

# Weight Management Process Improvement

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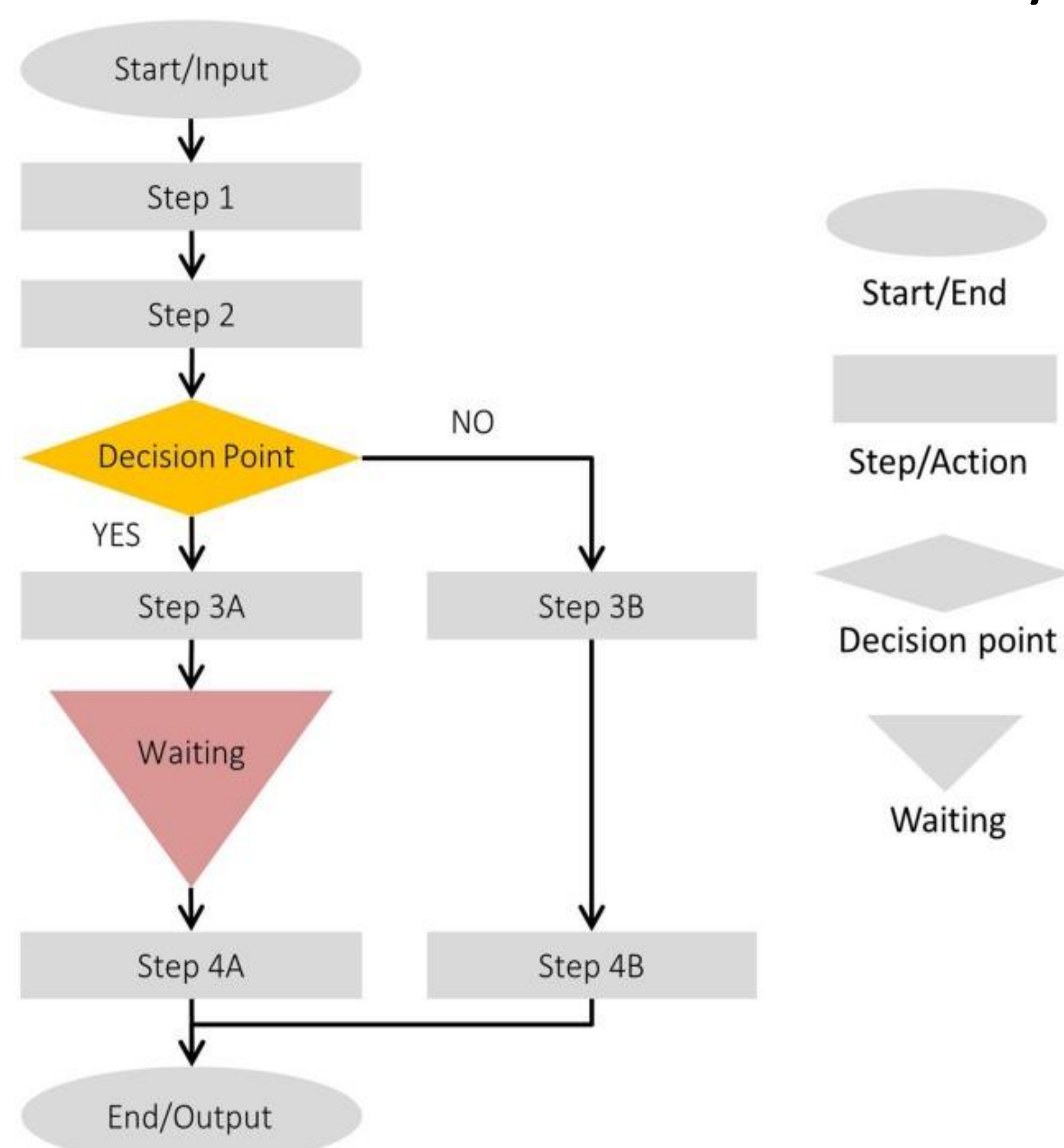
## IMPORTANCE

- Process maps are QI tools used to visualize workflows
- Purpose: Develop standard work with process maps to promote patient safety, top of license work, and teamwork

Weight Management Metrics 2021 YTD		
Established Clinicians	Number of Appts	Active Patients
2	3491	1505

