

# Waitlist.excel

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Center

# Then, (not now) like more than 10 years ago

- 4 prosthetists
- 3 prosthetic technicians
- Same day casting from clinic
- 1-2 weeks to first fitting
- Length of stay much longer than now

# Prosthetics and orthotics as a whole

- We had 3 orthotists, 4 prosthetists
- 3 prosthetic technicians and 2 orthotics technicians
- We all took part in research
- Contributed to publications
- Contributed to educational events

# How we kept track

Referrals binder  
List written  
by hand  
Assigned by senior

Inpatient (✓)  Outpatient (✓)

Client Name	Physician	Appliance	Clinician Last Seen	Date Rx Rec'd	Date Assigned	Clinician Assigned
	Dudek	Teeth Feed	JOC	27/1/09	27/1/09	
	DUDEK	W/ AKA LAM. PREP.	JOC	30/01/09		
	DUDEK	W/ B/K LAM. PREP.	DAVID			
	Dudek	W/ A/E elbow	—	Feb 9/09	Feb 9/09	Julie
	DUDEK	W/ A/K OFF. PROS.	—	FEB. 10/09		
	DUDEK	W/ B/K LAM. PREP.	DAVID	FEB. 9/09		
	DUDEK	W/ B/K OFF. PROS.	JULIE	FEB. 17/09		
	DUDEK	W/ A/K PROS.	JOC	FEB. 17/09		
	DUDEK	W/ B/K OFF. PROS.	JOC	FEB. 24/09		
	DUDEK	W/ B/K OFF. PROS.	JULIE	MAR 2/09		
	DUDEK	W/ A/K OFF. PROS.	DAVID	MAR 3/09	MAR 3/09	DAVID
	DUDEK	W/ A/K OFF. PROS.	DAVID			
	DUDEK	W/ B/K PRO. LAM.	DAVID	10.03.09		
	DUDEK	W/ A/K OFF. PROS.	JULIE	10.03.09		
	DUDEK	W/ B/K OFF. PROS.	JOC	10.03.09		
	DUDEK	W/ B/K OFF. PROS.	JOC	10.03.09	11.03.09	JOC
	DUDEK	W/ B/K OFF. PROS.	—	11.03.09		

# Technical work flow

**IN-PATIENTS**

DATE	PATIENT	DEVICE	DATE COMPLETED	TECHNICIAN
2/1/07		T/F prep		FS
3/1/07		T/F R prep		PN
3/1/07		T/F prep		PN
3/1/07		T/F prep		PN
5/1/07		T/F prep		CL
16/1/07		T/F prep		PN
17/1/07		T/F prep		PN
18/1/07		T/F prep		PN
01/02/07		CFO		TO
9/2/07		T/F prep		
7/7/07		T/F prep		
8/2/07		T/F prep		
16/2/07		T/F prep		PN
2/3/07		T/F prep	21.03.07	FS
19/3/07		T/F prep	19.03.07	FS
15/04/07		T/F prep	20.03.07	FS
21/3/07		T/F prep	28.03.07	PN
21/3/07		T/F prep	28.03.07	FS
		T/F prep		FS
		T/F prep	Apr 17.07	PN
		T/F prep	May 02.07	FS
16/4/07		T/F prep	Apr 30.07	FS

**OUT-PATIENTS**

DATE	PATIENT	DEVICE	DATE COMPLETED	TECHNICIAN
1/6/07		T/F - 1 bearing		FS
5/1/07		T/F endo		FS
7/1/07		TR repairs		GC
7/1/07		T/F check		FS
7/1/07		P/rot. North		PN
11/3/07		T/F		

# And then, like about 7 years ago

- 3.5 prosthetists
  - (one prosthetist at half time)
- 3 prosthetic technicians

# Tech month-at-a-glance

- Wish list

A handwritten calendar grid for April 2013, organized by staff member. The grid has columns for days of the week (MON, TUES, WED, THURS, FRI) and rows for staff members. Red 'X' marks indicate days off. Some cells contain white boxes, likely representing a wish list or specific notes. The calendar includes notes for Easter Monday (April 15) and various dates in March and April.

