

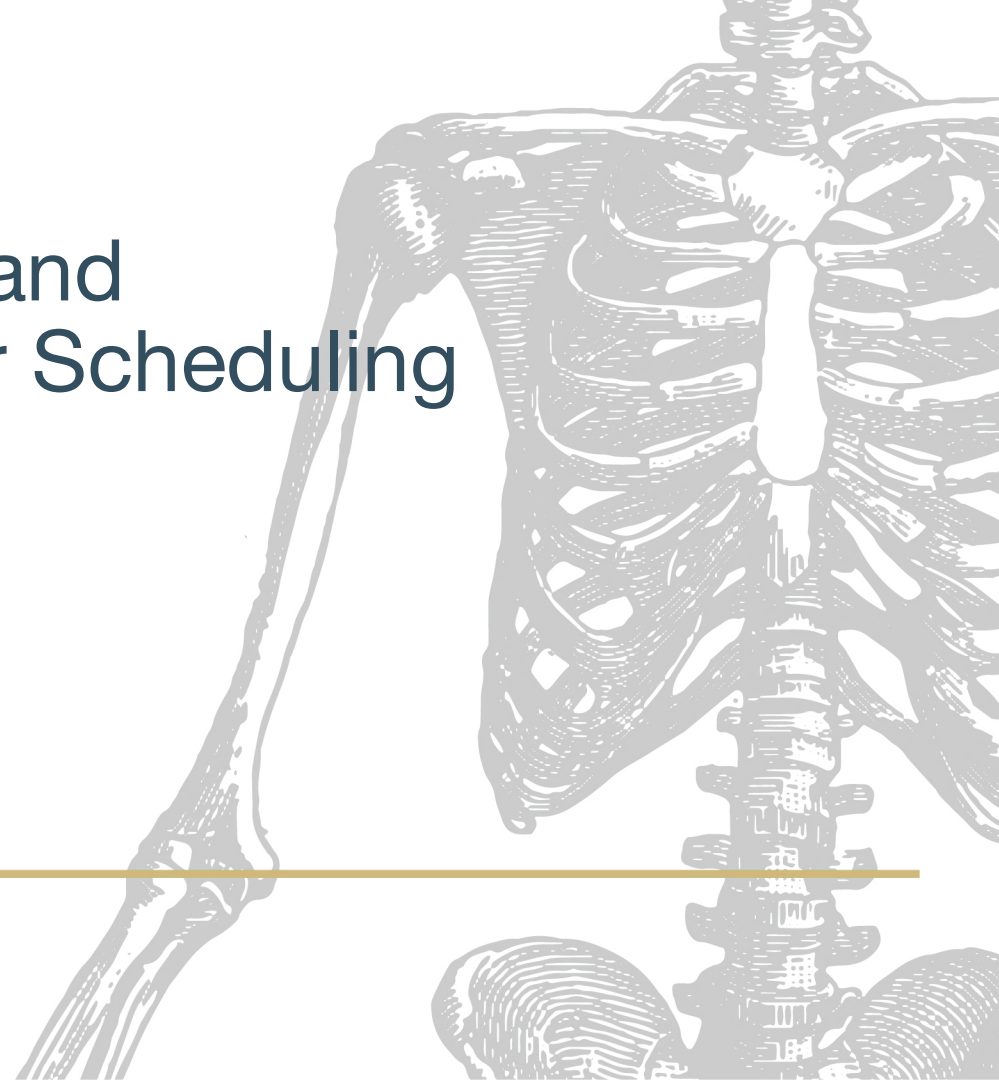
Qgenda: Innovation and Efficiency in Provider Scheduling

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Administrative Assistant, Department of Orthopedics

