# Productivity - Unraveling the Mystery

Housekeeping

- If you have trouble hearing the presentation and are listening through your computer, please check and adjust your volume settings. If this does not work, please try dialing in on your phone.
- The webinar will be approximately 1 hour in length
- CE Certificates will be sent to attendees later this week via the email address provided during registration for this webinar
- A recording of this webinar, along with handouts and the Q&A document will be made available to attendees via our Resource Page in the coming days

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Navigating GTW

- Download handouts and ask questions from the GTW Control panel.

- Ask questions! If we don't get to your question during the presentation, we will include it in a follow-up Q&A document.

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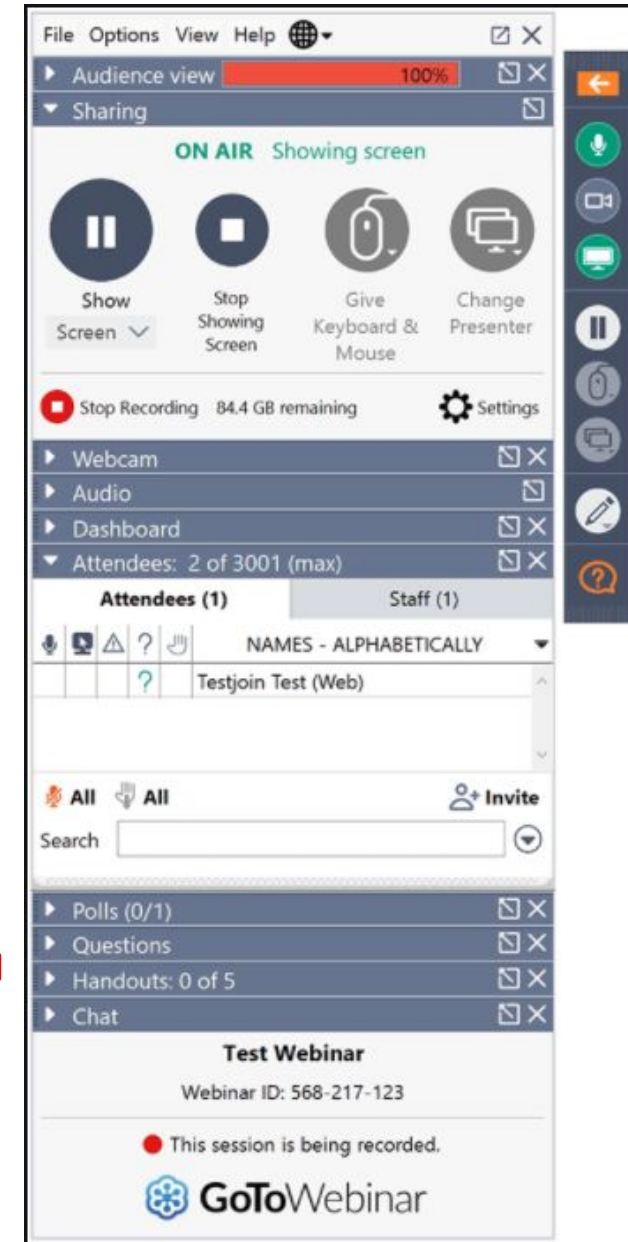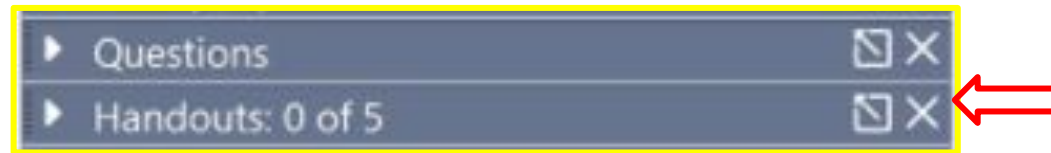
Objectives

- Discuss how to establish registry benchmarks for productivity
- Learn how to track productivity
- Discuss best practices for assisting staff struggling to meet productivity

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Viewer Poll

Importance of Productivity

- Set universal standards for all team members
- Create team focus and shared goals

- ~~Punitive~~
- ~~One Size Fits All~~

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Why is productivity important?

- Sets and maintains parameters that are the same for everyone
- Helps establish focus in a chaotic world
- Allows management to determine staffing needs

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How do I start?

