*SDC 1:Task Definition List: Reflects the Consensus Decision Among 12 Pediatric Therapy Institutions on the Variety of Tasks Typically Encountered by a Staff Therapist in a Standard Workweek.*

| **Category** | **Task**  **Level 1** | **Task**  **Level 2** | **Inpatient**  **Definition** | **Outpatient**  **Definition** | **Care Type** | **Value Type** | **Productivity Type** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Patient Activity** | **Caregiver Education** |  | Caregiver education that occurs outside an evaluation or treatment session. Caregivers may include family members, nurses, other staff, coaches, teachers, etc.… | | Direct | Value Added | Productive |
| **Patient Activity** | **Charge Documentation** |  | Documentation of charges for patient visit - incudes filling out forms, spreadsheets, EMR, relaying info to support staff. Also includes end of day reconciliation | | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Communication** | **Funding** | Communications to secure funding for services or equipment (may include internal and external insurance reps, charitable organizations) | | Indirect | Value Added | Productive |
| **Patient Activity** | **Communication** | **Patient email** | Retrieving messages or sending email messages from/to a patient, parent or guardian. | | Direct | Value Added | Productive |
| **Patient Activity** | **Communication** | **Stakeholder feedback discussion** | Discussion and follow-up on feedback received from patient/caregiver, referral source, other provider regarding staff, services, and/or processes (i.e. scheduling). | | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Coordination of care** |  | Coordination of care between providers of same or different disciplines (such as the patient's physician, other health care organizations or community services involved in the patient's care). May be related to referrals for other services or gathering information from other care providers, e.g.: • clarifying orders • case consultation • sharing assessment findings and/or progress • giving/receiving handoff information • coordinating discharge plans • referral to state or community services | | Indirect | Value Added | Productive |
| **Patient Activity** | **Documentation** |  | Documentation for a patient, but not related to a visit. May include letters and other notes/forms (insurance, physician, DC summary, FTS, attendance, case conference). | | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Equipment management** |  | Equipment modification, splint adjustment, strapping; Contact vendors to discuss equipment issues/questions Post information at the patient's bedside if allied disciplines are to use this equipment as well Includes managing/resolving equipment errors Complete any necessary forms/sign out sheets (NOT RELATED TO A PATIENT VISIT) | Getting walkers/crutches, equipment modification, splint adjustment, strapping Contact vendors to discuss equipment issues/questions | Indirect | Value Added | Productive |
| **Patient Activity** | **Multi-disciplinary rounds** |  | Attending multi-disciplinary rounds and or huddles for purpose of reviewing plan of care, patient progress, obtaining referrals, discharge planning. Reporting back to rehab team. |  | Indirect | Value Added | Productive |
| **Patient Activity** | **Order Items** |  | Includes completing, communicating or delegating to a designee: order form(s) completion, online ordering, phone ordering of supplies, equipment, etc.… that are specifically related to this particular patient treatment. (NOT RELATED TO A PATIENT VISIT) | | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Patient Care Conference** | **Formal** | Scheduled meeting with caregivers and patient, and/or other providers, discussing treatment plan, discharge plans and recommendations. | | Direct | Value Added | Productive |
| **Patient Activity** | **Patient Care Conference** | **Informal** | Informal meeting (unscheduled) brief interaction to discuss treatment plan and recommendations. | Therapists have informal discussions regarding patients | Indirect | Value Added | Productive |
| **Patient Activity** | **Patient Consult** | **Direct Intervention** | Assisting another therapist with a patient interaction (i.e. assist with patient in behavioral crisis situation, help with cast/splint application, assist with transfers) | | Direct | Value Added | Productive |
| **Patient Activity** | **Patient Consult** | **Informal Problem Solving** | Assisting a peer problem solve/brainstorm an issue regarding a patient or a family | | Direct | Value Added | Productive |
| **Patient Activity** | **Patient related Phone Call/Email** |  | Direct communication with the parent or other caregiver in order to obtain or share information, but not specifically related to a visit. | | Direct | Value Added | Productive |
