**Myths About Using Work Instructions**

[Myth 1: I Know What I am Doing…Why Do I Need theSource?](#_Toc137019327)

[Myth 2: Work Instructions Are Optional](#_Toc137019328)

[Myth 3: Work Instructions Are Not to Be Trusted](#_Toc137019329)

[Myth 4: Work Instructions Are For New Hires and Leaders](#_Toc137019330)

[Myth 5: Work Instructions Slow Me Down](#_Toc137019331)

**Description:** Learn the five myths about using work instructions.

|  |
| --- |
| Myth 1: I Know What I am Doing…Why Do I Need theSource? |

**TRUTH: Everyone needs theSource. It is the place to find clear, precise, comprehensive, and up-to-date instructions:**

* When we try to remember processes from memory (without consulting theSource), there can be great risk. Memory might falter or the document may have been updated since your last visit. The same is true for saving or printing documents. Saving or printing documents can be a dangerous practice, because you are at risk of following an old process.

**Never** “save” a document to:

* Your desktop
* OneNote
* Teams file
* Printed copy
* Your memory

[Top of the Document](#_top)

|  |
| --- |
| Myth 2: Work Instructions Are Optional |

**TRUTH: Everyone must use work instructions.**

Work instructions are essential, and they are required. The healthcare industry is a highly regulated business. Most of the work we do is measured by whether we followed the process correctly or not.

Not using work instructions can lead to:

* Increase errors
* Increase in repeat callers
* Decreased job performance and satisfaction
* Poor call reviews

[Top of the Document](#_top)

|  |
| --- |
| Myth 3: Work Instructions Are Not to Be Trusted |

**TRUTH: Work instructions are reviewed through annual/biennial reviews and feedback.**

The materials on theSource are up to date through annual or biennial reviews, feedback, or whenever processes have changed.

Think of theSource as a collective, shared tool that we all use to make work processes better. Don’t treat work instructions as a published book that can’t be altered or edited. Leave comments in feedback to take an active part in making sure our work instructions are up to date and as efficient as possible.

[Top of the Document](#_top)

|  |
| --- |
| Myth 4: Work Instructions Are For New Hires and Leaders |

**TRUTH: Work instructions are written for the team, by the team.**

Work instructions are written by colleagues, leaders, business owners, and managers. They are written to make everyone's life easier, set us up for success, and help us to do a great job serving our customers.

The work instructions are a step-by-step process. Kind of like a recipe, they are written in sequential order with tips, written for every user to follow. Anyone can bake a cake if they follow the recipe!

[Top of the Document](#_top)

|  |
| --- |
| Myth 5: Work Instructions Slow Me Down |

**TRUTH: Use keywords, the table of contents, and the top of the document to navigate quickly.**

Work instructions are meant to be thorough and detailed. If our documents are too sparse in content, the quality of our work will suffer.

Our work instructions are also skimmable. Look at the section headers to see if you are in the right place. You can also use document flags, keywords, the table of contents, and the top of the document to check on the big updates or move around the document quickly.

Find out more on how to use theSource and navigate with these resources:

[Become a Certified theSource Wizard: Index](file:///C:\Users\c071417\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\ZQBVL83F\TSRC-PROD-012793)

[theSource- Feature User Guide](file:///C:\Users\c071417\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\ZQBVL83F\TSRC-PROD-000828)

[theSource Insider: Myths About Using Work Instructions Podcast](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1d997bde-2e26-4ae9-a198-4314e351e721)

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**