- Time Study

Day	Nov-22 Date	Total Hrs	Abstracts #	Hrs	Not Reportable #	Hrs	Updated Case #	Hrs	Casefinding #	Hrs	Follow-Up #	Hrs	Meetings/ Education Name	Hrs	Other Task	Hrs	Time off Hrs	Comments
MONDAY																		
TUESDAY	11/1/2022	6.5	1	1.75			2	0.5	5	0.5	50	1.75					2	
WEDNESDAY	11/2/2022	7	3	5									CoC Meeting	2				
THURSDAY	11/3/2022	9	2	6									NAACCR Web	3				Brain case complex
FRIDAY	11/4/2022	5.35			1	0.25			10	1	83	4.1						
SATURDAY	11/5/2022	0																
SUNDAY	11/6/2022	0																
MONDAY	11/7/2022																	
TUESDAY	11/8/2022																	
WEDNESDAY	11/9/2022																	
THURSDAY	11/10/2022																	
FRIDAY	11/11/2022																	
SATURDAY	11/12/2022																	
SUNDAY	11/13/2022																	

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Analyzing the Time Study

- Determine current productivity of each team member. Hours per case for abstracting or lines per hour for casefinding and follow-up

- Items to consider:

  - Distribution of tasks
  - Length of time with the facility
  - Length of time as a CTR
  - Sites abstracted

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What to consider when analyzing?

Areas to consider:

- Type of facility

- Site Distribution

- User Defined fields

- On-site or Remote?

- Responsibilities of staff

- Experience level

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Typical Productivity Standards

- Abstracting - 1.5 - 2.0 hours/case (full case)
- Casefinding
  - Disease Index -10 lines(patients)/hour
  - Pathology - depends on process
- Follow-up - 10 lines (patients)/hour

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Example

CTR	Abstracting	Casefinding	Follow-Up
Jane Doe	1.2 hr/case	15 lines/hr	25 lines/hr
Bob Jones	1.4 hr/case	13 lines/hr	20 lines/hr
Sue Miller	2 hr/case	10 lines/hr	15 lines/hr
Fred Rogers	1.5 hr/case	11 lines/hr	22 lines/hr

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Concurrent Abstracting

- Questions to ask

  - How much information is available at the time of initial abstraction
  - How do you know when to relook at the case
    - Are you setting a date to re-review?
    - Can your IT help create reports to facilitate a re-review?
      - Report of 1st time Chemo is given
      - Report of start of treatment plan
      - Report of Radiation Oncology discharge summary
      - Report of Surgical visits associated with Cancer ICD-10 codes

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Other Tasks

- Tumor Board/ Cancer Conferences - 8-10 hr/conference
- Cancer Committee - 4-8 hr/wk
- Quality Reviews - 30 min more than abstracting.
  - For a facility with a 1.5 hr/case productivity standard re-abstraction review productivity would be 2 hr/case

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Tracking Productivity

- **Timesheets or Weekly Volume?**
  - Timesheets - continual tracking and evaluation of task distribution
  - Weekly Volume
    - FT staff work on average 36 productive hours per week
    - Examples
      - FT CTR at a hospital with 1.5 hr/case productivity would abstract 24 cases/wk
      - FT CTR responsible for abstracting, casefinding and followup
        - 21 hr/wk abstracting = 14 cases
        - 10 hr/wk casefinding = 100 lines
        - 5 hrs/wk follow-up = 50 lines

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Tips

- Balance monitoring productivity with quality

- Quality should not be comprised for speed, however, by reviewing the team as a whole along w/ specifics of the facility a reasonable productivity standard can be established

- Talk w/ the team member. Remain open when reviewing any situations where a CTR is struggling to meet productivity Standards

- Review the quality of abstracts prior to addressing CTR concerns

- Site Specific factors should be considered

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What can you do? Managers

- Create an atmosphere of learning/growth
- Speak with team members that excel
- Color code the registry software
- Utilize filters
- Group like sites
- Know when you work best
- Environment
- Responsibilities
- Experience
- Shadowing

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Example

CTR	Abstracting	Casefinding	Follow-Up
Sue Miller	2 hr/case	10 lines/hr	15 lines/hr

- New CTR
- New to Facility
- Struggling with EMR and which manual to use
- Create a plan

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Ongoing Review

- Systematically do reviews of productivity to ensure current standards are still accurate for your facility. Prompts for reviews can include:

  - Changes in EMR
  - Changes in site distribution of population
  - Registry data field updates
  - Casefinding source change

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Tips for CTRs

- Use your Filters
- Set daily goals
- Do hardest task first
- Isolate yourself from distractions
- Avoid Multitasking
- Take care of yourself

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Summary

- Every facility is different. Productivity is not a one size fits all
- Productivity isn't punitive
- Ask those around you for assistance if you are struggling

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Questions

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