PA productivity, a better way to look at the numbers

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Disclosure
I have no conflict of interest with this event because I have no affiliations, sponsorships, honoraria, monetary support or conflict of interest from any commercial source

OBJECTIVES
1. Review the CIHI workload measurement system activities pertinent to grossing
2. Describe the system by which workload data for the PAs is collected at UHN
3. Discuss possible applications for the collected workload data
Canadian Institute for Health Information (CIHI)

- Independent, not-for-profit organization that provides essential information on Canada's health system and the health of Canadians

Standards for Management Information Systems (MIS Standards)

- Set of national standards used across the health care system to collect and report financial and statistical data from health service organizations' daily operations

Workload Measurement System (WMS)

- Tool for measuring the volume of activity provided by a specific functional centre in terms of a standardized unit of time
- Gives managers a good indication of the amount and kinds of services provided in terms of productivity, utilization and financial indicators
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CIHI pre 2009

- 4 units
- 4 units assist gross

Great if you are on the biopsy bench, not so much if you are the Whipple expert!
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Complex 1 - Small, uncomplicated - Value 1-2 minutes
- Task
- Surgical Waste
- Foreign Body
- Ligation

Complex 1 - Small, uncomplicated - Value 1-2 minutes
<table>
<thead>
<tr>
<th>Task</th>
<th>Surgical Waste</th>
<th>Foreign Body</th>
<th>Ligation</th>
</tr>
</thead>
</table>

Complex 2 - Small, moderately complicated - Value 1-4 minutes
<table>
<thead>
<tr>
<th>Task</th>
<th>Cervical cone biopsy</th>
</tr>
</thead>
</table>

Complex 2 - Small, moderately complicated - Value 1-4 minutes
- Task
- Cervical cone biopsy
- Ligation

Complex 3 - Small, complicated - Value 10-15 minutes
- Task
- Ligation
- Needle biopsy
- Anal scarring
- Anal stricture

Complex 3 - Small, complicated - Value 10-15 minutes
- Task
- Ligation
- Needle biopsy
- Anal scarring
- Anal stricture
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Old Methods

- Counting Specimens and Blocks

- Hard to produce good statistical data due to differences in:
  - complexity of specimens
  - blocking procedures between hospital

<table>
<thead>
<tr>
<th>SPECIMEN</th>
<th>BLOCKS</th>
<th>WORKLOAD</th>
<th>TOTAL TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROSTATE</td>
<td>30</td>
<td></td>
<td>24 MINUTES</td>
</tr>
<tr>
<td>MANDIBLE</td>
<td>9</td>
<td></td>
<td>61 MINUTES</td>
</tr>
<tr>
<td>THYROID</td>
<td>30</td>
<td></td>
<td>37 MINUTES</td>
</tr>
<tr>
<td>LIVER</td>
<td>10</td>
<td></td>
<td>69 MINUTES</td>
</tr>
</tbody>
</table>
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How do we keep our numbers accurate?

- Standing item on our meeting agenda
- Part of PA Competency
- Random audits
Workday

- 8:00 am – 4:00 pm = 8 hours
- 8 hours - 30 minute lunch = 7.5 hours
- 7.5 hours – 2 x 15 min break = 7 hours
- 7 hours = 420 minutes
- 80% of 420 = 336 minutes
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What to do with Info

- Productivity
- Hiring new staff
- Pricing procedures
- Setting workload limits