



## IDENTIFYING OBSTACLES TO SUCCESS

### WHAT ARE HASSLE FACTORS?

A Hassle Factor is anything that prevents us from doing our work efficiently and effectively.

Hassle factors could be inefficient processes, bad policies, outdated procedures, lack of tools, etc.

### THE HASSLE FACTOR INDEX

The Hassle Factor Index<sup>SM</sup> was created to help identify obstacles impeding success.

Using this index, physicians can quantify, detect and resolve hassle factors, which can:

- Bring back the joy of practice
- Reduce frustration and burnout
- Fullfill their commitment to patients, physicians and staff
- Improve efficiency, quality and safety

### EXAMPLES OF HASSLE FACTORS

- Lack of timely delivery of instrument to the OR
- Number of steps to accomplish a critical task
- Lack of specialty support deemed necessary for specific service
- Communication between providers
- Communication with Adm
- Attending unproductive meetings
- Admission Hassle
- Discharge Hassle and delays
- Transition of care to post acute
- Steps and numbers of call it takes to get something resolves
- Scheduling a procedure
- Scheduling a consult

### INDEX MEASUREMENT

Hassle factor index could be calculated:

- Number of hassle factors reported versus resolved (per quarter)
- I am satisfied with ease of practice here (Perception)
- I would gladly refer my practice to others as a place to practice (Perception)
- The joy of practice in my area is high

### PROCESS

- Voice of the Physicians and staff on process challenges (Hassle Factors)
- A [survey](#) to report process challenge and defect
- Review already provided improvement list (Previous surveys)
- Triage reports
- Assignment of triaged issue
- Accountability of resolution of triaged issues

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