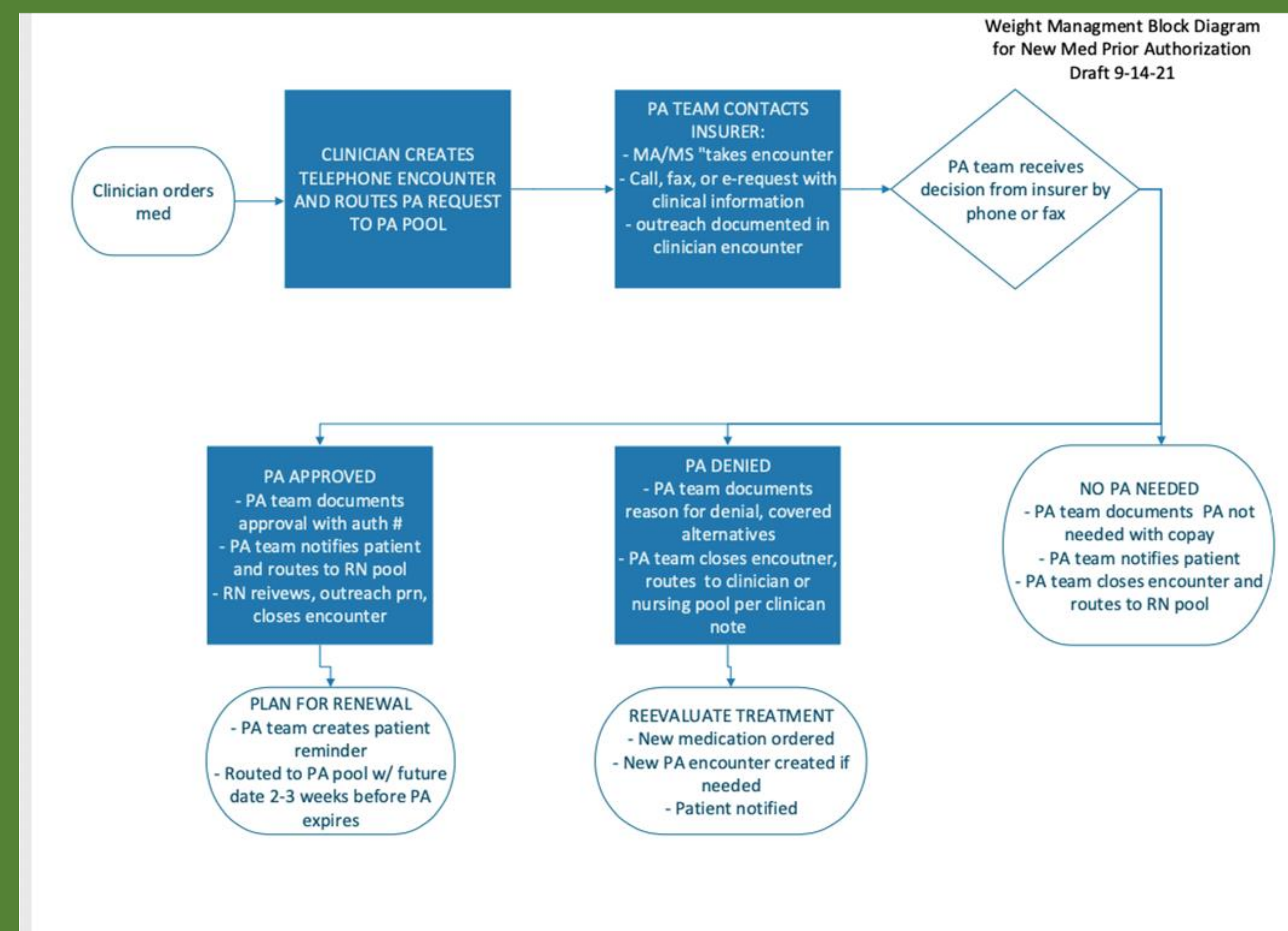
## METHODS

- Prior authorization (PA) workflow chosen as department identified it as most frustrating and inefficient process
- Existing PA workflow several pages long and not uniformly followed
- Current state PA process map created using guideline shown
- Shared with department for feedback
- Feedback used to create future state PA map
- Process repeated for other frustrating and inefficient workflows as identified by staff

