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**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

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