| **Patient Activity** | **Patient scheduling** |  | Procedure of contacting the appropriate individual (i.e. floor nurse, caregiver, etc.) and identifying an appropriate time to see the patient. Can be face to face or via phone. Can include advanced scheduling (i.e. at the start of the day feeding evals, ortho patients) or in the moment (i.e. while on the floor for IP or call overs). Includes scheduling transport, tech and scheduling board. | Scheduling tasks that occur prior the patient visit. This includes most all evaluation appointments (exceptions are walk-ins, clinic add-ons, etc.…) | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Patient Specific: Direct Contact, but non-billable** |  | Observe patient in another activity or treatment (e.g. feeding) / non-billable time Car seat education/installation when patient not present Performed cares for nurse (who was with another patient) Collaboration/Assisting in another therapists session when present, but not billing | | Direct | Value Added | Productive |
| **Patient Activity** | **Patient Specific: Indirect (outside of visit)** | **Other patient related task** | Researching resources/equipment/supplies for patient | | Indirect | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **Behavior Observation** | psychiatry unit - indirect observation of the patient's behaviors for the safety of the patient and staff in preparation for the session |  | Direct | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **Chart Review** | Logging on to computer and EMR, reviewing consult information, past medical history, current medical information, reviewing imaging, any pertinent imaging, labs, tests or procedures, touching base with bedside RN | Logging on to computer and EMR, reviewing consult/referral information, past medical history, current medical information, and any pertinent imaging, labs, tests or procedures. Also includes any external documentation from schools, community providers, etc. | Indirect | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **Documentation** | Documentation of the patient visit. It may include filing of charges, subjective and objective findings, relevant information from the chart review, an assessment of the findings and/or data, and a plan for the patient's care. May also include the following if directly related to the patient visit: letters and other notes/forms (insurance, physician, DC summary, FTS, attendance, case conference). Includes filing paperwork. | | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Patient Visit** | **EBP Planning** | Prior to or after the standard evaluation, the OT or PT reviews clinical practice guidelines and evidence statements or searches for available literature relevant to the diagnosis on the referral, to a condition found in the chart review, or to a condition or finding obtained during the evaluation in order to provide evidenced based care. Applies information to evaluation or plan for treatment | | Indirect | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **equipment management** | Equipment modification, splint adjustment, strapping; Contact vendors to discuss equipment issues/questions Post information at the patient's bedside if allied disciplines are to use this equipment as well Includes managing/resolving equipment errors Complete any necessary forms/sign out sheets | Getting walkers/crutches, equipment modification, splint adjustment, strapping Contact vendors to discuss equipment issues/questions | Direct | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **Evaluation** | • Starts with initial contact with the patient.  • History and subjective report received from patient/family/caregiver.  • Clinical observation and assessment of current level of functioning occurs.  • Patient/parent instruction: beginning treatment plan may be discussed including exercises for patient to perform on own; role of therapy; goals; treatment frequency and duration.  • Initial treatment can be included here if brief. • Re-evaluation and discharge assessment tasks included here. | • Starts with initial contact with the patient.  • History and subjective report received from patient/family/caregiver.  • Clinical observation and assessment of current level of functioning occurs.  • May include standardized testing.  • Preliminary results or findings are shared with the patient/caregiver.  • Patient/parent instruction: beginning treatment plan may be discussed including exercises for patient to perform on own; role of therapy; goals; treatment frequency and duration, how to schedule future appointments, finances • Initial treatment can be included here if brief. | Direct | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **Non-Billable Education** | Creating and/or providing educational materials or verbal education to the patient/caregiver after the patient visit has concluded. For inpatient, this could look like a family member stopping you in the hallway and you provide education. | Educational materials or verbal education provided to the patient/caregiver after the patient visit has concluded. This could be as the family/therapist is walking out of the clinic or patient room or developing a home exercise program/activity plan after the evaluation. | Direct | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **Order Items** | Includes completing or communicating/delegating to a designee: order form(s) completion, online ordering, phone ordering of supplies, equipment, etc. that are specifically related to this particular patient treatment. | | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Patient Visit** | **Patient related Phone Call/Email** | Direct communication with the parent or other caregiver either before or after the patient visit in order to obtain or share information related to the visit. | | Direct | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **Patient scheduling** |  | Scheduling tasks that occur during the patient visit. Therapist and patient/parent confer regarding scheduling availability. Includes scheduling an appointment(s) or communicating request or working directly with schedulers/tech to schedule. Includes waitlist management. | Direct | Value Enabling | Productive |
