

Plus / Delta (+/Δ) evaluation of the new AMR Process:

Plus (+)	Delta (Δ) Opportunities for Improvement
<p>The process is much faster for all aspects of the AMR, which reduces the time it takes for authorizations of services to be completed. Sometimes the AMR process can be completed in 1 day where it took 1 week before.</p>	<p>Sometimes the AMR information is not as complete as I would like, and it takes more time to search for background information regarding a client's condition and past medical history.</p>
<p>The new form is easier to use and it allows space for notes/messages from the Client Services Specialist to the Nurse Case Manager. The process over all appears to be less cumbersome.</p>	<p>It is still very time consuming to get medical records.</p>
<p>I spend less time inputting information on the AMR form.</p>	
<p>The process is more efficient and I am able to complete my job faster. It saves time and is effective</p>	
<p>It was a great way to approach a big process, which allows for input from actual users of the process.</p>	
<p>Even though there are several steps to the process, it is so much easier than before.</p>	