There’s No Such Thing as a Free Lunch
Christine Key and Cathy Harrell
Graduate Medical Education
April 25th, 2013

Emphasis

Objective
Use a new cafeteria system to pilot improvement in duty hour compliance by suspending house staff food allowance privileges based on non-compliance of logging and approving duty hours.
## The Way We Were

### Duty Hour Report for December 2012

<table>
<thead>
<tr>
<th>Person</th>
<th>Dept</th>
<th>Status</th>
<th>% Approved Hrs</th>
<th>Unapproved Hrs</th>
<th>Total Hrs</th>
<th>Days w/o Logs</th>
<th>V/L Days</th>
<th>Latest Log</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams, Beth</td>
<td>PAM</td>
<td>YIP 1</td>
<td>59.00</td>
<td>0.27</td>
<td>215</td>
<td>15</td>
<td>0</td>
<td>12/23/20</td>
<td>11:10:47</td>
</tr>
<tr>
<td>Baker, Jason</td>
<td>OB/GYN</td>
<td>YIP 4</td>
<td>60.00</td>
<td>0.29</td>
<td>136</td>
<td>9</td>
<td>4</td>
<td>12/30/20</td>
<td>11:18:00</td>
</tr>
<tr>
<td>Bailey, Amy</td>
<td>ORTHO</td>
<td>YIP 2</td>
<td>57.00</td>
<td>0.30</td>
<td>189</td>
<td>8</td>
<td>5</td>
<td>12/30/20</td>
<td>1/3/2012</td>
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<tr>
<td>Gomez, Adam M</td>
<td>ED</td>
<td>YIP 1</td>
<td>118.00</td>
<td>0.37</td>
<td>320</td>
<td>2</td>
<td>0</td>
<td>12/29/20</td>
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<td>Perez, Maria</td>
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<td>YIP 4</td>
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<td>0.39</td>
<td>243</td>
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<td>0</td>
<td>12/30/20</td>
<td>11:18:00</td>
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<td>Smith, Sandra</td>
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<td>0.40</td>
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<td>2</td>
<td>7</td>
<td>12/30/20</td>
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</tr>
</tbody>
</table>

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## Process

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## Results

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Monitoring

Duty Hour Report for February 2013

<table>
<thead>
<tr>
<th>Person</th>
<th>Dept.</th>
<th>Status</th>
<th>Approved Hrs</th>
<th>% Approved</th>
<th>Unapproved Hrs</th>
<th>Total Hrs</th>
<th>Days w/o Logs</th>
<th>V/L Hrs</th>
<th>Latest Log</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ardoor, Bart</td>
<td>Surgery</td>
<td>YIP 1</td>
<td>256</td>
<td>100.00</td>
<td>0.00</td>
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<td>2/28/2013</td>
<td>1/6/2013</td>
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<td>2/28/2013</td>
<td>3/28/2013</td>
</tr>
<tr>
<td>Arieta, Bethany</td>
<td>Surgery</td>
<td>YIP 2</td>
<td>231</td>
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<td>2/28/2013</td>
<td>3/11/2013</td>
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<td>Surgery</td>
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<tr>
<td>Barton, Beth</td>
<td>Surgery</td>
<td>YIP 3</td>
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<td>3/26/2013</td>
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<tr>
<td>Bright, Mary</td>
<td>Surgery</td>
<td>YIP 4</td>
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<td>4</td>
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<td>2/28/2013</td>
<td>3/15/2013</td>
</tr>
</tbody>
</table>

April 2012 – March 2013 Duty Hours

Communication

From: Key, Christine
To: Current JPS Residents
Subject: Duty Hour Friendly Reminder....

Please remember to log and approve your duty hours. If you need help, I am a phone call away! Thanks, Christine
**Resident Engagement**

**From:** Gonzalez, Aldo  
**Sent:** Tuesday, December 04, 2012 7:58 AM  
**To:** Key, Christine  
**Subject:** RE: Need your help please

Hey Christine,

I apologize, I had logged more hours than that but must not have approved them. I have already logged more hours up until this past weekend and approved them. Thank you for the heads up..  
-Gonzalez

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**Coordinator Engagement**

**From:** Keene, Jennifer  
**Sent:** Friday, April 05, 2013 9:56 AM  
**To:** FM Residents PGY-1; FM Residents PGY-2; FM Residents PGY-3  
**Cc:** Key, Christine; Harrell, Cathy  
**Subject:** YOU ROCK!

TGIF Everyone :-)  
I just want to thank you guys for getting on top of the Duty Hours. You guys ROCK! My list of people have gone down by 20% :-) Let’s try and get everyone at 100%.  
Thank you,  
Jennifer Keene

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**Feedback**

**From:** Key, Christine  
**Sent:** Thursday, January 17, 2013 2:34 PM  
**To:** Bryant, Mary  
**Subject:** December 1 - 31, 2012 Duty Hours

Mary,  

Orthopaedic Residents -----  
100% of the December 1 - 31, 2012 Duty Hours logged and approved!  

AWESOME  

Please pass the KUDOS...around!
Challenges

- House staff knowledge base
- New Cafeteria system
- Internal

New Cafeteria System

- New challenges for CBORD
- Focus on Nutritional Services
- Identify variety of plans
Internal Challenges

• Implementation just prior to EMR go live date
• Software conflicts
• ID Badge issues
Internal Challenges

- Wasted food
- Lost charges
- Inability to provide employee satisfaction

Lessons Learned

- Implementing a new cafeteria system and Electronic Medical Records at the same time delayed and impacted success.
- There was more intradepartmental and interdepartmental involvement than initially anticipated.
- Success requires constant monitoring.
- Residents thought they were meeting expectations when they were not.
Results

Food Talks – better than Money.

Duty Hours is now consistently reaching 80% approval rates.

“there’s no such thing as a free lunch.”

Thank you for your time and attention.