| **Patient Activity** | **Patient Visit** | **Patient Transport** | Therapist transporting patient from one location to another prior to or after providing therapy services. Do not include when transport is actually part of the assessment or treatment (i.e. assessing mobility, visual scanning, environmental awareness, etc.) | | Direct | Non-value added | Productive |
| **Patient Activity** | **Patient Visit** | **Post-Follow up** | Follow up needed to care for patient after the patient visit is completed. May include obtaining additional information, information pertaining to equipment, community resources, activity resumption demands, adding patient to lists, med records tasks, copying materials for family, EMR, etc. | Follow up needed to care for patient after the patient visit is completed. May include obtaining additional information, information pertaining to equipment, community resources, activity resumption demands, adding patient to lists, med records tasks, copying materials for family, EMR, discharge planning, etc. | Indirect | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **Room clean up** | Completed after the patient visit when the patient/caregiver have left the treatment area and includes all tasks needed to return the space to its original state following infection control and toy cleaning policies. | | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Patient Visit** | **Scoring** | If a test and measure is performed during the standard evaluation, then it may require scoring in order to obtain percentiles, standard deviation scores, etc. This task may be performed on paper or in the computer and is necessary to report findings in the documentation to follow. | | Indirect | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **Set-up** | Prior to initial contact with patient, the OT or PT secures a room or treatment space for the session and gathers and arranges the necessary equipment, toys, linens, standardized test materials or supplies needed for the session with the patient/caregiver. DOES NOT include patient. | | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Patient Visit** | **Treatment** | Direct interaction with the patient. Treatment includes information gathering from patient/caregiver, direct procedures/interventions, provision of equipment, cast/splint procedure, programming devices, tests and measures and/or standardized assessments, assessment of progress and necessary education and home program instruction. Education and instruction may include how to schedule future appointments, discussion of plan of care, frequency of therapy, and goals.Includes patient outings | Direct interaction with the patient. Treatment includes information gathering from patient/caregiver, direct procedures/interventions, provision of equipment, cast/splint procedure, programming devices, tests and measures and/or standardized assessments, assessment of progress and necessary education and home program instruction. Education and instruction may include how to schedule future appointments, discussion of plan of care, frequency of therapy, and goals. | Direct | Value Added | Productive |
| **Patient Activity** | **Patient Visit** | **Treatment Session Planning** | Review of previous treatment note, finding appropriate treatment materials, creating treatment activities to target each goal, talking with other involved therapist, nurse, etc. Includes planning for patient outings | Review of previous treatment note, finding appropriate treatment materials, creating treatment activities to target each goal, talking with other involved therapist, nurse, etc. Also includes time spent programming devices if done prior to session | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Patient Voicemail** |  | Retrieving messages or leaving messages on voicemail from/to a patient, parent or guardian. | | Direct | Value Added | Productive |
| **Patient Activity** | **Pre-Day/Week Planning** | **Management** | Consult distribution, inter-team collaboration, matching therapist skill sets to patient, balancing complexity of patients for therapists caseload May include phone calls to obtain orders or follow up on verbal orders | Triage outpatient consults for staff assignments with communication to schedulers Obtain and/or confirm patient orders - if incomplete or in question, call for clarification | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Pre-Day/Week Planning** | **Individual/Group** | Includes planning of patient activities, group activities, materials needed, or mental preparation for the flow and organization of a session/s in order to meet patient goals. Preparation by the therapist and/or other team members for one or more patient treatment sessions performed either the same day as the treatment is to occur, or sometime within the week prior to the session/s. | | Indirect | Value Enabling | Productive |
