

# Calculating Value- Added Services of the Registered Dietitian

Melissa Faura RD, LDN

*Lehigh Valley Health Network, Melissa.Faura@lvhn.org*

Ann Flickinger MS, RD, LDN

*Lehigh Valley Health Network, Ann.Flickinger@lvhn.org*

Kathleen Hanuschak RD, LDN

*Lehigh Valley Health Network, Kathleen.Hanuschak@lvhn.org*

Krysta Miller RD, LDN

*Lehigh Valley Health Network*

Renee Selby RD, CNSC, LDN

*Lehigh Valley Health Network, Renee.Selby@lvhn.org*

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# Calculating Value-Added Services of the Registered Dietitian

Melissa Faura, RD, LDN, Ann Flickinger, MS, RD, LDN, Kathleen Hanuschak, RD, LDN, Krysta Miller, RD, LDN, Renee Selby, RD, CNSC, LDN  
Lehigh Valley Health Network, Allentown, Pennsylvania

## Department Mission Statement: Creating Health through Nutrition

- To develop and provide personalized and innovative nutrition services to improve the quality of life for the community in which we serve.
- To provide medical nutrition therapy along the continuum of care using technology, interdisciplinary collaboration, research and evidenced based practice, as well as community outreach.

## Result:

The results of countermeasures implemented revealed average minutes per teach back encounter had a greater than 70% time savings and target met for interventions per productive hour at 1.7.

## Conclusion:

A Standard Operating Procedure and streamlined productivity form promoted accurate and consistent data collection to reflect the value and impact of the Dietitian with patient care.

## Background:

Nutrition Services collects performance improvement data regarding productivity statistics on a monthly basis; however, there are inconsistencies in how the dietitian collects the information and not all required data is being captured.

## Objective:

To develop a form that would accurately capture all required data and interventions per productive hour.

## Method:

A Kaizen (continuous improvement analysis) was completed. The Clinical Nutrition Team collaborated to develop a Standard Operating Procedure (SOP) to promote the appropriate classification of nutrition interventions. Clinical interventions captured included: documentation in medical record, number of teach backs, time of teach back sessions, and time spent in direct patient care. Several training sessions were provided to staff to review the SOP and revised tracking tool.

### Productivity SOP



- 1**
  - Capture daily interventions using revised productivity tool.
  - Outpatient referrals are tracked in note section.
- 2**
  - New goal is to capture interventions per direct patient care hours by taking your total hours scheduled-indirect care time.
  - Indirect pt. care – CEUs, in-services, projects, interns, and meetings.
  - Ex. 8 hours – 1.5 (mtg.) – 6.5 total direct patient care.
- 3**
  - At the end of the day if you completed 12 interventions (assessments//us/educ/RD checks) and worked 6.5 total direct patient care, then
  - 12 divided by 6.5 hours = 1.8 interventions/direct patient care
  - Goal = 1.7
- 4**
  - At end of month, total hours worked in direct patient care and number of interventions.
  - Ex: Pt 20 hr RD 4 wk month = 80 hrs total – 10 hours indirect time (2.5 hrs/wk) = 70 hours
  - 120 interventions / 70 hrs direct time = 1.7 int./direct patient care time.
- 5**
  - Calculate interventions per direct patient care and place on top of your productivity tool.
- 6**
  - Submit productivity tool to manager. Manager will calculate overall team's interventions/direct patient care.
- 7**
  - Interventions per direct patient care will be posted on PI tracking tool and presented at monthly RD meeting.

  
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