Provider Encounter Turn Around Time

Abstract: In 2011, 8.6% of approximately 446,000 medical group patient visit encounters were not completed in Epic EMR within 2 days, resulting in incomplete records, causing subsequent care for patients to be less safe, delayed or lost revenue, and invalidation of a portion of at least 135 or more physician employment contracts. Causes for this condition included providers not being aware of the expectation or their performance relative to the expectation of work completion within 48 hours, technologic and workflow barriers, overutilization, and instability of work systems and inability to recover from workflow disruption. Countermeasures included Just Culture-framed dialogue for awareness, changing visual management and leadership standard work, improving provider EMR and documentation capabilities, reducing electronic in basket demand, individualized workflow optimization, concurrent with performance management of other marginal performance. This resulted in a 24% reduction in delayed chart completion and a 10% improvement in perception of manageable workload on provider opinion survey.