



**HASSLE
FACTOR
INDEXSM**

CTI

IDENTIFYING OBSTACLES TO SUCCESS

WHAT ARE HASSLE FACTORS?

A Hassle Factor is anything that prevents us from doing our work efficiently and effectively.

Hassle factors could be inefficient processes, bad policies, outdated procedures, lack of tools, etc.

THE HASSLE FACTOR INDEX

The Hassle Factor IndexSM was created to help identify obstacles impeding success.

Using this index, physicians can quantify, detect and resolve hassle factors, which can:

- Bring back the joy of practice
- Reduce frustration and burnout
- Fullfill their commitment to patients, physicians and staff
- Improve efficiency, quality and safety

EXAMPLES OF HASSLE FACTORS

- Lack of timely delivery of instrument to the OR
- Number of steps to accomplish a critical task
- Lack of specialty support deemed necessary for specific service
- Communication between providers
- Communication with Adm
- Attending unproductive meetings
- Admission Hassle
- Discharge Hassle and delays
- Transition of care to post acute
- Steps and numbers of call it takes to get something resolves
- Scheduling a procedure
- Scheduling a consult

INDEX MEASUREMENT

Hassle factor index could be calculated:

- Number of hassle factors reported versus resolved (per quarter)
- I am satisfied with ease of practice here (Perception)
- I would gladly refer my practice to others as a place to practice (Perception)
- The joy of practice in my area is high

PROCESS

- Voice of the Physicians and staff on process challenges (Hassle Factors)
- A [survey](#) to report process challenge and defect
- Review already provided improvement list (Previous surveys)
- Triage reports
- Assignment of triaged issue
- Accountability of resolution of triaged issues

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