



STOP This, START That Checklist

Unnecessary tasks create a burden in the daily workload of physicians and other members of health care teams.

Even the smallest steps toward reducing or removing non-essential work can make a big difference in improving physician outcomes. The following list contains suggestions for increasing efficiency, reducing non-essential work, and freeing up critical time in a clinician’s day.

STOP This	START That
Notifications of scheduled appointments (e.g. specialist visits, diagnostic testing) automatically entering the inbox	Ask your IT department to help turn off inbox notifications (and escalate to the CIO/ compliance officer if they say it is not possible)
Directly answering patient inquiries that come through the patient portal	Develop standard protocols to allow team members to address patient portal messages
Being caught off guard by a patient’s unexpected agenda items	Implement pre-appointment questionnaires
Reviewing lab results with patients after their appointment via an additional phone call or patient portal message	Develop pre-visit lab protocols and review results with patients <i>during</i> their appointment
Refilling long-term medications at each appointment with only enough to last until the next appointment	Implement 90 x 4 annual prescription renewals , where long-term medications are refilled at a 90-day supply with 4 refills once a year
Resigning yourself to “stupid stuff” in your day-to-day just because that’s how it has always been	Engage your local leaders to start a Getting Rid of Stupid Stuff initiative
Reading lab results ordered by other physicians	Ask your IT department to help turn off notifications in the EHR

Additional resources:

- **Playbook:** [Saving Time Playbook](#)
- **Toolkit:** [Getting Rid of Stupid Stuff](#)
- **Success Story:** [Getting Rid of Stupid Stuff at The Cleveland Clinic](#)
- **Podcast:** [Improve Practice Efficiency with EHR “Quick Wins”](#)
- **Other:** [De-Implementation Checklist](#)

Learn more on how to reduce daily burdens for physicians and clinicians at stepsforward.org.