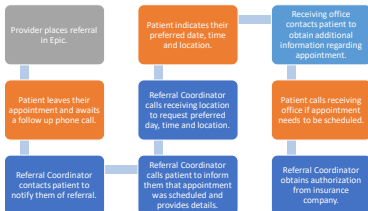
Incoming Workqueue Management for Referrals Session Outline

1. **Challenge** – Clumsy referral process
2. **Outcome** – Incoming Workqueue Management for Referrals
3. **Process** – Identify, develop, pilot and deploy the new model
4. **Learning Objectives** –
 - o Explore continuous process improvement tools used to identify opportunities in the Authorizations department.
 - o Learn how Aspirus transitioned “referrals to be scheduled” away from Authorizations in order to improve the patient experience.

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Incoming Workqueue Management for Referrals Challenge – Clumsy Referral Process



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Outcome – Revamped Referral Process



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Incoming Workqueue Management for Referrals
Outcome – Staff Engagement & Training

Staff Engagement

- Involved staff in the development of new processes
- Offered opportunities to learn new skills

Training

- Completed training just-in-time
- Provided basic referral training to Medical Reception and Scheduling staff
- Educated Providers on where to view referral progress

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Incoming Workqueue Management for Referrals
Future Work – Additional Opportunities

...but wait! There's still more to come!

Additional opportunities to refine our teams and work:

1. Allow referral scheduling in MyChart
2. Transition teams to a functional model
3. Consider open scheduling for select departments

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Incoming Workqueue Management for Referrals
Questions?