MEDWorkflow
Optimizing workflow efficiency.
MedAxiom’s experts helped a 20-physician cardiology practice gain an additional $1.2 million in gross profit.
MedAxiom’s unique approach for tackling workflow and process issues within your hospital or practice, MedWorkflow, combines the methodologies and tools of Lean (from the Toyota Production System) and behavior-based performance improvement (from behavioral psychology). Results from our projects have proven that the combination of these two schools of thought results in a superb service for improving efficiency, performance, and workflow, with true improvement shown through the data collected.

\[\text{MedWorkflow gave us clarity on how to improve our processes and how to convey how well we’re doing within that process.}\]

— Nicole Payne, Director of Diagnostic Imaging, Neurologic and Orthopedic Hospital of Chicago

With all of the changes occurring in the health care industry and our economy, organizations must improve the way in which work is completed and service is provided in order to succeed. Allow your organization the chance to not just survive, but to thrive, in this new economic climate by redesigning your workflow and processes with efficiency and productivity in mind.
Application areas

MedWorkflow can be applied to essentially any process in any department of your hospital or practice. All work that is accomplished in an organization is accomplished through processes, which are made up of individual steps or behaviors. Some examples of areas that MedAxiom Consulting has previously conducted projects in are:

- Office Visits
- Diagnostic Testing
- Medical Records
- Physician and Patient Scheduling
- New EMR or IT implementations
- Billing and Coding

Schedule

- **1-day on-site “Basic Training” education session for your employees approximately 1 month prior to Boot Camp**
  
  During the 1-day Basic Training session your employee team will learn about the tools and methodologies used in Lean and in behavior-based performance improvement, as well as complete a scoping exercise for the project. At the conclusion of the day, the team will be given “homework” and data collection assignments to complete during the next month, prior to Boot Camp.

- **3-day on-site “Boot Camp” workshop**
  
  The 3-day Boot Camp workshop will consist of current state mapping, waste identification, root cause analysis, future state mapping, implementation planning, and a final presentation. At the conclusion of Boot Camp, the team will have a fully-detailed implementation plan for the recommendations developed during the workshop. Teams that participate in implementation planning have a drastically increased chance of actually following through with the implementation of the recommendations.

- **1-day on-site follow-up visit approximately 2 months after Boot Camp**
  
  The follow-up visit also increases the probability of implementation, as it holds the team accountable. MedAxiom Consulting has found this format to be the proper recipe for success when looking to improve efficiency, performance and workflow.

“Month after month after month it [error rate] continued to decrease until now it’s at less than three percent, and volume is increasing. Management is happy.”

— Nicole Payne, Director of Diagnostic Imaging, Neurologic and Orthopedic Hospital of Chicago
Benefits to Your Organization

The MedWorkflow process will be facilitator-led, but completely employee-driven. This benefits your organization hugely by educating your employees on the methodology and tools used so that they can apply this knowledge in their day-to-day work, as well as to solving the problem at hand and problems that arise down the road. Through the MedWorkflow process, MedAxiom has attempted to reduce the time needed to complete such projects, therefore, reducing the cost and making this a more reasonable option for all hospitals and practices. Results can be dramatic if the recommendations are successfully implemented. By redesigning the nuclear test process, MedAxiom’s experts helped a 20-physician cardiology practice gain an additional $1.2 million in gross profit.

Dramatic Results

Fairly dramatic results can be obtained by redesigning your processes using MedWorkflow, as seen from this sample of results achieved in recent projects:

- Reduction in re-scans for a Diagnostic Imaging department by 62%
- Elimination of dual ordering process for testing
- Over $1 million per year in additional gross profit for nuclear department
- Reduction in chart pulls by 63% prior to EMR implementation, 92% three months after EMR implementation, and 99% one year after EMR implementation
- Increase in revenue by $576,000 per year by restructuring physician schedules
  – 25 hours/week of added physician revenue-generating time
  – Decrease physician driving time by 10 hours/week ($168,000/year of wasted physician time)
- Decrease in patient paperwork by 50%
- Elimination of paper ordering process leading to error reduction of over 50%
- Increase JCAHO compliance by 100%
- Cost savings conservatively estimated to be $200,000 by improving patient flow into and through Diagnostic Imaging, therefore, eliminating the need for an additional imaging suite that was planned
- Decrease in average time to resolve patient issues, initiated via patient phone calls, from approximately three days per issue to approximately one day per issue

“[The MedWorkflow offering has been of great value to our customers, in terms of process efficiency and cost savings in these tough economic times.”](#)

– Shawn Miller, Philips