Staff	MON	TUES	WED	THURS	FRI
9 NPI East	APRIL 13	APRIL 14	APRIL 15	APRIL 16	APRIL 17
F.S.	EASTER MONDAY	[Box]	[Box]		
RAFIQ	X	X	X	X	X
shije	EASTER MONDAY				
FS	APRIL 20	APRIL 21	APRIL 22	APRIL 23	APR 24
RAFIQ	X	X	X	X	X
JEFF					
F.S.	MAR 30	MAR 31			[Box]
RAFIQ	X	X	X	X	X
JEFF	[Box] HD	[Box] HD		[Box]	[Box] TT 35 Prep.
FS	[Box]	[Box]	[Box] T/T prep		
RAFIQ	X	X	X	X	X
JEFF	[Box]	[Box]	[Box]		

# Then, about 5 years ago

- 3 prosthetists
- 3 prosthetic technicians
- No effort to replace full time position

# About a year ago

- Looking at improving our wait time
- Referrals expiring due to >12 month wait
- Staffing an obvious source
- Still have increasing referrals

# About a *year ago*

- Started working on a plan to triage referrals
- Weighting system based on need
- Least needy = lowest priority

# How to prioritize?

- Establish criteria
- Inpatients excluded from wait list
- New military in or out patients excluded
- Inpatients cast/fit within 5 days

# Criteria fundamentals

- 1. Date of Referral – 1 point for every month, i.e. Oct./07=1, Sept./07=2, Aug./07=3 and so on

# Criteria secondaries

- Health issues
  - Wound = 5
  - Chemo = 4
  - Surgical revision = 3
  - Volume increase, orthopaedic issues = 2
  - Volume decrease/atrophy = 1

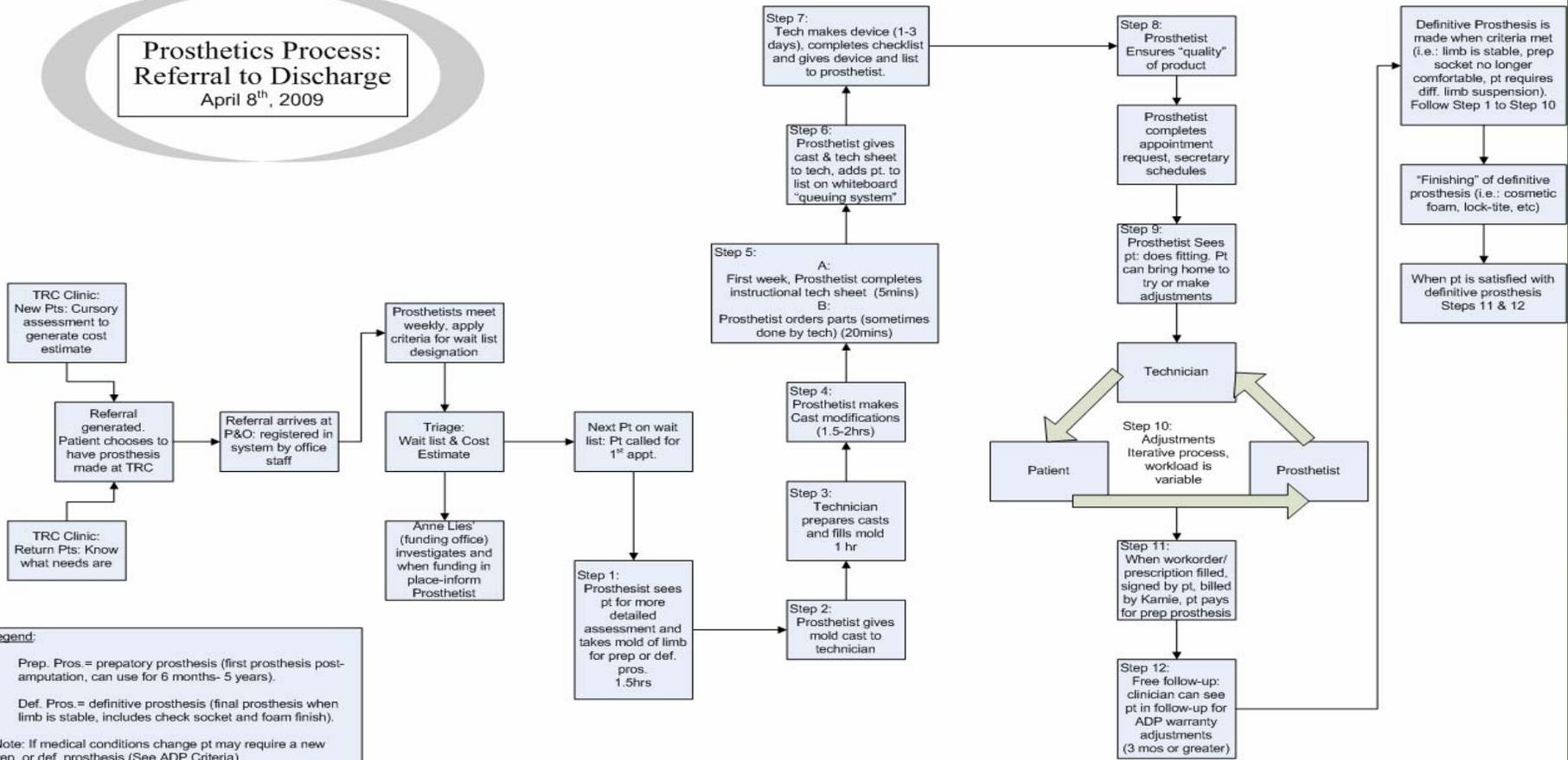
# Criteria secondaries

- Other issues
  - Preparatory replacement/laminated prep = 4
  - Initial definitive = 2

