ADMINISTRATOR GUIDE

CHECKLIST TO GET YOUR CLINIC READY TO USE FOTO

FOTO FOCUS ON® THERAPEUTIC OUTCOMES INC

As the owner/manager of your organization, you have the ability to clearly define and implement work-flows and procedures in your clinics. The better FOTO is implemented into the work-flow of your clinics, the more value it delivers and the less effort it requires.

There are several questions to consider/answer before getting started using the FOTO Outcomes Measurement System:

COMMUNICATE THE **WHY**

As the decision maker in your organization, you understand the importance of the FOTO Outcomes Measurements System. But what about your staff? Our experience shows that successful FOTO implementation works best when all members of your staff are not only trained to use the FOTO system, but also are aware of their role in the data collection process and how it will affect patient outcomes.

DETERMINE THE **HOW**

Decide how your patients will complete the surveys. By tablet or kiosk at the clinic? By email at home prior to their first appointment? Do you have the necessary equipment? It takes on average 5-7 minutes for your patient to complete the intake survey. It is always a good idea to request that your patients arrive a few minutes before the scheduled appointment so that they have plenty of time to complete the survey prior to seeing the Clinician.

ASSIGN THE **WHO**

- Identify your FOTO Administrator. This person's main role is to set-up and manage employee registrations, select default settings, receive and review quarterly reports.
- Delegate who is responsible for patient set-up in the FOTO system, who is responsible for administering Intake and Status Surveys, and who is responsible completing for Staff Discharge.
- Recommend establishing a FOTO Champion team on staff comprised of at least one support staff member and one clinician who can serve as the "Go To" staff in your organization for FOTO process issues.

ESTABLISH THE **WHEN**

It is important that support staff and Clinicians understand the importance of when to collect each of the surveys required to complete an episode. By setting your expectations or establishing a set collection procedure, this allows for a higher completed episode rate and more data collected.

The Intake Survey- It should be given before the patient begins treatment, ideally before meeting the Clinician. This allows the Clinician to have access to the important information on the survey report and helps establish the expectations and goals of therapy sessions.

The Status Survey- When will your patients take their status survey? Once a week? Every _ visits? The #1 recommendation is to get at least 1 status on an interim basis, in addition to the final/discharge status. Research suggests that having at least 2 total status' is associated with better outcomes. It may be because this gives the therapist an opportunity to make sure the therapists' perception of the patient's function matches the patient's perception, to facilitate communication with the patient, and be a tool to help inform clinical decision-making just like other tests and measures would be utilized throughout the course of the patient's care. So, a general guideline might be "every 5th visit". However, your clinic will need to establish the standard that works best for you.

The Staff Discharge- When will your staff record patient discharge information in the FOTO system? The day of the final visit just after completion of the Final Status Survey? A specified day of each week? An episode in FOTO will not be complete until the Patient has completed a status survey and your staff has recorded the discharge in the FOTO system.

Are you ready to start using FOTO?

☑ Checklist to get Started

- ☐ Identify who at your organization will fill the role of FOTO Administrator
- ☐ Identify your FOTO Champions
- ☐ Identify and purchase (if needed) required computers or tablets
- ☐ Arrange for your Information Technology staff or department to set up computers and tablets and connect them to Internet if needed
- ☐ Participating Staff and Clinicians fully understand the WHY, the HOW, the WHO, and the WHEN and are comfortable with their new responsibilities
- ☐ Complete FOTO orientation for you and your staff either by:
- ☐ **Scheduling a training time with your FOTO Provider Representative**

/or/

Registering for one of the **online open trainings** at:
http://www.fotoinc.com/customers/new-users-training

Viewing the **On-Demand Training Module** at:
http://www.fotoinc.com/training

Questions?

The FOTO Provider Relations Staff will provide all the training needed so that your Support staff and Clinicians are comfortable using the Outcomes System! Please contact us at 800-482-3686 for assistance.