| **Patient Activity** | **Research** |  | Research related to a specific patient: journal review, consulting with experts, seeking mentoring, research on new diagnosis/treatment options | | Indirect | Value Enabling | Productive |
| **Patient Activity** | **School Consults** |  | therapist contributes to IEP, attends and assesses classroom schedule/routine/environment to make necessary recommendations for plan of care and/or equipment needs and/or modifications | | Direct | Value Added | Productive |
| **Patient Activity** | **Travel** | **Off Site** | Travel via car or shuttle to and from a destination off site during the therapist's work day related to the care of a specific patient. | | Indirect | Non-value added | Productive |
| **Patient Activity** | **Travel** | **On Site** | The action of moving from one location to another during the therapist's work day on foot within the same site but could be on a different floor or in another building considered within the same site or location and is related to the care of a specific patient. | | Indirect | Non-value added | Productive |
| **Professional Activity** | **Grant Writing** |  | Research related | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Meeting** | **Performance Management** | meeting with managers/employee, planning, setting goals, reviewing progress on goals, annual or mid-year review | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Mentoring** | **Giving** | Coordinating and providing learning/training opportunities. Developing the knowledge & skills in a specific clinical area in order to increase mastery of others; not related to a specific patient and not specifically related to orientation activities | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Mentoring** | **Receiving** | Acquiring knowledge & skills in a specific clinical area in order to increase mastery; not related to a specific patient and not specifically related to orientation activities | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Other** | **Miscellaneous** | gather documentation for licensure submittal, etc. | | Non-patient | Non-value added | Productive |
| **Professional Activity** | **Performance Management** | **Performance Management** | Prep work for annual or mid-year review, professional goal writing, assessment and modification Prep work for promotion application Also includes peer to peer performance input | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Professional Development** | **Knowledge gathering** | gathering information on diagnoses, equipment, community programs, new treatment approaches, professional association/licensure requirements | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Professional writing** | **Publications** | Meetings with Collaborators and editors. Writing for publication – text books, educational materials, and research. | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Projects/ Meetings** | **Process Improvement** | Projects including, but not limited to, the following:  • Process improvement - QA tasks, PDSAs, EMR revision, data collection, chart audits • Evidence based teams - Education, training, working meetings, related to the development and deliverables of BESt's, evidence summaries, and CPG's; dissemination and publication of EBCR's • Shared governance - information gathering, working meetings • Program development - new clinic, new diagnosis, standards of care, development of Patient Education Handouts (condition, intervention or diagnosis specific) • External projects - participation in a professional committee, board, etc. | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Research** | **Research** | May be simple research or work related to multi-center or multi-department research project. Examples include: • formal EBP work• literature review• journal club• review EBP site for current questions/info• data collection or analysis• data collection• administration of standardized tests• abstract writing• IRB related tasks• enrollment• PI activities• statistics• CITI training | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Training/ Education** | **Providing Education** | Preparation and delivery of training/education (includes coordination tasks) for: • competency development/revision (includes creation/revision of training materials)  • in-services • orientation of new employees • community course presentation • presentation to other disciplines outside of department (ex. Nursing orientation) • coordination of volunteer program • program retreats • professional conference presentation | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Training/ Education** | **Receiving** | Receiving training/education. May include orientation, competencies, in-services, continuing education courses (live or online), policies and procedures, grand rounds, research symposia, specialty area training (i.e. clinics), program retreats, work related to completion of certifications (EI, PCS, CHT, NDT, SIPT), etc. | | Non-patient | Value Enabling | Productive |
| **Professional Activity** | **Training/education** | **Students/Residents** | Education, training, and meetings as it relates to the developmental activities and supervision of a student or resident | | Non-patient | Non-value added | Productive |
