



**Care Coordinator Forum
Wednesday, May 21, 2008
Minutes**

Attendees:

Rachel Elliott, Priority Consult
Kim Green, Wellspan Health System, York, PA
Madeleine Hall, MA, St. Alphonsus Rehabilitation Services
Susan Rogers, St. John Medical Center, Detroit, MI
Bobbie Ryan, RN, Mayfield Clinic

Workflow Issues

Attendees reviewed position descriptions for Intake Specialists, Staff Assistants, and Care Coordinators and the Priority Consult Resource Estimate Calculator (Attached).

Discussion followed with Susan Rogers stating that she takes an average of 130 histories per month. Bobbie Ryan reported that Mayfield Clinic's Intake Department receives an average of forty new patients per day. During April 2008, 796 histories were taken and the surgeons reviewed 790. Seven Intake Specialists, two Staff Assistants, and three Care Coordinators manage this volume. The Initial Care Coordination queue averages approximately six to ten new patients per Care Coordinator per day. The Ongoing Care Coordination queue averages about six patients per Care Coordinator per day.

Possible Future Forum Topics

Noncompliant patients
Incidental findings
Using Customize System

Next Meeting Date

Wednesday, June 4, 2008 11:00am EST
Topic: Patients with both cervical and lumbar symptoms