

Quick Facts

Most vendors charge $225 an hour or more, plus travel costs for workflow assessments. Through Center Applications, workflow assessments are free.

Center Investments:

- the team's travel costs
- product vendor license and support agreement

QUESTIONS?

Please contact Kimberly Franks at **kfranks@amsurg.com** or **615.665.3532**.

HOW WORKFLOW ASSESSMENTS CAN BENEFIT YOUR ASC

Due to the inherent complexity of healthcare organizations, workflow assessment is essential before Health Information Technology (HIT) implementation. The Center Applications Team can perform a workflow assessment by mapping out the set of processes the organization needs to provide quality patient care.

Workflow Assessments

Workflow analysis helps the center to list and prioritize the most crucial functionalities needed to ensure a smooth transition and implementation of automated process for nurses and providers. This process includes identifying, prioritizing and ordering of tasks/processes:

- Patient-centered processes
- Business-office processes
- Ordering processes

Workflow assessment usually takes 2-3 days, depending on the size and complexity of the Center.

Transformative Technologies

The Center Applications Team provides guidance on selection and implementation of technologies that will assist in improving patient satisfaction, manage costs and improve workflow efficiencies. These include:

- Real Time Tracking Systems
- Voice Technology
- Artificial Intelligence
- Robotics
- Data Exchange and Analytics
- Clinical Data Reporting
- E-scheduling
- Integration and Interoperability

CENTER APPLICATIONS

AMSURG
An **Envision Healthcare** Solution



THE CENTER APPLICATIONS TEAM CAN:

- Help identify areas of clinical improvement and eliminate potential wasteful practices
- Streamline clinical productivity and optimize interactions between clinical and business operations
- Ensure that inefficient practices do not transfer into new automated workflows
- Assist in minimizing disruption in patient care, communication and business transactions
- A proper workflow assessment saves time, money and frustration

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Best Practice Standards

The Center Applications Team can ensure successful People-Process-Technology relationships:

- **PEOPLE** - understand end-user needs and assess readiness
- **PROCESS** – create business continuity plan to minimize disruption to the clinical and operational workflow
- **TECHNOLOGY** – system/technology integration and support; including interfaces and integration with referring practices and providers.

Additionally we can assist and facilitate strong ASC and vendor partnerships by helping to determine if they should make a system optimization versus a “rip-and-replace” decision, and encouraging physician and nurse involvement in system and vendor selection. The Center Applications Team can help eliminating technology hurdles through early preparation and training, and manage change by providing clear communication through the different implementation phases and setting reasonable expectations.

Product Assessment

Due to the growing number of available HIT products and vendors, the Center Applications Team performs a vetting and certification process to help you select vendors that will most benefit your ASC. We assess for:

- Ease of Use
- Reporting Capabilities
- Ease of Integration with Other Products
- Certified and Credentialed Products
- Cost Benefit
- Excellent and Cost Effective Support Model
- Scalability