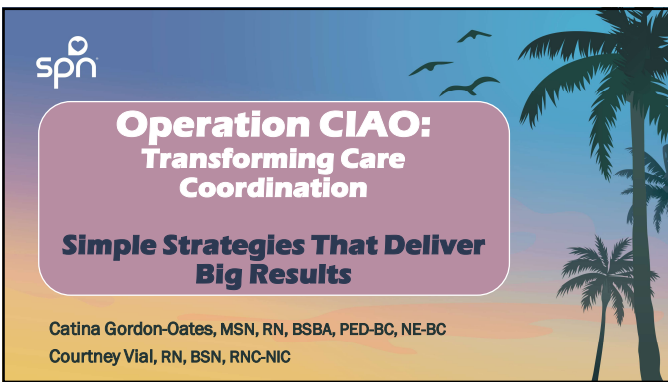
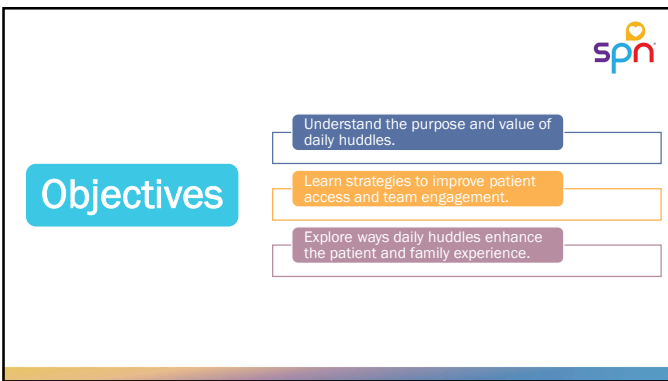




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Introducing Operation CIAO

Clinical Innovation, Access and Outstanding Operations

- CIAO is a structured, team-based approach to daily operations, that is focused on proactive problem-solving.

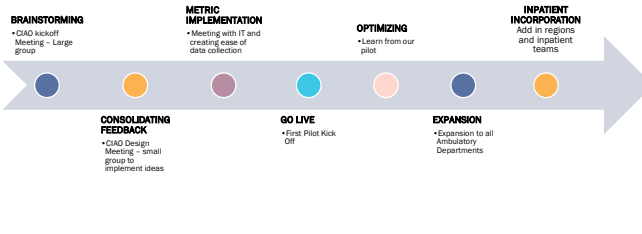
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Prior Challenges that CIAO improved

-  Limited patient access - long appointment lead days
-  Communication silos
-  Delayed decision-making
-  Inefficient clinic flow
-  Impact on patient experience

5

CIAO Timeline



BRAINSTORMING
• CIAO kickoff
Meeting - Large group

CONSOLIDATING FEEDBACK
• CIAO Design
Meeting - small group to implement ideas

METRIC IMPLEMENTATION
• Meeting with IT and creating ease of data collection

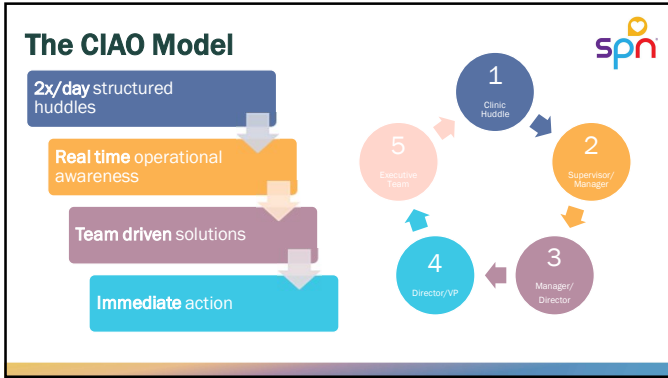
GO LIVE
• First Pilot Kick Off

OPTIMIZING
• Learn from our pilot

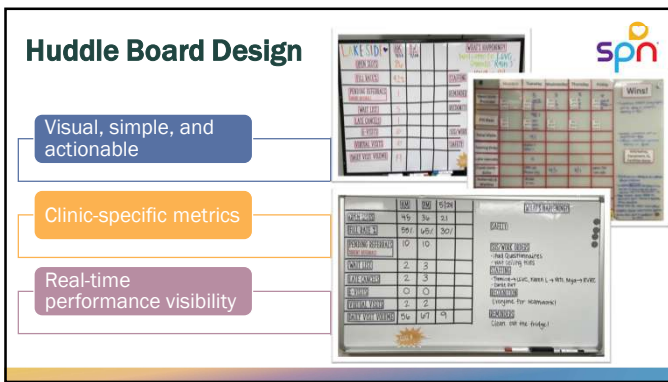
EXPANSION
• Expansion to all Ambulatory Departments

