

AMS Celebrates National Nurses Week! In Celebration of Nurses Everywhere... Happy National Nurses Week – May 6 – 12!



Nurses represent the heart and soul of healthcare, working in concert and mutual admiration with all other disciplines. AMS continues to be honored to work with, support, develop, and promote nursing departments throughout the U.S. We are currently working with all types of healthcare organizations, from large health systems to critical access hospitals to physician practices and urgent care centers. We partner with well-established Executive Chief Nursing Officers to new graduate nurses and are proud of every one of them. We are happy to be a part of strengthening all our clients' healthcare operations and improvement efforts and proud of our clients' accomplishments. **AMS thanks our nurses and all our clients for continuing to trust us with your operational and strategic opportunities and looks forward to assisting many more clients in the future.**

Physician Practice Operational Effectiveness Post-COVID

As outpatient services regain in-person momentum, this "new normal" requires some innovative new processes, workflows, and staff responsibilities. Current benchmarks may need to be adjusted to appropriately measure productivity in today's environment. Some COVID-19 related highlights that both increase and decrease the utilization of staff and may impact your AMS physician practice benchmarks and workload measurement include:

Factors Requiring an Increase of Staff Time:

- More detailed, time-consuming pre-visit screening.
- Increased communication to patients to review logistics of the office visit, COVID screening, etc.
- Telehealth triage practices: Expanded screening scripting.
- Increase in testing for potentially COVID-19-related symptoms.
- Enhanced cleaning protocols required for the physical office, equipment, entries/exits, waiting rooms.
- Donning and doffing PPE more frequently.
- Changes in office hours, scheduling, and staffing to support social distancing and avoid over-crowding areas.
- Time required by support staff related to contact tracing due to identified positive cases, patient or staff related.
- MD Offices coordinating testing and with local labs, clinics, hospitals providing testing for COVID.



Factors Requiring a Decrease of Staff Time:

- Fewer in-office visits: Patients and sales representatives.
- Changes in physician prescriptions practices: Increased dosing requiring fewer direct and indirect patient interactions.
- Less use of experimental medications, treatments, and therapies, and therefore, decreases in visits.



For more information on how we can help you, contact Jennifer Schuster, RN, AMS Principal at jschuster@aboutams.com or call (781) 272-8001.

**Happy
National
Nurses Week!**

AMS Stats & Facts: Nurses Week Fun Facts

- **Florence Nightingale's** birthday: May 12, 1820
- It is not a coincidence that the last day of Nurses Week is May 12th!
- The **Bellevue Hospital School** of Nursing was the first nursing training school established in the U.S. and opened in 1873. This school was based on Florence Nightingale's nursing principles.
- Inpatient nurses walk an average of **4 to 5 miles a day**.
- There are **more nurses** than any other professionals in the healthcare profession.
- Three out of every five nurses **work in a hospital** setting.
- **AMS** has been working with and improving nursing departments since its inception in 1967.