

Leaving Work On Time! strategies to keep Appointments On Time

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Leaving Work on Time!





WORKPLACE STRESS



Stress at Work

- **Longer Hours**
 - The median number of hours that people say they work has actually risen from 41 a week in the early 1970s to 50 in 2004, according to Harris Interactive. Meanwhile, leisure time dropped from 26 to 19 hours a week over the same period.



Stress at Work

- **Information Overload**
 - Many people feel liberated by innovations like mobile phones and wireless internet access. People now have the ability to work anywhere -- but the use of these devices increasingly blurs the line between work and personal time.





Stress at Work

- **Career Concerns**
 - Job insecurity is also a major source of workplace stress. The rise in outsourcing and the trend toward temporary employment contribute to that feeling of insecurity.





Longer Hours

- Trend Toward Longer Appointment Hours or Walk-In Clinics
- Reduced Employee Numbers Resulting in Increased Work Demands
- Difficulty in Retaining Staff Resulting in Inefficient Workflow



Get the Data

- Evaluate Staff Schedule
 - Green Flag Day
 - 0-15 minutes
 - Yellow Flag Days
 - 15-30 minutes
 - Red Flag Days
 - 30+ minutes



Killer Overtime

- 5 Hours Overtime a Week
 - 1.5 times pay at \$10/hr base = \$15/hr overtime pay x 5 hrs = \$75 per week = \$300 per month x 52 weeks = **\$15,600 per year** + FICA/Taxes = **\$19,600**



Killer Overtime

- 2 Hours Overtime a Week
 - \$10/hr = \$15/hr x 2 hrs = \$30 per week
 - = \$120 per month = **\$1440 per year**
 - x 7 employees = **\$10,080 per year** +
 - FICA /Taxes = **\$12,500**



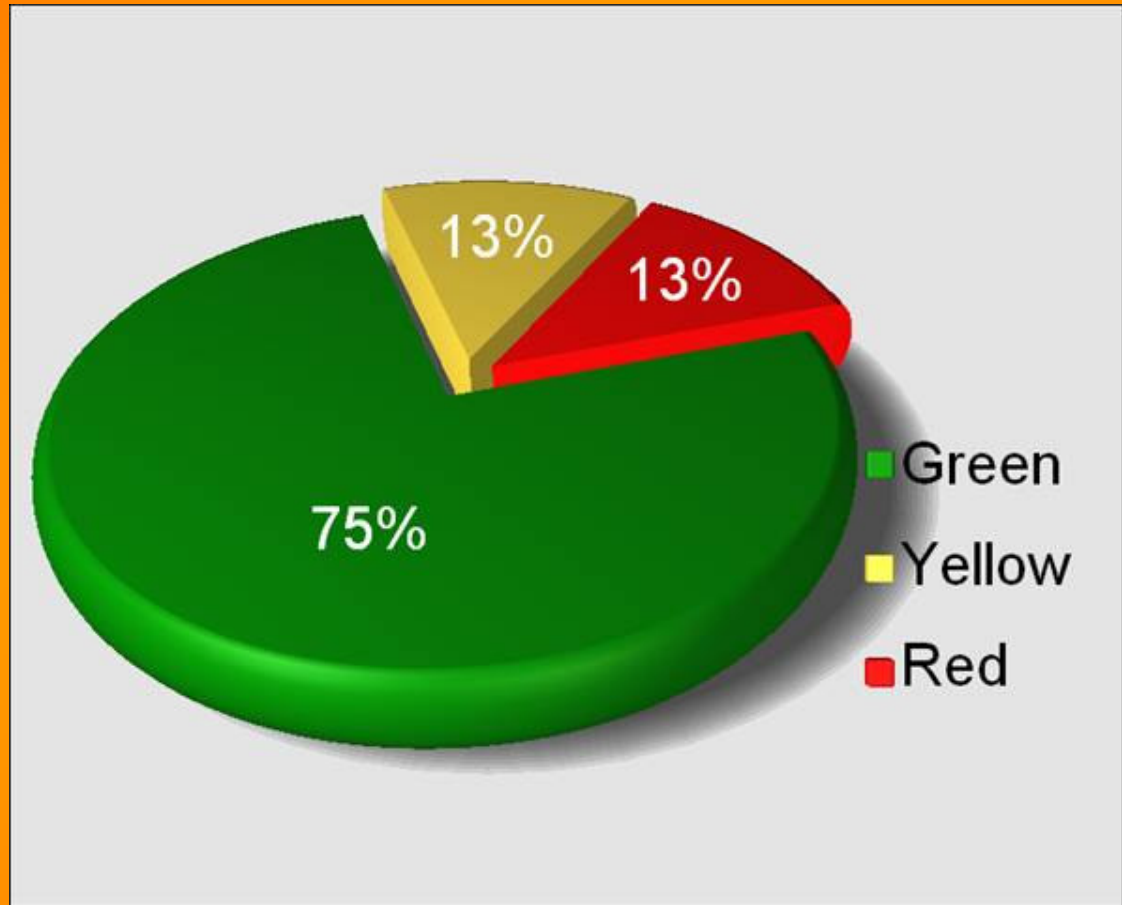
Killer Overtime

- 1 Hour Overtime a Week
 - \$10/hr = \$15/hr x 1 hr = \$15 per week = \$60 per month = **\$720 per year** x 10 employees = **\$7,200 per year** + FICA /Taxes = **\$9,000**



Going Home Goals

- 24 Work Days per Month
- Green
 - 0-15 mins
 - 18 days
- Yellow
 - 15-30 mins
 - 3 days
- Red
 - 30+ mins
 - 3 days





Going Home Goals

- Start Setting Goals
 - Reduce 6 Red Flag Days per month to 3 within 2 Months
 - Reduce 15 Yellow Flag Days per month to 10 within 3 months





Identify Problems

- WHY are you going home late?
- Have all staff members (including doctors) write down the Top 5 challenges to leaving work on time.
- Take the Top 3 from all staff members and formulate a plan to correct as a team.





Common Problems

1. Emergencies
2. Late Appointments
3. Telephone Callbacks
4. Hospital Maintenance
5. Meetings





**ADVERSITY
IS WHEN A
PERSON IS
INTRODUCED TO
THEMSELVES**





**YOU
CONTROL
YOUR
ATTITUDE**





THE LAW OF ATTRACTION



Solving the Problems

- **Emergencies**



Solving the Problems

- **Late Appointments**



Solving the Problems

- **Telephone Callbacks**



Solving the Problems

- **Hospital
Maintenance**



Solving the Problems

- **Meetings**



Solving the Problems

- **Measure Progress**
- **Be Creative and Flexible**
- **Everybody Hurts!**



**LACK OF ABILITY
TO CHANGE
VERSUS
LACK OF
MOTIVATION
TO CHANGE**





THANK YOU!

For Staff Training and Practice Management Tools:

www.E3Management.com

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910-579-5550

3:05 pm – The Medical History

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