



Best Practices: Finger Lakes PPS - Process Flow Workshop

- **Spotlight Initiative:** The goal of this session was to help identify the key points where patients are "actively engaged", to identify where crossovers with other workstreams and projects occur, to recognize where different provider types are involved, to identify where health and risk assessments occur, to highlight potential gaps in understanding and further work for the project working groups, and to lay the foundation for integrated project planning. During this session, the team worked through the process flow of each project to further connect where work intersects and how projects will support each other in implementation towards the goals of DSRIP. Project managers from all projects worked as a team to discuss and refine the patient workflows based on the recommendations of their clinical working groups. The facilitator produced the project flowchart in real-time as the group came to consensus. The output of the session was a hand-written flowchart for each of the PPS's projects.
- **Impact:** The PPS will define the desired state of patient flow process for each project and identify where work streams or implementation efforts intersect across all projects. To facilitate a seamless integration process, Finger Lakes used this session to:
 - Identify all of the critical high-level steps in each patient process flow, recognizing where different provider types are involved
 - Identify the points in each process where patients are engaged according to DOH definitions
 - Identify key points in process where health assessments and risk assessments occur
- **Next Steps:** Next steps will identify and describe more fully initiative-wide outreach, education, care coordination needs, and training requirements. Post-work will also identify the points where incentives could be applied to help get the work accomplished. From the project flowcharts that were produced during the session, the PPS will create a Visio flowchart of patient flow for each project with swim lanes for each provider type. This will help identify critical steps and recognize where different provider types are involved, patients are engaged, health assessments and risk assessments occur, etc. These flowcharts will also be integrated with the organizational workstreams to create a fully integrated implementation plan.
- **PPS Contact:** Janet King – Director Project Management Office – Janet_King@dsripfingerlakes
- **Attachments:** PMO: DSRIP Process Flow Workshop Agenda

[040102015_BP_FLPPS_-_Process_Flow_Workshop.pdf](#)
[Agenda_for_PMO_Patient_Flow_150409_v2.pdf](#)



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On april 15, 2015 at 15:57 - 177 views, 0 replies, 2 followers

1

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