

## A Day in the Life Exercise

Thank you for taking the time to participate in this valuable exercise by outlining the current duties/tasks/procedures/projects you offer/perform/complete during three days at your hospital.

The goal is to determine the tasks you do in three days and rank those tasks on a scale of 1 to 5 (1 being your least enjoyable and 5 the most enjoyable). *Be perfectly candid in your ranking.* You may track your tasks in a word document or write them LEGIBLY on a sheet of paper.

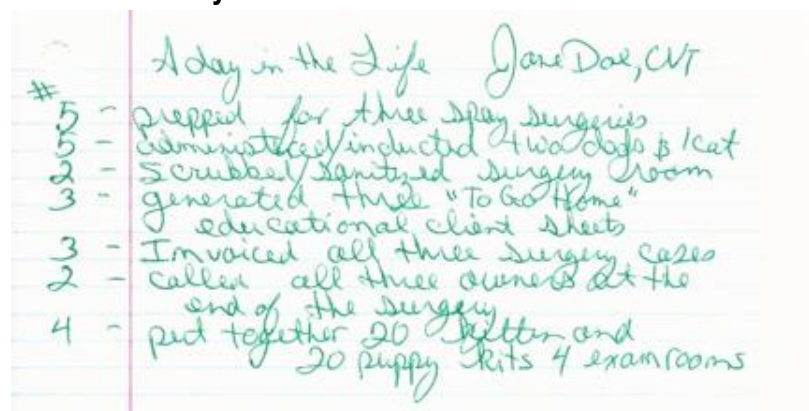
To keep this as accurate as possible, describe your tasks without bias or judgment. Simply explain what your daily tasks are, and rate the level of satisfaction they provide you.

### Examples

#### A receptionist may write:

- #3 \* reorganized and refilled all the brochures in the front office and in each exam room
- #3 \* admitted three patients over the past 45 minutes
- #4 \* helped Ms. Smith to her car carrying Josy in her cat carrier
- #3 \* reviewed and setup for 4 incoming clients tomorrow; highlighted that vaccinations, heartworm and thyroid tests are due
- #2 \* called 4 clients about prescription refills and annual exam reminders

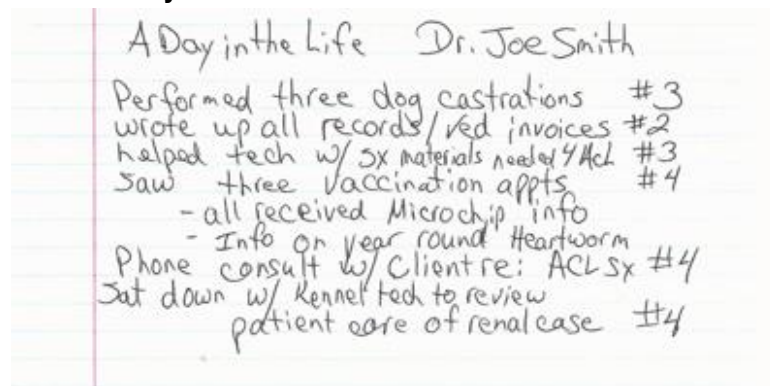
#### A technician may write:



**A manager may write:**

- #2 \* balanced checkbook to bank statement
- #3 \* spoke with Merial Rep about pending purchase of discounted items
- #2 \* reworked the info brochure and emailed to the graphic designer for updates
- #4 \* put together the agenda for the upcoming team meeting
- #3 \* outlined the upcoming performance reviews and sent out the materials to the appropriate people
- #3 \* updates to Facebook and scheduled next week's "drop" postings
- #2 \* wrote next week's Blog on Open House

**A doctor may write:**



We greatly appreciate your time and energy put forth on this exercise. Please keep it fun and lighthearted. Keep it simple. **Don't over think it!**

Manager gathers all the completed exercises, collating what team members in each department are doing; identifying the duplicate duties (two assistants work on puppy kits, when one can easily do the task efficiently), and gaps (nobody is taking charge of the laboratory log or tracking lost charges in the lab area!). Create job descriptions delegating to fill in the gaps and improving efficiency.