

# **Time Management for Long Term Care Physicians**

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# Conflicts of interest

✿ none

# LTC is getting more difficult

- ❁ Older
- ❁ Younger
- ❁ Mental Health issues
- ❁ Sicker
- ❁ Family expectations
- ❁ Dr. Google





# Older patients

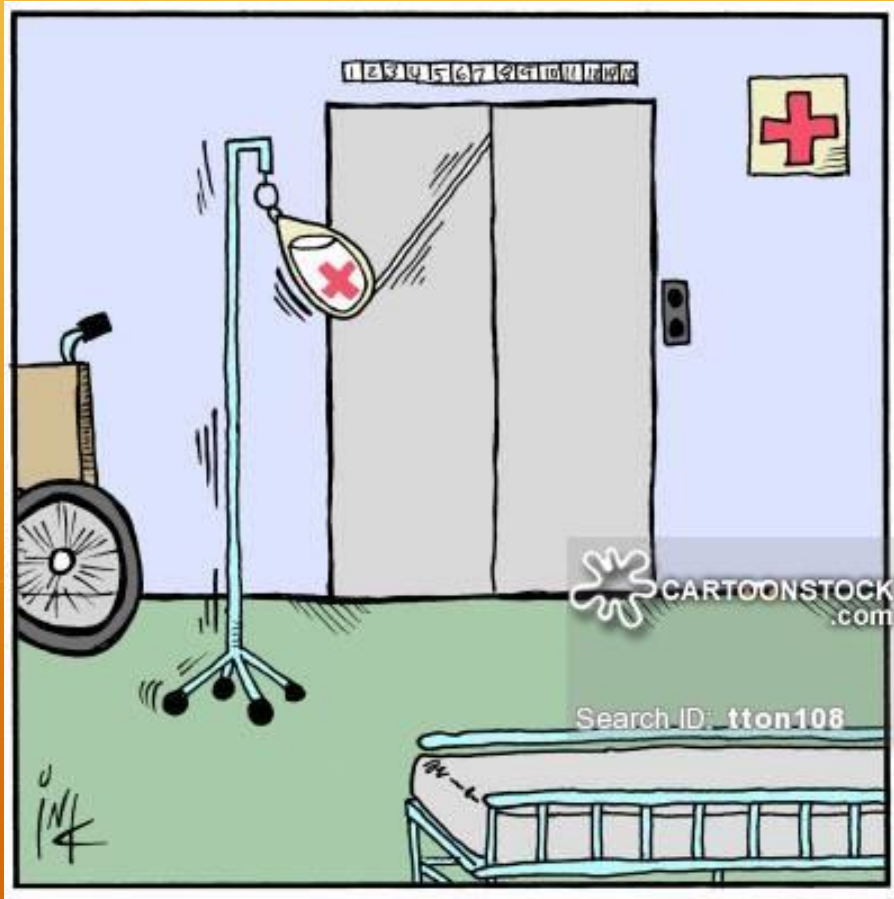
- ❁ Flu shots
- ❁ Better antibiotics
- ❁ Better wound care
- ❁ Same day x-ray and lab



# We are all doing a better job

- ❁ LTC is becoming like a chronic care hospital
- ❁ Hospital beds cut in half
- ❁ Patients back sicker and quicker
- ❁ Tube feeds, ventilator, dialysis, palliative and younger cancer patients





# The solution

- ✿ Round 4 times per week
- ✿ Less phone calls
- ✿ Less work
- ✿ Patients love it
- ✿ SDMs love it
- ✿ Admin/staff love it

# I love it

- ❁ Less time
- ❁ Pick things up early
- ❁ Less work
- ❁ Small bites, not a huge indigestible chunk





# I love it (continued)

- ❁ Less complaints (1 in 26 years)
- ❁ Less ER transfers - 4 vs. 15 per 190 beds and 1 vs 5 for 55 beds
- ❁ Lower drug utilization - 7 vs. 12 meds per resident
- ❁ I can attend family meetings

# Downside

- ❁ Patients perching
- ❁ Travel and parking
- ❁ Nurses dump day one

# On call

- ❁ 1 in 30
- ❁ \$600 per day plus OHIP billing
- ❁ \$1800 per weekend
- ❁ No calls after 11pm

# How to love paperwork

- ❁ Schedule time each day
- ❁ Charge for private paperwork
- ❁ Delegate to nurses and secretaries
- ❁ Come back a day early from vacation
- ❁ Start a Fun fund



16	17	18	19	<b>20</b>	21	22
	•	•	•	•	•	•
23	24	25	26	27	28	29
•		•	•	•		•
30	31					
•						
7:00 AM	Swim					
8:00 AM						
8:00 AM	Paperwork emails					
9:00 AM						



# Reduction of anti- psychotics

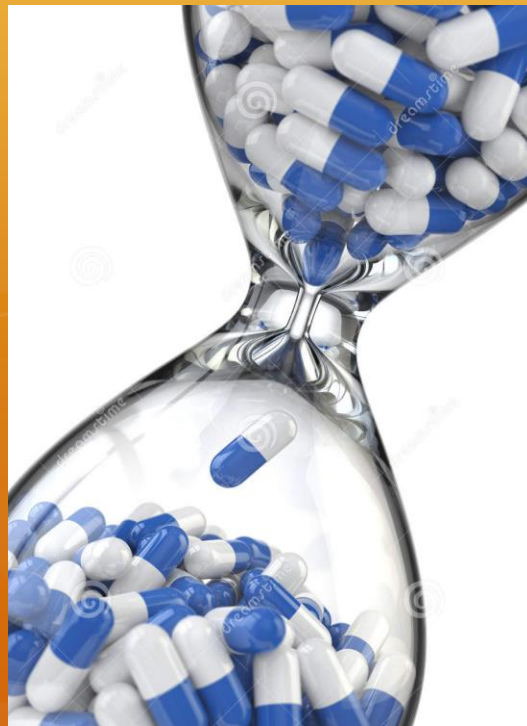
✿ Went from 40%-  
20%

✿ Protected  
meeting

# Time managing meetings

- ❁ Honorarium
- ❁ Lunch or 8 am
- ❁ Agenda - start on time and finish early
- ❁ Phone meetings
- ❁ Is this meeting necessary?

# Top 10 Reasons Doctors are Late





# 1. Too Many Patients

## Solutions

- Barriers to change
- Aunt Mabel

## 2. Improper Delegation

- Secretaries
- Nurses
- Pharmacists
- Specialists
- Patients









# 4. Interruptions

☀ Phone

☀ Toolkit

☀ Back-up your staff

# 4. Interruptions continued

- ✿ Leave Monday's empty
- ✿ Shift physicals into the summer
- ✿ Wobblers





# 5. Multi-Problem Patients

- Auto mechanic
- Lists and serial complainers



# Seniors





# 6. Seniors

- What has changed?
- Middle of the day
- Bring caregiver and meds
- Consolidate Nursing Homes

# 7. Too Many Outside Responsibilities

- House calls
- Administration

# 8. No Competition



- Psychological Counselling



# Marriage counselling

- ❁ Delegate to a pro
- ❁ More time, skill and neutral
- ❁ Can meet off hours
- ❁ Cheaper than alimony or  $\frac{1}{2}$  your ass(ets)
- ❁ One go if one refuses

# 10. Never Taught to be Efficient



# Miscellaneous

❁ Missed appointments

❁ Internet down-loaders



# SPECIFIC PATIENT PROBLEMS

- Fatigue
- Wax in ears
- Dementia
- Journals, e-journals

# APPLAUSE



# QUESTIONS?

