



Improving Public Health Clinic Efficiency

at MAHEC *and*
videoconferenced

Study Findings, Recommendations & Practical Lessons Learned

Date, Time, & Place

Date: Monday, May 8, 2006
Time: Registration: 12:30 pm - 1:00 pm
Program: 1:00 pm - 5:00 pm
Place: MAHEC & Videoconference sites in WNC
Fee: Free

Audience

Public health professionals

Description

Public health departments are not and can never function like private practices. With that caveat, there are ways to maximize the efficiency of clinic operations while providing high quality services that result in the best possible clinical outcomes to our public health clinic clients. This workshop will offer evidence-based strategies for assessing public health clinic operations, making decisions about clinic scheduling, staffing design and clinic flow, and cost containment.

Objectives

Upon completion of this activity, the participant should be able to:

- Describe the primary cost-drivers in the operation of health department clinics, and how to maximize efficiency while still providing high quality services and meeting North Carolina Department of Public Health program requirements
- Describe strategies for the most effective utilization of public health nurses and for the appropriate delegation of duties to other personnel in the face of an increasing nursing shortage and difficulty filling positions in local health departments
- Identify and describe various models for the assessment of efficiency of clinical operations, and strategies for implementing change to address lowering costs and improving services

Agenda

- 1:00** **Welcome and Project Background**
Tom Bridges & Barbara Stanley
- 1:15** **Clinic Operations: Cost Drivers & Efficiencies**
HealthMETRICS
- 2:30** **Break**
- 3:00** **Effective Utilization of Public Health Nurses**
Joy Reed
- 3:30** **Panel presentation**
Henderson, Buncombe & Lee Counties
- 4:30** **Open discussion/Q & A**
- 5:00** **Adjourn**

Sponsored by:



Faculty

Thomas D. Bridges, MPH

Director
Henderson County Health Department

Jim Bruckner

Director, Clinical Services
Buncombe County Health Center

Charles Moore

President and CEO
HealthMETRICS Partners

Elizabeth Moore

Senior Consultant
HealthMETRICS Partners

Joy Reed, EdD, RN

Head, Public Health Nursing and
Professional Development Unit
NC Division of Public Health, DHHS

Barbara Stanley, RN, BSN

PHN Director
Henderson County Department of Public Health

Joyce Wagner, RN

PHN Director
Lee County Health Department

Registration

Early Registration Deadline: May 1, 2006

There is no registration fee for this program; however pre-registration is required for planning purposes.

About Videoconference Sites

For an up-to-date list of videoconference sites for this program, visit the MAHEC Telehealth schedule on the web at:

www.mahec.net/telehealth/schedules.asp
or phone 828-257-4475.

Please include the site where you will attend the program on your registration form.

Have a question?

Registration Information: 828-257-4475

Special Services: 828-257-4485

Want to register?

Fax Registration: 828-257-4768

Online Registration: www.mahec.net

Mail: MAHEC Registration
501 Biltmore Ave., Asheville, NC 28801



Improving Public Health Clinic Efficiency

Monday, May 8, 2006

Site where I will attend:

MAHEC Other: _____

Name _____

Credentials _____

Social Security # **XXX-XX-** _____
(last 4 digits required)

E-mail Address _____

Home Address _____

City _____ State _____ Zip _____

Home County _____

Home # _____ Work # _____

Employer _____

Department _____

Employer's Address _____

City _____ State _____ Zip _____

Position _____

Work County _____

Brochures go to home email

Please remove my name from the MAHEC mailing list.

**No Registration Fee
Pre-registration required.**

Return to:

MAHEC Registration

501 Biltmore Avenue
Asheville, NC 28801-4686

or Fax to 828-257-4768

Program #06CH015/16316

Improving Public Health Clinic Efficiency