



# HOW TO MAXIMIZE IV STAFF PRODUCTION

## A Training Guide

*Efficient IV therapy administration is crucial for both patient care and practice profitability. This document outlines strategies to optimize your IV staff's productivity, ensuring smooth operations and maximizing the number of patients served.*

### KEY STRATEGIES:

#### 1. Well-Defined Standing Orders in EMR:

Clear and comprehensive standing orders within your Electronic Medical Record (EMR) system are paramount. Each patient's IV therapy protocol, including specific ingredients, dosages, infusion rates, and any pre- or post-infusion instructions, should be documented clearly. This eliminates ambiguity and reduces the need for constant clarification, saving valuable time during the administration process. Standardized templates for common IV therapies can further streamline this process. Ensuring these orders are readily accessible in the EMR allows technicians to quickly and accurately prepare and administer IVs without delays.

#### 2. Daily Schedule Review and Coordination:

Dedicate time at the end of each business day (EOB) for staff to review the following day's IV schedule. This meeting should involve the ordering physician, nurses, and IV technicians. The purpose is to:

- Review patient charts and confirm standing orders.
- Coordinate any necessary protocol changes or special instructions.
- Anticipate potential challenges or resource needs.
- Ensure all necessary supplies are readily available.

This proactive approach minimizes last-minute scrambling and allows for efficient preparation, leading to a smoother workflow the following day.

#### 3. Regular Staff Communication:

Frequent communication is essential for maintaining a high level of efficiency and patient safety. Implement regular staff meetings, ideally daily, to:

- Discuss patient status updates and any specific needs.
- Address any questions or concerns from IV technicians.
- Facilitate seamless communication between the ordering physician and the IV team.
- Review any adverse reactions or complications and discuss preventative measures.

These meetings foster a collaborative environment and ensure everyone is on the same page, minimizing errors and maximizing efficiency. Even a brief 10-15 minute huddle can significantly improve workflow.

#### 4. Targeted Productivity Metrics:

With proper systems in place, a well-trained IV room technician should be able to efficiently administer a significant number of standard IV infusions within a standard workday. A reasonable target is at least 10 standard IVs in a 7-hour period. This metric assumes:

- Well-defined standing orders are in place.
- Necessary supplies are readily available.
- Efficient room setup and workflow.
- Standard IVs, not complex or lengthy infusions.

This target serves as a benchmark for performance and can be used to identify areas for improvement. It is important to note that this is a minimum target and



## HOW TO MAXIMIZE IV STAFF PRODUCTION (CONT)

---

experienced technicians may be able to administer more depending on the complexity of the infusions.

### 5. Optimize Patient Flow:

Streamlining the patient experience from check-in to discharge is crucial for maximizing efficiency. Design a clear and efficient process for:

- **Check-in:** Implement a quick and easy check-in procedure, whether electronic or paper-based. This might involve pre-registration or online forms to minimize wait times.
- **Vitals:** Establish a standardized process for taking and recording patient vitals. Designate a specific area and ensure necessary equipment is readily available.
- **IV Verification:** Implement a double-check system for verifying patient identity, IV orders, and solution preparation before administration. This should involve two staff members and a clear checklist to minimize errors.
- **Patient Education and Consent:** Ensure patients receive appropriate education about their IV therapy and provide informed consent before starting the infusion. This can be done efficiently with standardized patient information sheets and brief verbal explanations.
- **Post-Infusion Monitoring:** Establish clear guidelines for post-infusion monitoring and discharge instructions.

By optimizing each step of the patient journey, you can minimize bottlenecks, reduce patient wait times, and allow your IV staff to focus on efficient and safe IV administration. This creates a positive experience for patients and improves overall productivity.

### 6. Compensation:

For cash-pay IV rooms, a compensation model that solely relies on hourly

wages often fails to incentivize optimal performance and maximize profitability. Because revenue is directly tied to the number of IVs administered, a compensation structure that directly links technician pay to their production is far more effective. This could involve a base hourly rate combined with performance-based bonuses, commissions on IV packages sold, or a tiered system that rewards higher volumes of IVs administered. Such a model not only motivates technicians to work efficiently and provide excellent patient care, but also aligns their success with the financial success of the practice, creating a win-win scenario where increased productivity directly translates to increased earnings for both the technician and the business.

### Additional Tips for Maximizing Production:

- **Optimize Room Setup:** Design the IV room for maximum efficiency. Ensure easy access to supplies, comfortable patient seating, and a clear workflow.
- **Implement Inventory Management:** Maintain adequate stock of all necessary supplies to avoid delays due to shortages.
- **Provide Ongoing Training:** Regularly train staff on new techniques, protocols, and equipment to maintain proficiency and improve efficiency.
- **Utilize Technology:** Leverage EMR systems and other technologies to streamline documentation, scheduling, and inventory management.

By implementing these strategies, you can significantly enhance your IV staff's productivity, improve patient flow, and maximize the efficiency of your practice. This not only benefits your bottom line but also enhances the patient experience by providing timely and efficient care.