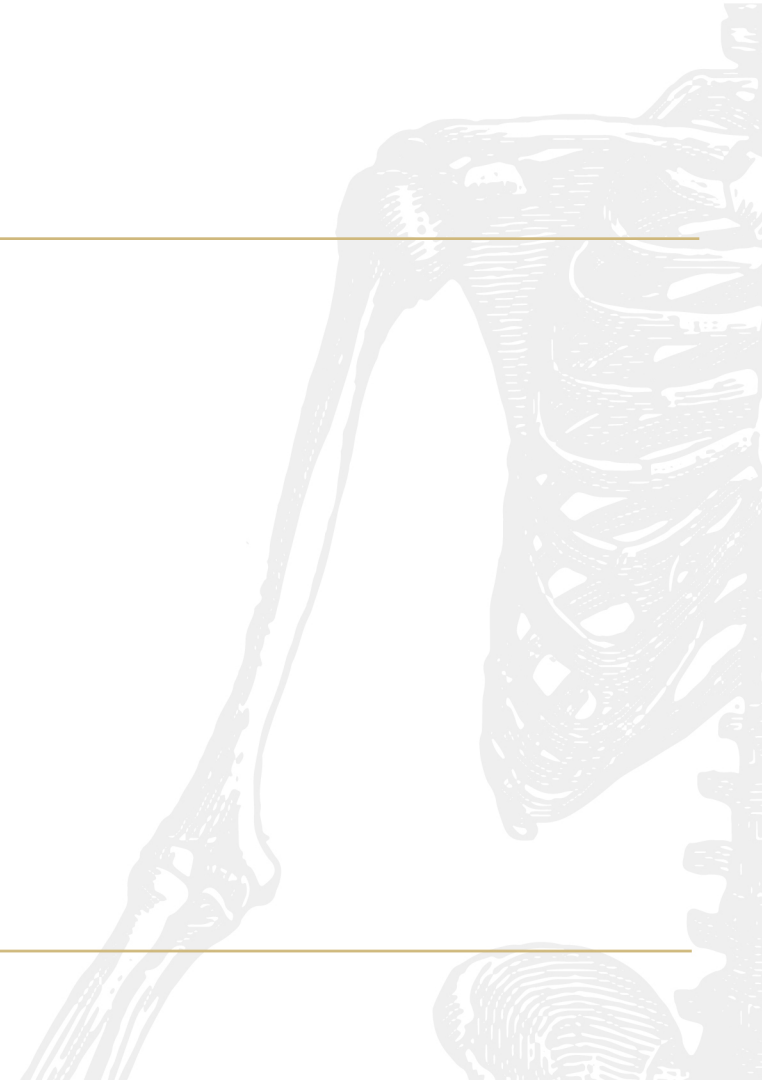


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Outline

- Background
- Implementation Process
- Assessment
- Next Steps



Background



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Orthopedics

- 120 Provider Schedules: 51 MDs, 33 APP, 28 Residents, 8 Fellows
- Academic schedules complex
- 20 clinical locations across the state
- 20 Administrative Assistants

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Protected View: Be careful—email attachments can contain viruses. Unless you need to edit, it's safer to stay in Protected View. Enable Editing

L101

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<div>Orthopedics Institute</div>																
2	Revised:	Monday, October 05, 2015	Tuesday, October 06, 2015	Wednesday, October 07, 2015	Thursday, October 08, 2015	Friday, October 09, 2015	Monday, October 12, 2015	Tuesday, October 13, 2015	Wednesday, October 14, 2015								
3		AM/PM	Function	AM/PM	Function	AM/PM	Function	AM/PM	Function	AM/PM	Function	AM/PM	Function	AM/PM	Function	AM/PM	Function
4	Provider Calendar																
5	(Vacation, Conferences, Training, etc)																
6																	
7	EXAMPLE PROVIDER	AM	Dr Appt			All Day	conference										
8			start clinics @ 10am														
9																	
10	GOP																
11	Dr Georgopoulos																
12																	
13	Dr Miller																
14																	
15	Dr Eiert	ALL DAY	OUT OF OFFICE			ALL DAY	OUT OF OFFICE			ALL DAY	OUT OF OFFICE	ALL DAY	OUT OF OFFICE			ALL DAY	OUT OF OFFICE
16			REGULAR DAY OFF				REGULAR DAY OFF				REGULAR DAY OFF		REGULAR DAY OFF				REGULAR DAY OFF
17	Dr Booker																
18																	
19	Dr Zane																
20																	
21	Debbie Burke, PA																
22																	
23	Sue Graham, PA																
24																	
25	Brian Kohuth, PA																
26																	
27	Brian Perry, PA																
28																	
29																	
30	GOP - Colo Spgs																
31	Dr Siegel																
32																	
33	Dr Shaw																
34																	
35	Matt Bershinsky, PA																
36																	
37	Rob Hamblin, PA																
38																	
39																	
40	SPINE																
41	Dr Erickson																
42																	

