Hi.

Daniel Markovitz
Dump
Do
Delegate
Designate
(now)
Worst - First.
The Power Hour
Single-task (really)
To be effective, every knowledge worker . . . needs to dispose of time in fairly large chunks. To have small dribs and drabs of time at his disposal will not be sufficient even if the total is an impressive number of hours.
Batch email

Alerts
Process. Don’t “check.”

(4 D’s)
Live in your calendar.

(Not your inbox.)
Predictable vs. Unpredictable Work
Scheduled work:

- Worst-First
- Process Email
- Prepare for QPR
- Start writing grant proposal
- Complete performance evaluation for Sarah
- Call top 5 new hire candidates
- Process Email
June 21 - 25, 2010

21
8 am
Write article for SHM Magazine

9 am
Lunch, Karen Wolff

10 am
Draft proposal for Seiler

11 am
Study TWI background

12 pm
Prepare Columbia EMBA presentation

2 pm
Fenwick & West

3 pm
UCSF Seminar

4 pm
Call CPA Speech

5 pm

22

23

24

25

Friday

Write blog post

Becky Womble

Phone call: Jeff Fanse

June 2010

Arranged By: Categories

Type a new task

- Renew registration
- F/U with Jeff Molfino, St...
- Send proposal to Cheri V.
- Make dentist appt for A...
- Prepare and email Wip ...

- Agendas
- Sarah's Agenda
- Paul's Agenda
Why don’t they answer my &*#$%! email?
Laura,

Thanks for meeting with me yesterday. I'm glad we got to address some of the inefficiencies in our patient intake processes and the likely source of some delays and errors.

I think for our next step, we need to have a meeting with the section chief of dermatology so that we can figure out how to get the resources (both time and money) to do a map of the patient intake process. I don't know if we'll need to bring in an outside consultant -- money is tight all around, these days -- but it would certainly be helpful to have someone internally with experience in this type of work who can lend a helping hand. Perhaps you can find someone from your department? Please let me know who might be a good candidate, and I'll also think about who else from my section we can involve.

Also, you should note that I'll be out of my office next month for about 10 days. I'll be presenting at a conference in Manitoba, and then will be taking the family on vacation for a week to the Clinton Presidential Library. Given my schedule, I'd appreciate it if you would take the lead in estimating a time frame for this project before I return. Can you send it to me by the end of this week? If you remind me, I can get you some materials from the folks in thoracic surgery who have done something similar. It might be useful for us when we talk to the dermatology section chief.

One more thing: my office will be placing an order for some reference books on lean process improvements for hospitals. Let me know if you want to add anything to this order.

Thanks,

dan
Laura,

Here are the next steps for each of us following Thursday's meeting. Let's have these done by Thursday, March 12.

**Laura**
1. Identify someone within your group who has process improvement experience.
2. Estimate time to complete patient intake project.
3. Send Dan request for reference books.

**Dan**
1. Set up meeting with Dermatology section chief to get resources for process mapping.
2. Find other people in my group to help with the project.
3. Send you existing materials from Thoracic Surgery.

Let me know if you'll have any problems getting your stuff done.

Thanks!

dan
Email Key Points: Reprise
subject per email
Re: Re: Re: Re: Re: Fwd: House
Clear Responsibilities
What Will You Do Differently Today?

daniel markovitz
917 364 1864
www.timebackmanagement.com