

## Care coordination redesign for GI intake process

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Many gastrointestinal endoscopic procedures, such as colonoscopy and esophagogastroduodenoscopy (EGD) are highly standardized. Nevertheless, variations in outcomes, including patient's experience, clinical outcome and overall satisfaction, are still frequently observed. One of the primary causes of outcome variation is lack of or insufficient care coordination provided during the procedure intake process. In this study, we followed both the patient and information flow from the time of check-in to discharge. In order to plan for a future GI intake process, one that provides better care coordination and enhanced outcomes, a computer simulation model was built and used as an analytical tool. The multiple-scenario simulation model has captured changes in the outcomes in relation to certain process parameters, such as staffing level, communication effectiveness, efficiency of information handling, and space capacity.

The results illustrate that well managed information flow with optimized use of the electronic medical record can significantly strengthen the continuity of care between GI specialty providers and referring providers. Meanwhile, outcome is not only determined by the performance of the provider during the procedure, but also heavily impacted by the care-coordination team as well as the integration of the medical information among care providers. Thus, it is important to build an open-access scheduling environment serving as a solid foundation for care coordination.

### Biography

Krysta L. Lambert has completed her master's in Organizational Management from University of Phoenix and bachelor's in Business Administration and Management Information Systems from Saint Louis University. She is a health systems engineering analyst at Mayo Clinic in Rochester, Minnesota, a global leader in health care delivery, research and education. She has a strong background in healthcare operations, business analysis, lean transformation, and project management. She is a member of the Healthcare Information and Management Systems Society (HIMSS) and various quality improvement committees within Mayo Clinic.

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