Feb 2015March 2015April 2015May 2015June 2015July 2015Aug 2015Sept 2015Oct 2015Nov 2015Dec 2015Template

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Business Need

- Provider schedules manual and static
- Lack of transparency
- Administrative burden
- Process prone to errors
- Inconsistent and inefficient communication

Implementation Process



Date filters

Providers

Locations

University of Colorado - Department of Orthopedics

Home View Swap Request Stats (legacy) Stats Admin

Reports Settings Credit Allocation Profiles Limits Daily Sums Make Schedule Reset Save Publish Validate

Start: 5/10/2016 Go
Range: Months 1
View By: Staff Down Left
Drag & Drop: Disabled
Daily Sums: Show

Staff
All Staff

[ADULT ORTHO]
[MD]
Ballantine
Bravman
Burger
Cain
R D'Ambrosia
Dayton
Eckhoff
Gorman
Glowney
Hogan

Tasks
All Tasks

NOTES
Time Change AM
Time Change PM
[ADULT]
No Call
Adult - BCH Full Day Call
Adult - BCH PA Half Day Call
Adult - DH Call
Adult - Lone Tree Call
Adult - Lone Tree Half Day Call

	May Mon 23	May Tue 24	May Wed 25	May Thu 26	May Fri 27
[ADULT ORTHO]					
[MD]					
Ballantine	Adult - B Sports AM Adult - B Sports PM	Adult - Admin AM Adult - Admin PM	Adult - B Sports AM Adult - B Sports PM	Adult - B Sports AM Adult - B Sports PM	Adult - B Sports AM Adult - B Sports PM
Bravman	Adult - AOP OR AM Adult - AOP OR PM	Adult - B Sports AM Adult - B Sports PM	Adult - D Sports AM Adult - D Sports PM	Adult - BSC AM Adult - Wardenburg PM	Adult - AMC Ortho AM 8a-12p Adult - Academic PM
Burger	Adult - AIP OR AM Adult - AIP OR PM	Adult - AIP OR AM Adult - AIP OR PM	Adult - Admin AM Adult - AMC Spine PM	Adult - AIP OR AM Adult - AIP OR PM	Adult - Admin AM Adult - Admin PM
Cain	Adult - VA OR AM Adult - VA OR PM	Adult - VA AM Adult - VA PM	Adult - AIP OR AM Adult - Spine Call Adult - AIP OR PM	Adult - AMC Spine AM Adult - Spine Call Adult - AMC Spine PM	Adult - Admin AM Adult - Admin PM
R D'Ambrosia	Adult - Admin AM Adult - AMC Ortho PM	Adult - AIP OR AM Adult - AIP OR PM	Adult - Admin AM Adult - LT Ortho PM	Adult - Admin AM Adult - Admin PM	Adult - Admin AM Adult - Admin PM
Dayton	Adult - AMC Ortho AM 8a-12p Adult - AMC Ortho PM	Adult - AIP OR AM Adult - AIP OR PM	Adult - Admin AM Adult - Admin PM	Adult - D Sports AM Adult - D Sports PM	Adult - AIP OR AM Adult - AIP OR PM
Eckhoff	Adult - Sick	Adult - Sick	Adult - Sick	Adult - Sick	
Gorman	Adult - AIP OR AM Adult - MD Connect D Adult - MD Connect N Adult - UCH Call Adult - AMC Ortho PM		Adult - AIP OR AM Adult - MD Connect D Adult - AIP OR PM	Adult - AIP OR AM Adult - MD Connect D Adult - AIP OR PM	Adult - AMC Ortho AM 8a-12p Adult - MD Connect D Adult - AMC Ortho PM
Glowney	Adult - B Sports AM Adult - B Sports PM	Adult - B Sports AM Adult - B Sports PM	Adult - Admin AM Adult - Admin PM	Adult - B Sports AM Adult - B Sports PM	Adult - B Sports AM Adult - B Sports PM
Hogan	Adult - Admin AM Adult - Admin PM	Adult - AMC Ortho AM 8a-12p Adult - Admin PM	Adult - Admin AM Adult - AMC Ortho AM 8a-12p Adult - AMC Ortho PM	Adult - LT Ortho AM Adult - LT Ortho PM	Adult - AIP OR AM Adult - MD Connect N Adult - UCH Call Adult - AIP OR PM
Hunt	Adult - Conf	Adult - Conf	Adult - VAC	Adult - VAC	Adult - VAC
Kleck	Adult - AMC Spine AM Adult - AMC Spine PM	Adult - AIP OR AM Adult - AIP OR PM	Adult - Admin AM Adult - AMC Spine PM	Adult - AIP OR AM Adult - AIP OR PM	Adult - AIP OR AM Adult - AIP OR PM

