

2009 Assessment: WKU Health Services

1. Developed and subsequently hired four new positions to accommodate patient services and growth in the business: Nurse Manager, QA Manager, Physician and Receptionist.
More will follow.

2. Re classified our Medical Office Coordinator to Patient Services Coordinator, HIPAA Medical Records , with 3 direct reports.

3. Reassigned our Medical Director position.

4. 22% increase in Total Patient encounters:

2008: 14,900

2009: 18,327

Staff Visits

2008: 2390

2009: 3224

Faculty Visits

2008: 568

2009: 621

5. Added a CBC machine in the Lab for complete blood count analyses

6. Added Colposcopy services (for abnormal Paps); Supplied training for our Nurse Practitioner to perform them and purchased the equipment.

7. In addition, supplied her with training for Implanon insertion (birth control). We are one of two providers in B.G who do this.

8. Established agreement to provide drug screening as needed for certain WKU groups per Brandon Higgins.

9 Successfully renegotiated 3 of our Insurance Network contracts (Humana, Center Care and First Health regarding Fee schedules and payments.

10. Most significant: handled the H1N1 situation, demands, vaccine distribution, policy, media, parents, etc...while maintaining all other services.

2010 Goals

1. Establish a *complete* base line (thru-put) data set on all existing processes, procedures and flows from patient check-in—provider encounter—to exit and follow up.

This will establish all needed base line data off of which we measure for Accreditation and measure improvements and changes.

2. Rewrite and revise *all* job duties for the department. This is especially important and relevant given the new hires, increasing demands for skills and the rigor associated with the needs for Accreditation. All employees will have input and will sign these documents.

3. QA Manager and other relevant staff will visit Two fully accredited health centers who have earned AAAHC in the past year.

4. Establish new policies, revise old ones, standardize and train all employees on all new policies and procedures. These are just some examples; chart audits, post incident reviews, port-port analyses, patient satisfaction surveys, HIPAA policies, etc...

5. Hire an Associate Director, Insurance Associate, Lab technician and a part-time provider if needed.

In process: On-line payment ability, more training on our EMR system and its capabilities, an interface between the Lab orders and our EMR system,
Charge importation within the EMR.. still on going
On-line patient satisfaction survey still in development
All Staff attend professional meetings, development at least once per year if not more.