

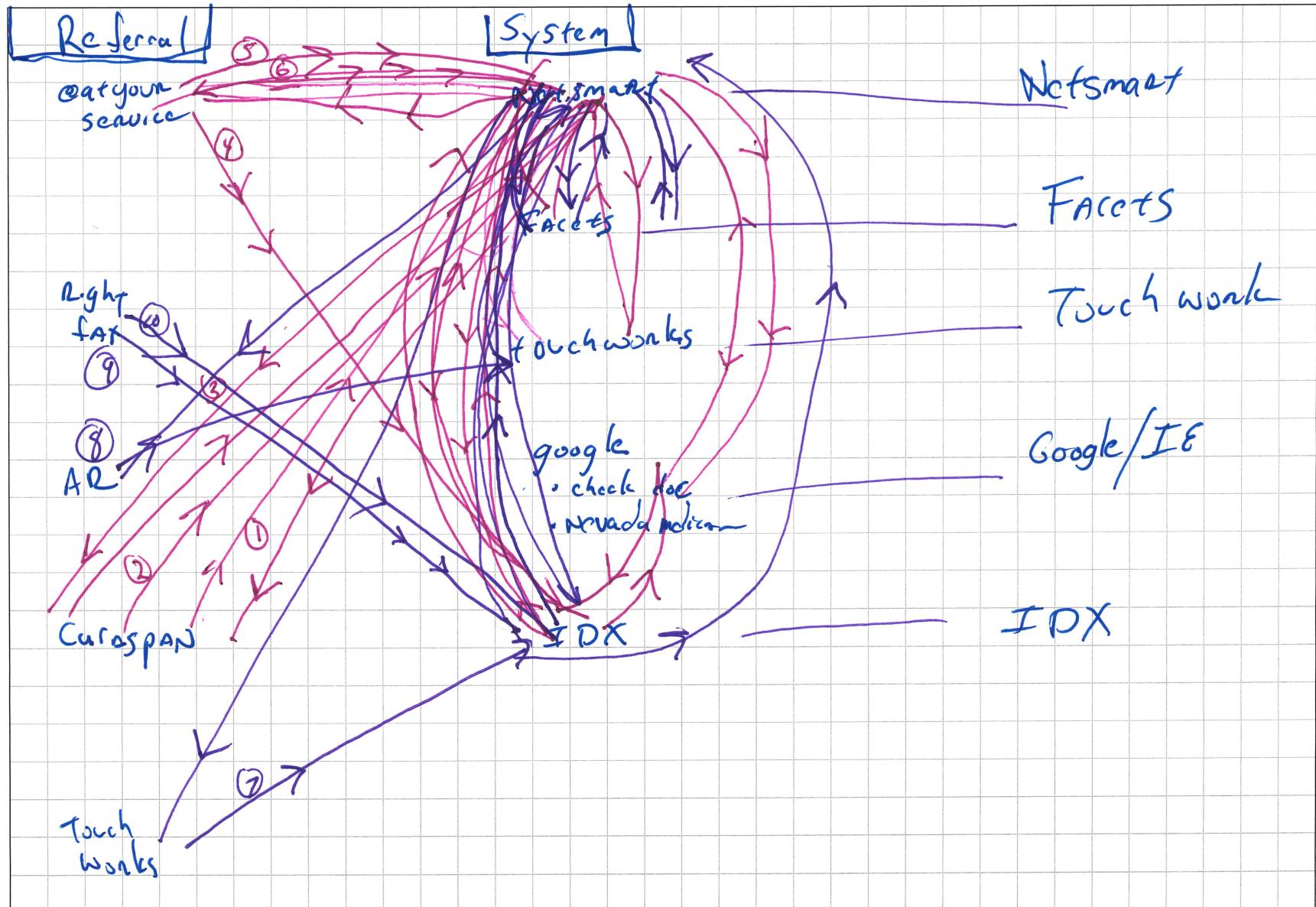


OPTUM Care®

Standard Worksheet (Spaghetti Diagram)



Location	Home Health EMR/Intake	Time Avail		Date	9/23 8:00 - 9:30
Description	CAC Intake	Demand		Time	
Observer	Rachael Yocom	Takt time	13:57		



Jan	Feb	Mar		Q1 3,217	13 weeks
1056	1047	1114			

Time / Demand

$$\begin{array}{l} \text{8 hour day} = 480 \\ \times 7 \text{ days a week} \\ = 3,360 \\ \times 13 \text{ weeks} \\ = 43,680 \text{ mins} \end{array}$$

13.57 mins taketime?

Dental are a big part of "missing" tracking.

