

Day In The Life

Outpatient – Phase 1

WHO: Leadership representation from departments and units with a scheduled **Go Live of April 25th**. Please have those team members responsible for the success of the workflow in each scenario present for the activity with the expectation they will then review and educate staff following the Day In the Life activity. Assigned facilitators and observers will be in attendance through all scenarios managing the flow, encouraging feedback, and documenting action items to be reviewed and resolved prior to go-live.

WHAT: Day in the Life events offer an opportunity to test processes in the new facility with staff and “patients” prior to go-live. This activity is imperative to identify equipment, facility, process, and technology issues and address each prior to actual patients arrive in the space. Scenarios test inter and intra-departmental hands offs and familiarize staff with new workflows and processes. Leaders from each area involved in the activity then take information learned and disseminate with their individual teams in regards to Day 1 preparedness.

WHEN: **April 12th**, beginning promptly at **8:45AM** with a Welcome message from CHKD Leadership. Please arrive a little early. Coffee will be provided. The activity will wrap up early afternoon.

WHERE: The day will begin in the Children’s Pavilion, 1st Floor Lobby. Team members will then be directed to various areas of the building in accordance to identified scenarios.

WHY: Real life application to support successful education and training for staff. Testing and validation of workflows, systems, equipment, and technology. **Excited and Confident Team Members for go-live!**

Scenario Agenda

8:45 AM: Leadership Welcome and Event Kick Off

9:00 AM: Covid Screening Station Review

9:20 AM: Walk In Lab and Radiology Patient Flow

9:30 AM: Sports Medicine Registration and Appointment Flow

10:15 AM: GAP Registration and Appointment Flow including a Scheduled Lab Appointment

11:00 AM: System-wide Alert Review: Behavioral Alerts, Medical Alerts, Disgruntled Family Member, Fire and Life Safety, Missing Persons Alert

12:00 PM: Lunch/Break

12:45 PM: 9th Floor Consult/PCIT Room Flow

1:15 PM: De-Brief and Issues Log Review

2:00 PM: Conclude