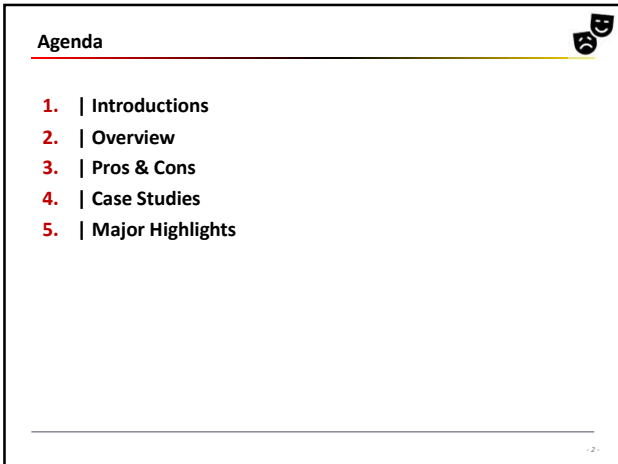
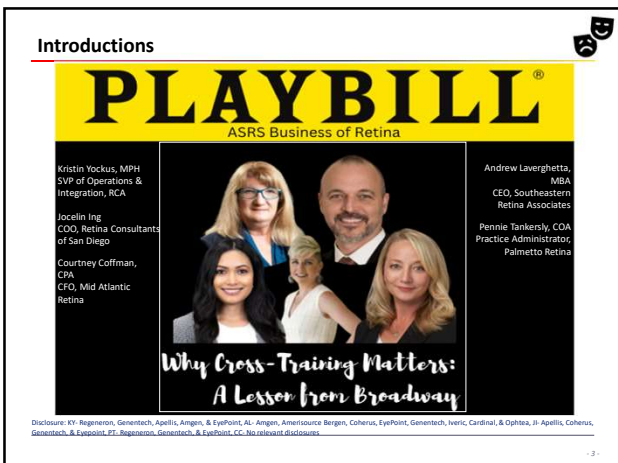


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Why Cross-Training Matters: A Lesson from Broadway

Swing: A member of the company that understudies several ensemble roles.

Optimize Performance

Continuity of Care

Added Flexibility

Professional Growth

4

**Opening Act:
Pros & Cons**

5

Cross-Training Pros & Cons

Pros	Cons
Increased flexibility & coverage	Initial training costs and time
Improved efficiency & workflow	Overreliance on a few key employees
Better patient experience	"Mercenary" behavior
Cost Savings	Overwhelming the "Good Employee"
Employee engagement and job satisfaction	Jack of all trades-Master of none
More effective problem solving	What happens with the less desirable work?
	Checks and balances/cash controls
	Large vs. Small practice variables

6



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Case Study #1: Essential Role of Versatile Team Members

Challenge Faced
Intermittent lack of support staff in the clinical, photography and research departments. FTE not needed due to intermittent requirements.

Solution
Identified individuals from the front desk to cross-train in clinic and photography. Identified a technician to complete research certifications and learn how to perform BCVA.

Benefit
Added additional support staff to departments intermittently. Gave front desk staff opportunity to grow within the practice. Increased overall clinic flow.

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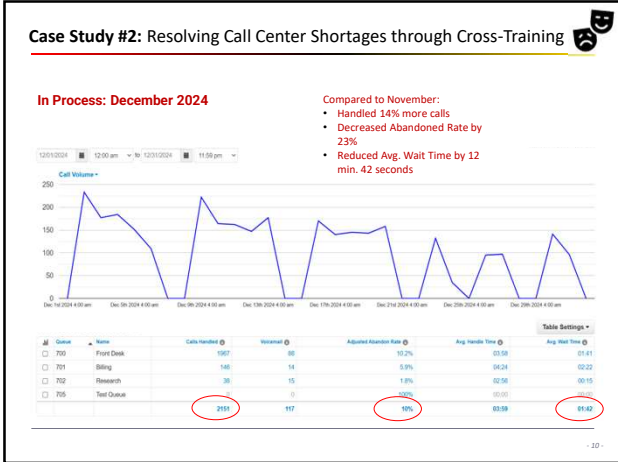
Case Study #2: Resolving Call Center Shortages through Cross-Training

Before: November 2024

Industry Benchmarks for healthcare:
 • Abandoned call rate ~2-5%
 • Avg. wait time is <1-3 minutes

Queue	Queue Name	Call Volume	Abandoned Rate	Avg. Handle Time
700	Front Desk	1710	24.2%	04:43
701	Billing	131	21.4%	04:34
702	Research	43	0%	00:14
705	Test Queue	0	0%	00:00
		1985	30%	03:46

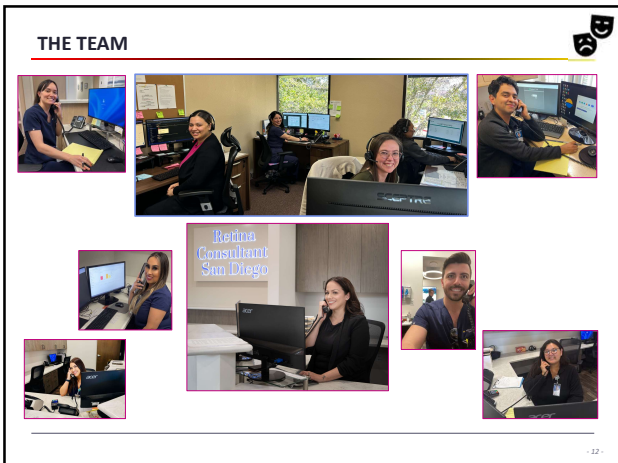
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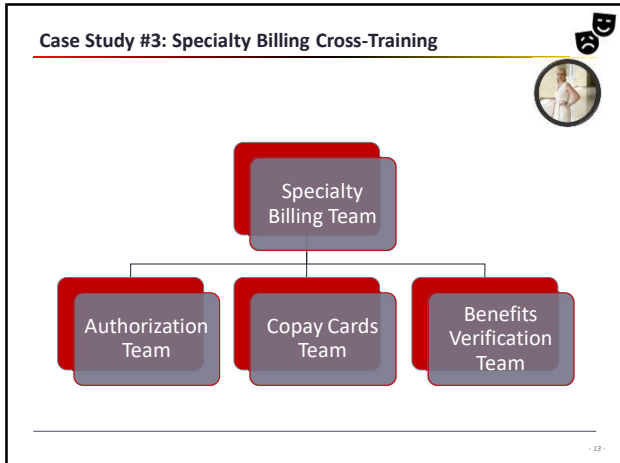
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- 5 Essential Tasks for Practice Staff**
- Based on survey feedback from 19 practices, these key tasks ensure team efficiency, collaboration, and continuity.*
- Book an appointment
 - Screen a patient call
 - Remove a drug from inventory
 - Master the basics of retina
 - Understand authorizations and coinsurance
- 15



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