



Team Activity

Improving Referral Management Workflow

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Team Breakouts

- CHP staff has been assigned to each team
 - AACI: Kent
 - Gardner: Elena & Jenny
 - IHC: Paul
 - MayView: Lori
 - PPMM/MMCC: Gabriela and Mariana
 - Ravenswood: Angelica
 - SHC: Phillip & Kim
- Guests are invited to join a team



Purpose of the Activity

- Protected time for teams to discuss the current workflow and what might be missing or can be improved.
 - ❖ We do not expect a perfectly redesigned workflow by the end of the breakout session
 - ❖ We want teams to discuss how the workflow can be improved from the patient perspective and the care team perspective.



Directions

- **Materials:**
 - Teams will have copies of their current workflow, flip chart paper, and post-it notes.
- **Activity Directions:**
 - Each team should designate a leader and a reporter.
 - Review your current workflow and identify areas where the workflow can be improved.
 - CHP staff will ask prompting questions.
 - Use the flip chart paper and post-it notes to help in redesigning your workflow.
 - CHP staff will take photos of each team's flip chart page.
 - Each team reporter will have 3 minutes to report out on A-ha moments and changes to the workflow.