# Toward justifying new hiring

## Prosthetics Process: Referral to Discharge

April 8<sup>th</sup>, 2009



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	SURIAME	IAME	Date of Refereral	Todays Date	lths Waitlis	Points	Prosth	LEVEL	Status	wound = 5	chemo = 4	revision surg = 3	volume increase /ortho issues = 2	atrophy = 1	prep = 4	initial def = 2	bil = 3	Comp onent Issues	Inpatient = 99	structure failing=	
2					0	0															
3																				99	
4																					
5		William				99	Dave	BiI TF,TR													
6		Edward				99	Dave	Rt HAD												99	
7		Mike				99	Dave	TT, TF													
8																					
9																					
10		S ARE IN THE WAIT LIST SECTION				HOLD															
11		Darryl	19-Nov-07	4/21/2009	17	17	David	TR	on hold												
12		Susan	22-Apr-08	4/21/2009	12	16		BIL PF	2 Rx's-Dave to call for update					1				3			
13		Curran	25-Mar-08	4/21/2009	13	14	Julie	TT	wting to c what ins. will cover					1							
14		Bernard	29-Feb-08	4/21/2009	14	14	David		waiting for loaner needs socket												
15		Ronald	05-Sep-08	4/21/2009	8	14		HEMI	Left Hemi to advise after surg.				2		4						
16		Raymond	09-Apr-08	4/21/2009	12	12	Jocelyn	TF	waiting for appeal for C-leg												
17		Sylvie	01-Oct-08	4/21/2009	7	12		TT	spring 09					1	4						
18		Calvin	14-Oct-08	4/21/2009	6	11	Julie	ADA	casting appt booked	5											
19		Bryan	09-Sep-08	4/21/2009	7	9	David	TT corset					2								
20		Stephen	27-Oct-08	4/21/2009	6	8	julie	TF	on hold TIL~ (Fall 2009)								2				
21		Pierre	01-Oct-08	4/21/2009	7	7			estim. done - waiting appr.												
22		Sheila	06-Oct-08	4/21/2009	7	7	Alois	TF	Pt wants fitting in spring 09												
23		Kok Kheang	07-Oct-08	4/21/2009	6	6	Jocelyn	TT	wait til vol stable (Feb09)												
24		Murielle	14-Oct-08	4/21/2009	6	6	Jocelyn	TT	estimate--waiting for funding												
25		Emaad	21-Oct-08	4/21/2009	6	6	Joc	ADA	swim leg--need estimate												
26		Ali Abdula	12-Nov-08	4/21/2009	5	8	Jocelyn	TF	Approved					1		2					
27		Quidy	24-Nov-08	4/21/2009	5	5	joc	LTF	for transfers												
28		Tom	02-Dec-08	4/21/2009	5	5	Julie	LTT	estimate done												
29		Lurline	08-Dec-08	4/21/2009	4	4	Julie	RTT	estimate done												
30		Anna	15-Dec-08	4/21/2009	4	4	Joc	RTR	Need Est. Worn socket												
31		John	08-Dec-08	4/16/2009	4		Julie														
32		Graham	13-Jan-09	4/21/2009	3	3	Joc	RTT													
33		Frank	20-Jan-09	4/21/2009	3	3	David	LTT	Initial Definitive												
34		Richard	27-Jan-09	4/21/2009	3	3	Joc	TT	FOOT Only												
35		Matt	30-Jan-09	4/21/2009	3	3	Joc	LAKAswim	Waiting for volume to stabilize												
36		Jean-Guy	02-Feb-09	4/21/2009	3	8	Dave	LTT	Lam prep DAVE ONLY					1	4						
37		Patrick	09-Feb-09	4/21/2009	2	2	none	LTH	estimate done												
38		Ghezzei	10-Feb-09	4/21/2009	2	3	none	RTF	est. done					1				1			
39		Riad	09-Feb-09	4/21/2009	2	2	Dave	RTT	Lam prep												
40		Gail	24-Feb-09	4/21/2009	2	2															
41		Joedy	15-Jan-09	4/21/2009	3	4	Dave	LTT	Def Rep			3		1							
42		Alexandro	18-Dec-08	4/21/2009	4	8	Dave	LTT	Def Rep			3		1							
43		Stephen	08-Apr-09	4/21/2009	0	2	Dave	RTT	Def Rep				2								1