SMART Center Update

J.D. MAGEE
PT/OT Dept Business Manager
(SMART Center Manager)
Changes

Staffing
from 3 providers, 4 ATCs, + Tues DPM
to <1 provider, 3 ATCs, + P.T. support

New Approach to Acute MSK care
--half time training room model
Acute walk-in hours

Sample schedule for Dr. Skanchy

0710 - 0730 EST
0730 - 0800 SPEC
0800 - 0820 EST
0820 - 0840 EST
0840 - 0900 EST
0900 - 1130 Acute walk-in clinic
1200 - 1230 lunch
1230 - 1300 SPEC
1300 - 1400 Acute walk-in clinic
1400 - 1420 EST
1420 - 1440 EST
1440 - 1500 EST

Half day unscheduled ACUTES, 7 follow-up slots, only two SPEC appointments/day

Dr. Skanchy: NBSD: M, T, Th, F.
Acute Coverage by P.T. on Wednesdays.
Definitions and Access

SMART defined “Acute”: DOI prior 1-3 days
order x-rays
send them over during walk-in clinic hrs
they will be evaluated by provider and ATC

SMART defined “SPEC”: DOI from 4d to 4 wks
Refer by consult
A Word on Consults

- Communicate clinical goals.
- Provide best contact (cell or e-mail).
- One consult per body part.
- Routine consults only.
- If not new it will be referred or returned.
- If previously seen by specialist or therapist it will be referred to returned.
- CAMO will pick up consults in near future.
Additional

- SMART cannot give DME for non-SMART patients.

- SMART staff will continue to communicate fleet no-shows to IDCs.

- We may begin to do the same for PT/OT patients in an effort to make that Dept more efficient.

- Success depends on our working together.