Costs

- One-time implementation fee \$9,990
- \$19 per scheduled provider per month
- \$27,360 per year for the Department of Orthopedics

Assessment

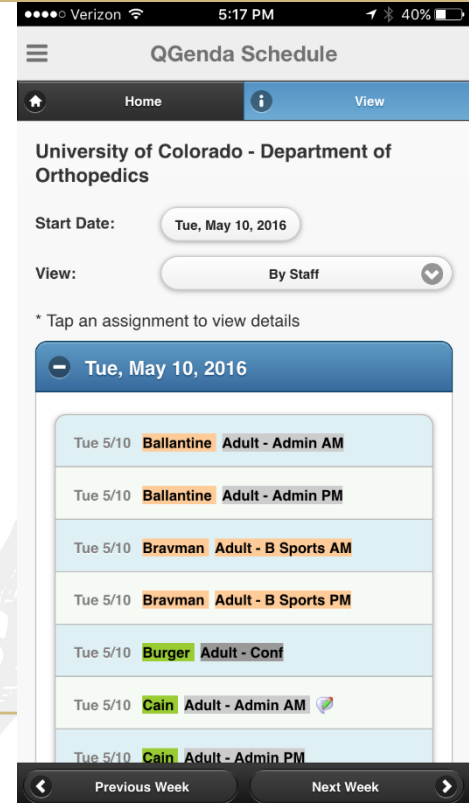


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Shift from Paper to Electronic

- Management of change
- New technology learning curve and frustrations
- Mobile Application



Automated Call Schedules

- Rule-based call schedules
- Syncing with Amion
- Less error with conflicts
- Time saved is approximately 10 hours per call schedule per 6 months or 20 hours per year for each call schedule
- 7 call schedules in Orthopedics:
 - Administrative Assistant time savings: minimum \$3,500 per year
 - Provider time savings: minimum \$3,000 per year

Statistics and Reporting

- Automated weekly reports to hospital staff
- Call pay computed directly in Qgenda
- Clinical FTE calculations
- Tracking requests (audit process)
- Tracking medical students supervised
- Exporting data for incentive plan preparation and review

Communication

- Transparency
- Everyone (Admin and hospital staff) looking at same information
- Reduction of email communication
- Training
- Financial impact for timely release of OR and clinic time
 - Average professional collections per day per provider = **\$4,442**
 - Preventing 6 mistakes alone equals the cost of Qgenda

Next Steps



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Full system integration

- Amion (UCH) and Amcom (Children's)
- EPIC (patient schedules)
- MedHub
- Outlook
- School of Medicine contracting and IT support



Questions?

