

## FEATURED TEAM:

Receptionists, Mt. Scott and One Town Center medical offices, Northwest



# CHECK-IN MADE EASY



## WHAT THEY DID:

Shortened the amount of time it takes patient registration representatives to find critical reference information in “job aids” by:

- Creating a new policy and procedure binder.
- Placing colored job aids in cover sheets in alphabetical order.
- Developing a new step-by-step instruction sheet with input from the team.

## RESULT:

After implementing these simple changes, the team tested the process and found that the correct reference was located 100 percent of the time, in an average of just three seconds.



Read more about this team's work and other successful practices on the Labor Management Partnership website [www.LMPpartnership.org](http://www.LMPpartnership.org)