

## Using Science of QI NRHI Learning Lab

### Specialty Care Practice Know Your Processes Worksheet

Core and Supporting Processes							
Processes	Works Well	Small Problem	Real Problem	Totally Broken	Cannot Rate	We're Working on it	Source of Patient Complaint
Answering Phones							
Appointment System							
Messaging							
Scheduling Procedures							
Scheduling OR Procedures							
OR Procedures							
Minor Procedures							
Diagnostics							
Reporting Diagnostic Test Results							
Prescription Renewal							
Receiving Referrals							
Pre-authorization for Services							
Billing/Coding							
Phone Advice							
Assignment of Patients to Your Specialists							
Orientation of Patients to Your Practice							
New Patient Work-ups							
Follow-up Appointments							
Activation of Patients/Families <ul style="list-style-type: none"> <li>• Spoken communication</li> <li>• Written communication</li> <li>• Use of health education materials and/or self-management and empowerment</li> <li>• Encourage patients to ask questions</li> </ul>							