| **Hospital Activity** | **Environment Management** | **Environment Management** | Oversight of the department's environment and equipment; researching and considering options to purchase, safety checks of equipment, intermittent scheduled cleaning, reporting problems and following up with repairs | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Health Requirements** | **Occ Health** | Immunizations (Flu, TB),T-DAP, Fit testing, exposures, Health Screening | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Hospital Education** | **Mandatory Training** | On-line or in person education: may include CPR, MYR, WeLearn, orientation, safety/code drills, JC, CHEX | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Hospital Education** | **Training** | Examples: leadership training, team building | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Leadership/Management Tasks** | **Staff Scheduling** | Development and revision of staff schedules. Includes time spent on paper or in computer system. Calling PRN staff to cover for vacations, trying to find someone to help out if a therapist calls in sick | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Management Tasks** | **Other** | other management tasks\*: productivity documentation/monitoring, credentialing packets for insurance, TJC/CARF prep, employee injury reports \*could be completed by staff therapist | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Management Tasks** | **Payroll** | Includes all payroll tasks (time keeping, reconciling staff hours, submitting reports, etc.) | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Management Tasks** | **Policy Development, Review or Revision** | Write department policies and procedures, creating related job aids, creating guidelines. Create a plan to review the policies, procedure, guidelines | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Marketing** | **Community Outreach** | Preparation and delivery of community event; may include injury screenings with intent of developing referrals, health fair, etc. | | Non-patient | Value Added | Productive |
| **Hospital Activity** | **Meeting** | **External Org or Consultant** | External Agencies, Institutions or Consultants (The Joint Commission, AOTA, APTA, CARF, etc.) | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Meetings** | **Department** | regularly scheduled staff meetings (includes taking and/or reading minutes) Intradepartmental meetings - varied--specific to department need and or individual involved/interest, division meetings, discipline specific meetings (includes taking and/or reading minutes) | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Meetings** | **Institution** | Hospital Committee meetings (includes taking and/or reading minutes), town hall meetings, celebration/recognition events, other informational hospital meetings | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Meetings** | **Medical** | Interdisciplinary meetings around a condition, program, or team related to operations, program development, clinical practice development and improved care coordination, etc. that is not related to a specific patient | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Meetings** | **Non-Medical** | Meetings related to daily operations, HR, facilities (i.e. staffing, scheduling, benefits, Outlook, EPIC tips & tricks, etc.) (includes taking and/or reading minutes) | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Meetings** | **Prep for Meetings** | Prep for Meetings | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Other** | **Hospital Communications** | Reading hospital communications (bulletins, intranet postings, newsletters, etc.) DOES NOT include email | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Other** | **Other** | Any other hospital activity that does not fit into any other task: • Developing skills checklists, documentation templates, forms, handouts, etc. • Provide directions/way finding instructions to visitors,  • Communicating with environmental services, plant engineering • Helping nursing or other staff with non-patient related task | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Other** | **Patient Supply Management** | Inventory and monitoring of departmental supplies and equipment, ordering replacements, communicating when inventory is received | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Projects** | **Interdisciplinary projects** | participation in project groups to work to better hospital environment, culture, dynamics, etc. | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Projects** | **Other Project work** | All other duties as assigned to complete departmental projects | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Recruitment Tasks** |  | Related to potential employees, students (Contracts, interviews, orientation, scheduling, administrative-related systems and communication) or residents. Includes interviews, preparing for and attending career fairs for the purposes of recruiting new hires and anything related to recruitment (does not include travel) | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Safety** | **Incident reports** | Documentation and submission of all hospital safety reports (includes all related responsibilities of staff and supervisor/manager; incidents, near misses, etc.) | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Safety** | **Safety rounding** | Inspection of environment for safety concerns; reporting on departmental hand washing, etc. | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Staff rounding** | **giving** | Time spent by supervisor dialoging with staff monthly around specific themes | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Staff rounding** | **receiving** | Time spent by staff with supervisor reviewing concerns, questions, etc. | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Supervision** | **Giving** | The process of providing direct supervision to one or more employees related to: policies and procedures, performance, development | | Non-patient | Value Enabling | Productive |