- A) Incomplete referral packet
- B) Don't accept insurance
- C) Right fax ~~if~~ didn't get all pages of fax



Time Observation Sheet



Time Observation Sheet





Standard Work Combination Diagram

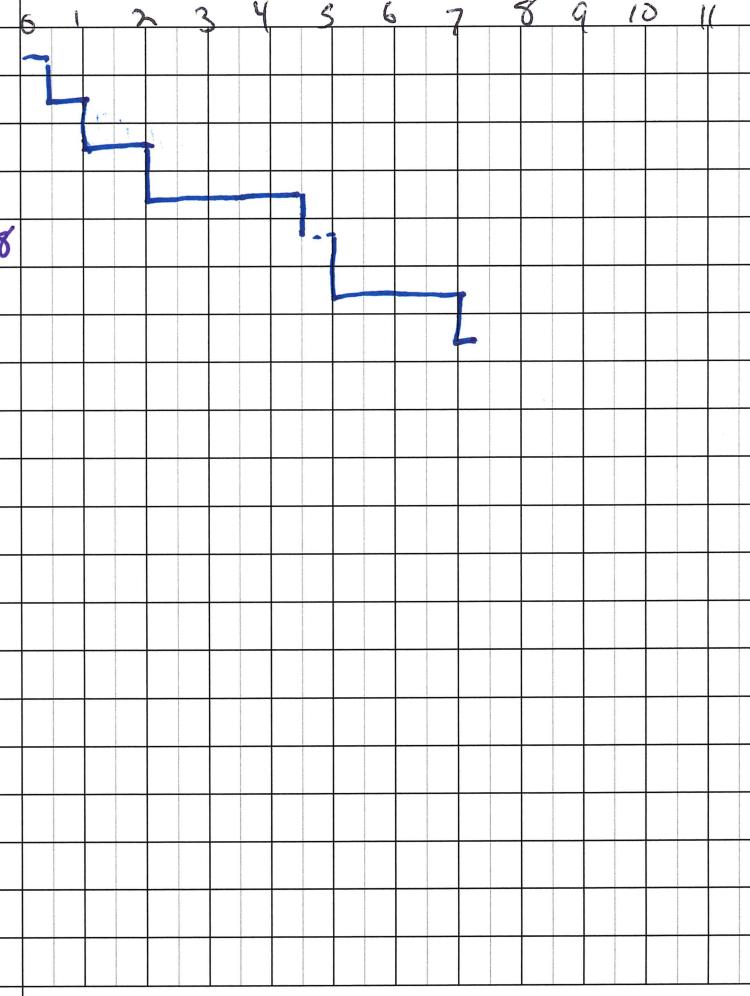
Location		Process			Referral Build		Time Avail		Date	9/24 to 9/25														
Description		Cycle			Build Intake		Demand		Time															
Observer		Operator			Intake 1		Takt time		Completed by															
	Description of Operation	Man Time	Wait time	Walk time	Mach time		Operation Time	Seconds	Minutes															
1	Save + Ref	00:18					6	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15		
2	Ref. Ref	00:36																						
3	Review Ref	00:52																						
4	Review Ref Err	0:22																						
5	Save						0:28																	
6	Build NS	1:59																						
7	Close NS	00:15																						
8	End																							
9																								
10																								
11																								
12																								
13																								
14																								
15																								
16																								
17																								
18																								
19																								
20																								
Totals																								

Manual time _____

Waiting time =====

Machine time -----

Walking time ~~~~~





Standard Work Combination Diagram



Location		Process			Time Avail	500 call sheet	Date	9/24 & 9/25
Description		Cycle			Demand	Time		
Observer		Operator			Takt time	13:57	Completed by	R. J. Lucy
	Description of Operation	Man Time	Wait time	Walk time	Mach time	Operation Time	<input type="checkbox"/> Seconds	<input type="checkbox"/> Minutes
1	Review list	0:05				0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16		
2	pull pt list				0:15	7		
3	call	1:35				7		
4	update	0:52				7		
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
Totals								

Manual time _____

Waiting time =====

Machine time -----

Walking time ~~~~~



Percent Load Chart

Location	Hone Health	Process	Intake	Time Avail	Date	9/28 + 9/29
Description	Inake has backlog	Cycle		Demand	Time	
Observer	R. Young	Operator(s)	Intake 1 + Intake 2	Takt time	13:57	Completed by R. Young

Sum Total of Operator Cycle Times:	<u>12:39</u>	<u>759</u>	=	Operators Needed
Takt Time	<u>13:57</u>	<u>837</u>		.91

