



REPURPOSING STAFF DURING COVID-19 DISRUPTION

Updated 04/15/2020

IMPORTANT CONSIDERATIONS FOR STAFF REPURPOSING:

- Technology has become a larger component of Healthcare Delivery in primary care
- Cash flow has tightened
- The physical setting of "the workplace" has changed
- Cross training and skillset development is high priority
- Plan for today and the future when possible

SOLVING FOR THE STAFFING OVERLOAD

Current Reality	Repurposing staff solutions	Positive Outcomes
Decreased call volume?	<p>Front Desk Staff: Consider having the front desk contact patients with outstanding balances. Taking time to set up payment plans for outstanding patient balances can be an extra step to show your patients that you care!</p> <p>MA/Nursing Staff: Consider having the back-office outreach to patients who are due to return to the clinic. This could involve designating a MA to assist with a "patient recall" strategy to target certain patient populations who are due for follow up appointments</p>	Outcomes: Increase cashflow, patient outreach, increase visits volume

Current Reality	Repurposing staff solutions	Positive Outcomes
Technical difficulty with virtual visits?	<p>Scheduling Staff: Consider developing a step-by-step "How-to guide for accessing your Virtual Appointment" and have the scheduling staff make available to patients prior to their appointment.</p> <p>MA/Nursing Staff: Consider developing a pre-visit check list to ensure the patient is able to connect and is ready to see the provider once the visits starts</p>	Increase user experience, increased efficiencies
No in-office patients?	<p>MA/Nursing Staff: Consider developing a "virtual" rooming process. By mirroring your current process for in-office appointments, virtual visits will run far more efficient</p> <p><i>Also consider having clinical staff assist with reviewing clinical supplies that are typically ordered. What cost savings can be uncovered?</i></p> <p>Phlebotomist: Consider drive-up lab collection similar to the CHN COVID-19 testing sites.</p>	Increase efficiencies, appropriate documentation
Not as many referrals?	<p>Referral staff: Consider tasking referral staff with leading a quality outreach programs. This could involve contacting patients who are due for a colonoscopy or mammogram and then initiating a referral, sending Cologuard, scheduling lab draws. This same person could assist with sending Catalyst Care Team referrals-- "take inventory" of your patients and identify who could benefit from the support services offered by your Catalyst Care team.</p> <p>Document Management staff: Decreased referrals or delayed treatment by specialists will lead to decreased incoming specialist reports/documents- consider having staff who would typically assist with document management assist with reviewing Office Supplies ordering habits, looking for cost savings opportunities, managing recall campaigns, etc.</p>	Increase patient engagement, Proactively close quality gaps, drive volume, decrease overhead

Current Reality	Repurposing staff solutions	Positive Outcomes
<p>Not as many claims to process?</p>	<p>Billing staff: This is a crucial role. Consider having billing staff deep dive into outstanding balances and unsolved claim issues. Tighten insurance verification process to prevent claim issues on the back end. Create a process to monitor and manage billing issues for virtual visits.</p> <p>Front desk staff: Consider training front desk staff to assist with billing processes such as</p> <ul style="list-style-type: none"> • Patient outreach to collect outstanding balances • Contact patients who have had a denied claim due filing to the incorrect insurance • Collecting at the time of service • Set up payment plans • Correcting invalid addresses 	<p>Decrease outstanding A/R,</p> <p>Enhance billing processes for long term success</p>
<p>Seeing less patients?</p>	<p>MA/Nursing Staff: Consider having clinical staff assist with patient outreach. Invite patients in who are due for follow-up appointments. Consider building outreach campaigns for long term success.</p> <p>Front Desk Staff: The front desk is usually generally the first impression a patient has of a clinic, consider repurposing this staff to focus on marketing efforts such as social media posts, website updates, google map updates, etc.</p> <p>Advanced Practitioners: Consider building long overdue EMR templates. Documentation templates can allow for more opportunity for higher level coding of visits</p> <p>Any Staff: Let your specialists know you are open and are still seeing patients</p>	<p>Increase visit volume, improve efficiencies</p>

Current Reality	Repurposing staff solutions	Positive Outcomes
Less visit types/service offerings?	<p>All clinical staff: Consider adopting new visit types and rethinking the "traditional appointment." What ways can you increase your service offering to patients?</p> <ul style="list-style-type: none"> • COVID-19 Preparedness visit • Advanced Care Planning visit • Group COVID-19 Visit • Smoking Cessation Visits 	Increase visit volume, increase clinical outcomes increase patient engagement
General decrease workload	<p>What back burner projects can be worked on? Now is the best time take evaluate clinic inefficacies and improve upon them.</p> <ul style="list-style-type: none"> • Patient rooms need re-organizing? • What features are not being utilized in your EMR? • What is being done on paper that could electronic? • How is your phone system? Could there be updates made to improve patient experience? • Evaluate pain points and solve for them • Are you using Group Source? 	Create current and future operational efficiencies