

**Scope of Work:**

**HOME HEALTH intake process from Time the referral is received TO the time of initial Client contact by the Clinician (PHONE CALL)**

**What we need from you**…..

**This is *not* about:**

**We will know we have been**

**successful when…..**

**Creating a plan for improved patient access to Home Health community services:**

* **Improve patient access to Home Health services**
* **Improve the patient experience**
* **Engaging staff who are doing the work**
* **Improving communication for the patient**
* **Gaining insight into inter- departmental processes**
* **Streamlining intake processes, where necessary**
* **Maximizing resources**

**…. we have enhanced the patient experience to access our services in a timely and efficient manner**

**…..is your cooperation and support by giving us your ideas, thoughts and constructive criticism.**

* **Blame**
* **Increasing workload**
* **Job elimination**

 **~~~~~~~~~~~~~~~~~~~~~**

**What’s it all about?**

**“Lean is a systematic approach to identifying and eliminating waste or non-value-added activities in a process through continuous improvement”.**

*“Home Health Intake”*

*“Nov 5-9, 2018”*

*PentictonHealth Center*

For more information, contact your

Lean Consultant:

Darlene Russell OT PPL

Lisa Danby HCIS Manager

Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here Continue newsletter text here

Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here.

Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here.

Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here.

Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here.

Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here. Continue newsletter text here.