

FEATURED TEAMS:

Urology and General Surgery,
South Bay Medical Center



TAKING CARE FROM A TO Z



WHAT THEY DID:

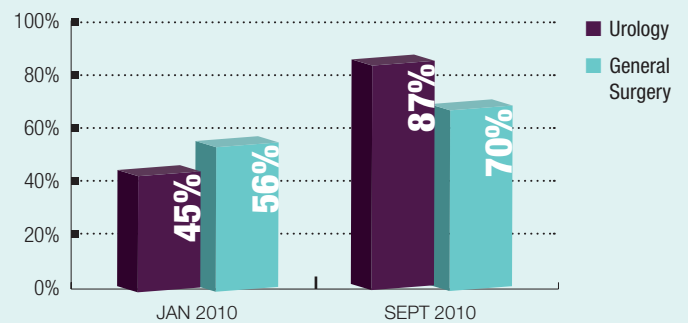
To address the low number of after-visit summaries given to patients, and the resulting high number of calls to their departments, the UBTs' co-leads:

- Discussed the importance of after-visit summaries with staff.
- Reminded staff members' how to note in KP HealthConnect that patients had received after-visit summaries.

- Created a friendly competition among physicians to see who could improve the most.

RESULTS:

Percentage of after-patient summaries given to patients



Read more about this team's work and other successful practices on the Labor Management Partnership website, www.LMPpartnership.org.