



Call Medical Match for Colorado staffing and background searches. **303-980-1000**

Colorado Childcare Information

When hiring employees with children, where do you send them to find licensed daycare, out of school care, preschools, and Headstart in Colorado? The most comprehensive resource is CORRA, the Colorado Office of Resources and Referrals Agencies. Their website www.corra.org directs you to childcare providers and schools in your county. Check their on-line booklet, "Working your Way Through the Childcare Maze." Phone: 303-339-6800

Test For Two Way Mirrors

Is that mirror in the dressing room or public restroom an ordinary mirror or a two-way mirror? (People on the other side of the glass can see you, but you cannot see them.) A simple test: Place the tip of your fingernail against the reflective surface. If there is a SPACE between your fingernail and the image of the nail, the mirror is GENUINE. However, if your fingernail DIRECTLY TOUCHES the image of your nail, it is a 2-WAY MIRROR! **"No space, leave the place!"**

What is Six Sigma for Healthcare?

Six Sigma is an ongoing business improvement system, similar to TQM, total quality management of the 1980's. Large companies like GE, Quest Diagnostics, and Motorola trained their internal management to assess and correct business "defects" using Six Sigma statistical and financial analysis. Other companies hired Six Sigma "Master Black Belts" to oversee their improvement projects. Corporations achieved amazing cost savings, raised quality levels, reduced mistakes and waste, improved speed of service, deepened customer relationships, and increased revenues.

Health organizations succeeded with improvements in customer service, automated claims collections, prescription accuracy, full time employee scheduling, MD satisfaction, admissions, and telephone contact times, for example.

Without spending any money, you can apply modified Six Sigma principles to your office improvement program.

1. **Identify a simple problem**, something with a definable, measurable goal. *See patients at their scheduled times.*
2. **Involve the whole staff** about the project and overall mission. *Our practice delivers great service.*
3. **Set up a quantifiable tracking system** *Excel would work. Train a responsible staff person to use it.*
Based on the daily schedule, create a spreadsheet with cell titles: Date, patient #, how many minutes early (-) the patient was roomed, minutes late (+), the actual patient's visit time, providers initials, and comments.
4. **At the day end, total** the minutes, the visitation times, attribute them to the provider.
5. At the end of each week, **summarize and analyze** the information. Ask for feedback from everyone involved.
Implement suggestions to reach the goal. At month end, **make necessary changes to achieve success.**

If intrigued, there is a book explaining more, "The Six Sigma Book for Healthcare: Improving Outcomes by Reducing Errors" by Robert Barry, PhD, Amy Murcko; Clifford E. Brubaker, Ph.D. ISBN 1-56793-191-X

Slowing down Junk E-Mail

Robert Dagg Technology Management Group gave us advice about blocking repeated junk e-mail. If you use e-mail on Outlook 2000 or 2003, here's the trick. **Highlight the unopened message; click on the right mouse button.** On the dropdown list, **go to "Junk E-Mail"**. You will have choices.

On Outlook 2000, select "Add to Junk Senders List", then delete.

On Outlook 2003, select "Add Senders to Blocked Senders List". The program will automatically delete and block.

Of Course... We get heavier as we get older because there's a lot more information in our heads. So I'm not fat, I'm just really intelligent and my head couldn't hold any more, so it started filling up the rest of me! **Happy ♥ Day**