| **Hospital Activity** | **Supervision** | **Receiving** | The process of receiving direct supervision related to: policies and procedures, performance, development | | Non-patient | Value Enabling | Productive |
| **Other** | **Administrative** |  | Copying, filing, faxing, mailing, sorting, printer maintenance (adding paper or toner), clearing or organizing the desk for self or others if a shared desk. | | Non-patient | Value Enabling | Productive |
| **Other** | **Break** | **Scheduled** |  | | Non-patient | Non-value added | Non-productive |
| **Other** | **Break** | **Unscheduled** | Snacks, breast feeding, fill water bottle | | Non-patient | Non-value added | Non-productive |
| **Other** | **Emails** |  | Writing, reading and sending emails related to professional/hospital activities (NOT patient related) | | Non-patient | Value Enabling | Productive |
| **Other** | **Lunch/Meal** |  | Meal only without other duties or responsibilities. | | Non-patient | Non-value added | Non-productive |
| **Other** | **Miscellaneous** |  | Benefits sign up, old patient/family stops by, | | Non-patient | Non-value added | Non-productive |
| **Other** | **Other** | **Team building** | Celebrations for example (no training involved) | | Non-patient | Non-value added | Non-productive |
| **Other** | **Other** | **Technology Troubleshooting** | May include time spent problem solving trouble with printers, computers, EMR, pager, phone, badge access, etc. Contacting IS / IT for support of services. | | Non-patient | Non-value added | Non-productive |
| **Other** | **Personal** |  | Non-work related; personal business; personal phone calls/email | | Non-patient | Non-value added | Non-productive |
| **Other** | **Phone Calls** |  | Having a phone conversation for professional purposes. Does not include conversations about/with a patient | | Non-patient | Value Enabling | Productive |
| **Other** | **Schedule Mgmt** |  | Managing your schedule for all things that need to be done in a day that are not patient specific | | Non-patient | Value Enabling | Productive |
| **Other** | **Staff questions** |  | staff members both therapists and clerical interrupt others to ask questions about maintenance, visitors at front desk, phone calls they are not sure how to transfer, etc. | | Non-patient | Value Enabling | Productive |
| **Other** | **Travel** | **External** | Travel via car to and/or from a destination off site during the therapist's work day related to a professional activity. Does not include travel to recruitment fairs or conferences outside of primary geographical area | | Non-patient | Non-value added | Productive |
| **Other** | **Travel** | **Internal** | The action of moving from one location to another during the therapist's work day on foot within the same site but could be on a different floor or in another building considered within the same site or location and is related to professional activity. | | Non-patient | Non-value added | Productive |
| **Other** | **Travel** | **Shuttle** | Travel via shuttle to and/or from a destination off site during the therapist's work day. | | Non-patient | Non-value added | Productive |
| **Other** | **Unavoidable Delay** |  | Interruptions in workday that are necessary, but unwanted from a productivity standpoint (bathroom, water break, etc.) | | Non-patient | Non-value added | Non-productive |
| **Other** | **Voicemail** |  | Retrieving messages or leaving messages on voicemail from/to an individual for professional purposes. Does not include patient messages. | | Non-patient | Value Enabling | Productive |
| **Other** | **Wait** | **Due to patient not arrived/unavailable** | Examples: patient not arrived for appointment or is still seeing another discipline; may be waiting for escort to bring the patient; patient is in a test or receiving care from another provider; waiting for RN to give OK to see patient , wait for MD referral | | Non-patient | Non-value added | Non-productive |
| **Other** | **Wait** | **General** | Any interruption in work that a staff member has to wait that doesn't involve waiting on a patient or an interruption to therapy. May include other patient care wait times and professional wait times. (Waiting for computer, treatment space, etc.) | | Non-patient | Non-value added | Non-productive |
| **Other** | **Wait** | **Interruptions** | An event that happens during a session and stops the therapist from providing care (i.e. RN interrupts to change IV, patient using restroom, etc.). | | Non-patient | Non-value added | Non-productive |