

Operations Review

Why choose CARE?

Improve employee morale

Increase HIM customer satisfaction

Streamline HIM processes

Improve quality of HIM services

Set short and long term HIM goals

Prepare for JCAHO accreditation

CARE's Operations Review is distinguished by our philosophy that emphasizes client staff participation in action planning and problem resolution. An experienced HIM consultant facilitates an interactive process that engages and energizes the HIM department. The consultant blends the knowledge and experience of client staff and the consultant's expertise, gained by working with numerous hospitals over the past 25 years.

Using a combination of individual and group interviews, the consultant listens to HIM staff, physicians, and other hospital departments to understand the current HIM processes and how they impact customer and employee satisfaction. A task force of HIM managers and supervisors, guided by the consultant, creates an action plan to address opportunities for improvement. They establish priorities and set target dates for implementation. The plan constitutes the consultant's recommendations.

CARE consultants follow through by meeting regularly with the task force, onsite or via telephone conference, to keep the project plans on schedule. The consultant functions in both project management and advisory roles as necessary. Action plans may address one or more of the following issues: streamlining HIM processes, staffing and training, system selection or implementation, productivity and quality programs.

Operations Reviews may address the entire department or may focus on specific functional areas, such as coding or cancer registry. If special projects are identified that require outside assistance, **CARE** can provide project managers and staff as required. Drawing on our national cadre of HIM professionals, we can match individuals with specialized skills in any type of HIM