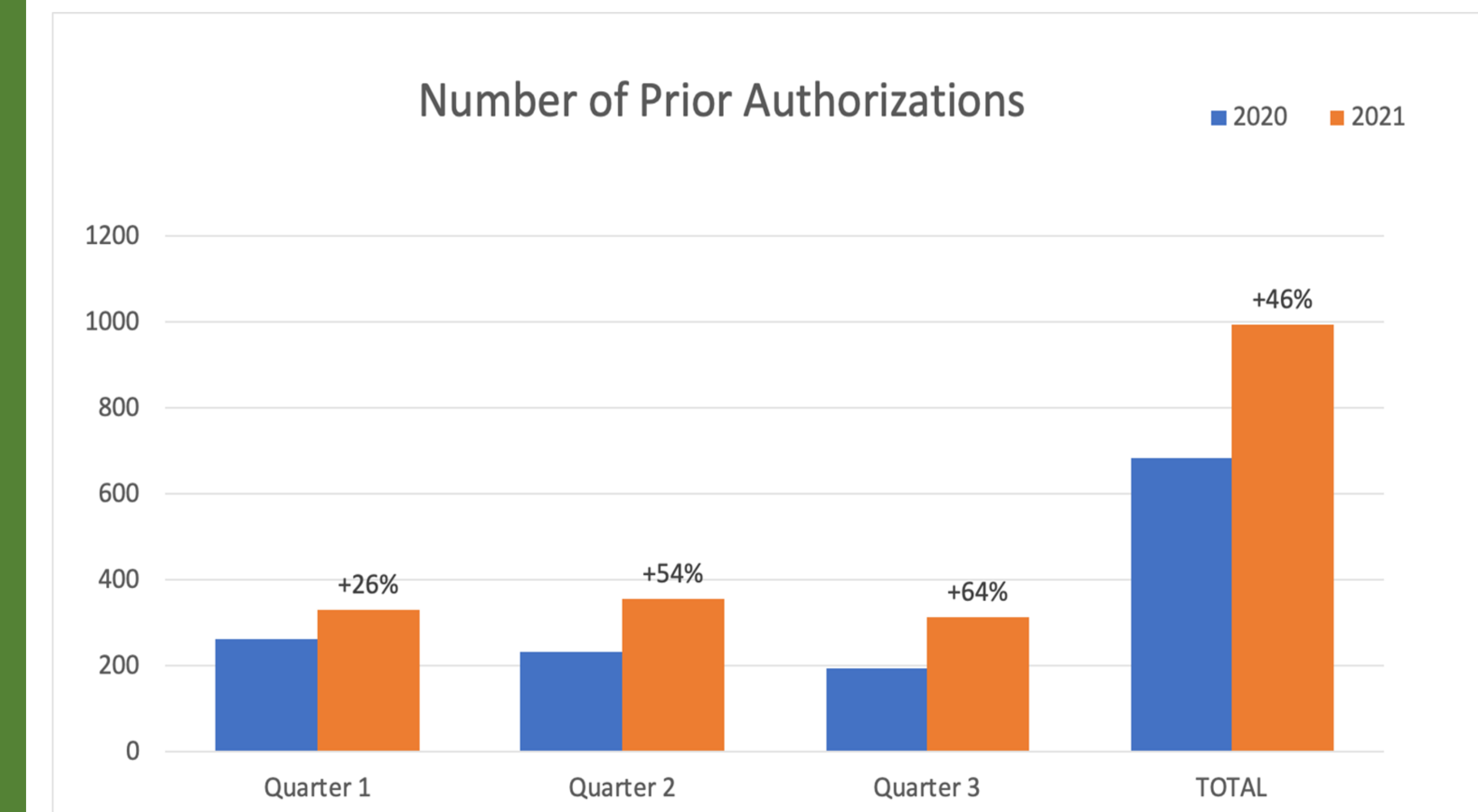


## BENEFITS OF PROCESS MAPPING

- Improved staff engagement and accountability at all levels
- Staff found process maps easier to follow and implement compared to written standard work processes
- Swimlane diagrams helped clarify roles, identify inefficiencies, and generate confidence in process mapping
- Improved documentation and communication
- Decreased redundancies and delays in care
- Mapping improved PA workflow but greatest improvement seen with mapping refill workflow



## RESULTS

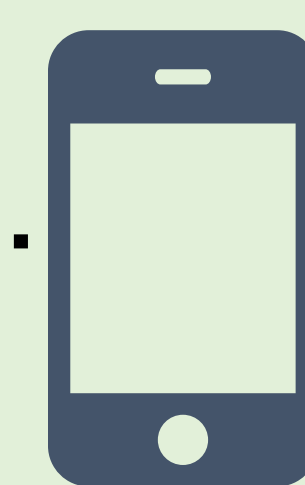


## DISCUSSION

- PA workflow is extremely complex and would benefit from more detailed maps and/or maps by insurer
- Refill workflow is most straightforward so easiest to map and improve
- Refill workflow developed smartphrase, PA workflow would benefit from development and implementation of smartphrases for documentation and communication
- Barriers:**
- Absences across all levels of staff
- Difficulty generating/maintaining leadership support
- Remote work secondary to pandemic

## FUTURE STATE:

Continued workflow optimization via new and refined process maps to meet needs of growing department



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