

2007/2008 Assessment Report
Division of Finance and Administration
Health Services

Desired Outcome — Complete construction of new 20,000 sf, state-of-the-art health center

Assessment Item #1

1. Target activity:

Complete construction and move operation from old facility by January 2, 2008

2. Describe criteria for success and methodology of assessment:

Criteria: Meet timeline established, hire movers and move operation successfully

Methodology: Monitor progress and open for business Jan 7, 2008.

3. Provide a summary of data collected:

4. Describe how assessment results were used to improve administrative operations (closing the loop):

Offered advice to others and served in a consulting capacity.

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Desired Outcome — Complete transition to Electronic Medical Records system

Assessment Item #2

1. Target activity:

Complete medical record keeping transfer from paper charts to electronic medical records

2. Describe criteria for success and methodology of assessment:

Criteria: Complete installation by Jan 7, 2009

Methodology: Complete staff training, implementation and scanning of medical records.

3. Provide a summary of data collected:

All older patient records were scanned and transferred to new system. All employees received training and licenses were purchased.

4. Describe how assessment results were used to improve administrative operations (closing the loop):

Established the ability to code automatically to enhance revenue and increased patient record security by moving to electronic storage.

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Desired Outcome — Improve efficiencies in clinical practice work flows

Assessment Item #1

1. Target activity:

Complete patient flow and work flow path analysis in nursing and laboratory units

2. Describe criteria for success and methodology of assessment:

Criteria: Initiate a standardized training program for all clinical staff to ensure standardized methodology.

Methodology: The Quality Assurance Manager will report on outcomes, time flows, establish gaps in efficiencies and then formulate a Quality improvement plan.

3. Provide a summary of data collected:

4. Describe how assessment results were used to improve administrative operations (closing the loop):

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Desired Outcome — Establish on line patient satisfaction survey

Assessment Item #2

1. Target activity:

Establish email and website access for anonymous patient satisfaction surveys

2. Describe criteria for success and methodology of assessment:

Criteria: Establish the survey and review 20 patient surveys

Methodology: Health Services will compile a report and summarize the findings

3. Provide a summary of data collected:

4. Describe how assessment results were used to improve administrative operations (closing the loop):