



# Stop Light Report: Rounding Follow-up

January – February 2019

*Thank you for talking with us January and February...here is what we heard and next steps...*

## ***Great Things We Heard!***

- Great to have a nurse on our team.
- Appreciate all of the work to address heat issues and replacing a worn floor.
- Teamwork and care proceeding well.
- It is great to work at Valley Medical Group.



## ***Completed:***

- Functionality of new phone system, questions on processes and functions of new phones.
- Pediatric patients being scheduled at appropriate centers.
- Questions answered regarding practitioner recruitment and HIPPA.



## ***Work in Progress:***

- Snow removal at centers.
- Parking challenges
- Suggestions from staff regarding aspects of our facilities including, needed repairs, access, and cleanliness/clutter.
- Staff requesting more training on emergency procedure.
- Signs directing patients on how best to reach specific areas of a center; example exiting family practice in Easthampton, and when checkout is not staffed in Greenfield.
- Review of best method to efficiently manage incoming paperwork for new patients.
- Opportunity to utilize functionality in Athena to capture prescription cards for patients.



## ***Suggestions We Cannot Do Right Now and Why:***

- Not applicable with rounds in January and February.

***The Stop Light Report is a way to communicate in writing (post on communication boards) how the ideas/concerns harvested in rounding are dealt with.***



***Green Light: items are things that have been addressed and are complete.***



***Yellow Light: items are things in progress.***



***Red Light: items are those issues or ideas that cannot be done with the reason why.***