INPATIENT INCORPORATION
Add in regions and inpatient teams

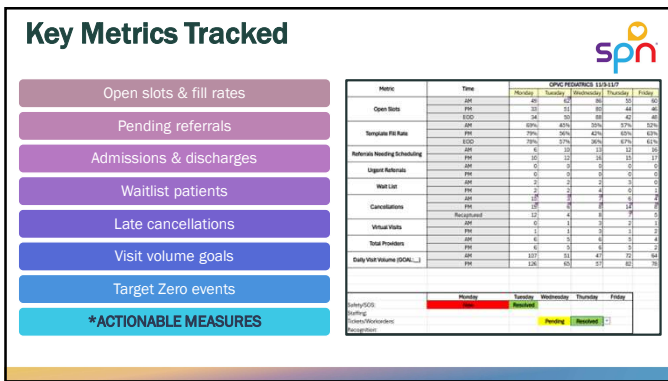
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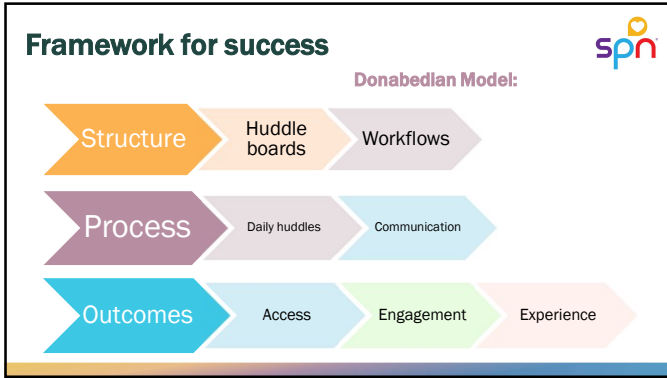
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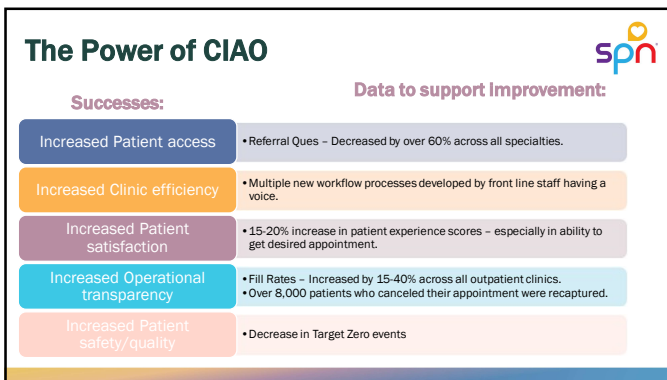
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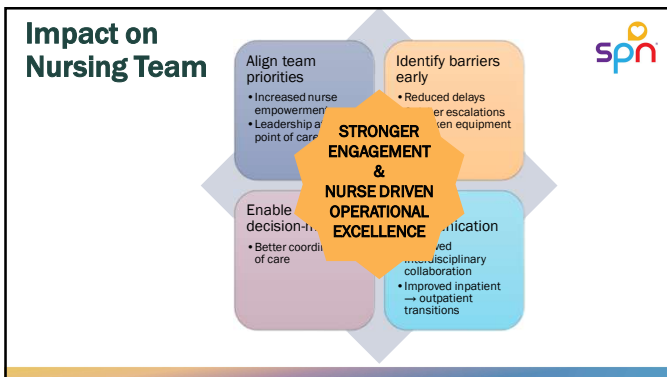
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Why it works



- Small changes → Big results
- Transparency drives performance
- Empowered teams improve outcomes
- Real-time decisions matter
- Standardized framework
- Adaptable across clinics and inpatient units
- Supports long-term improvement
- Aligns with strategic goals

13


Call to Action



Start small → Identify your areas barriers to patient care → Implement daily huddles - Just get started! → Use visual metrics → Empower your team

14

Questions?!



15
