

Hi.

Daniel Markovitz

TIME←**BACK**
MANAGEMENT

Dump

Do

Delegate

Designate

(now)

Worst - First.



“**B**loody
sprouts”

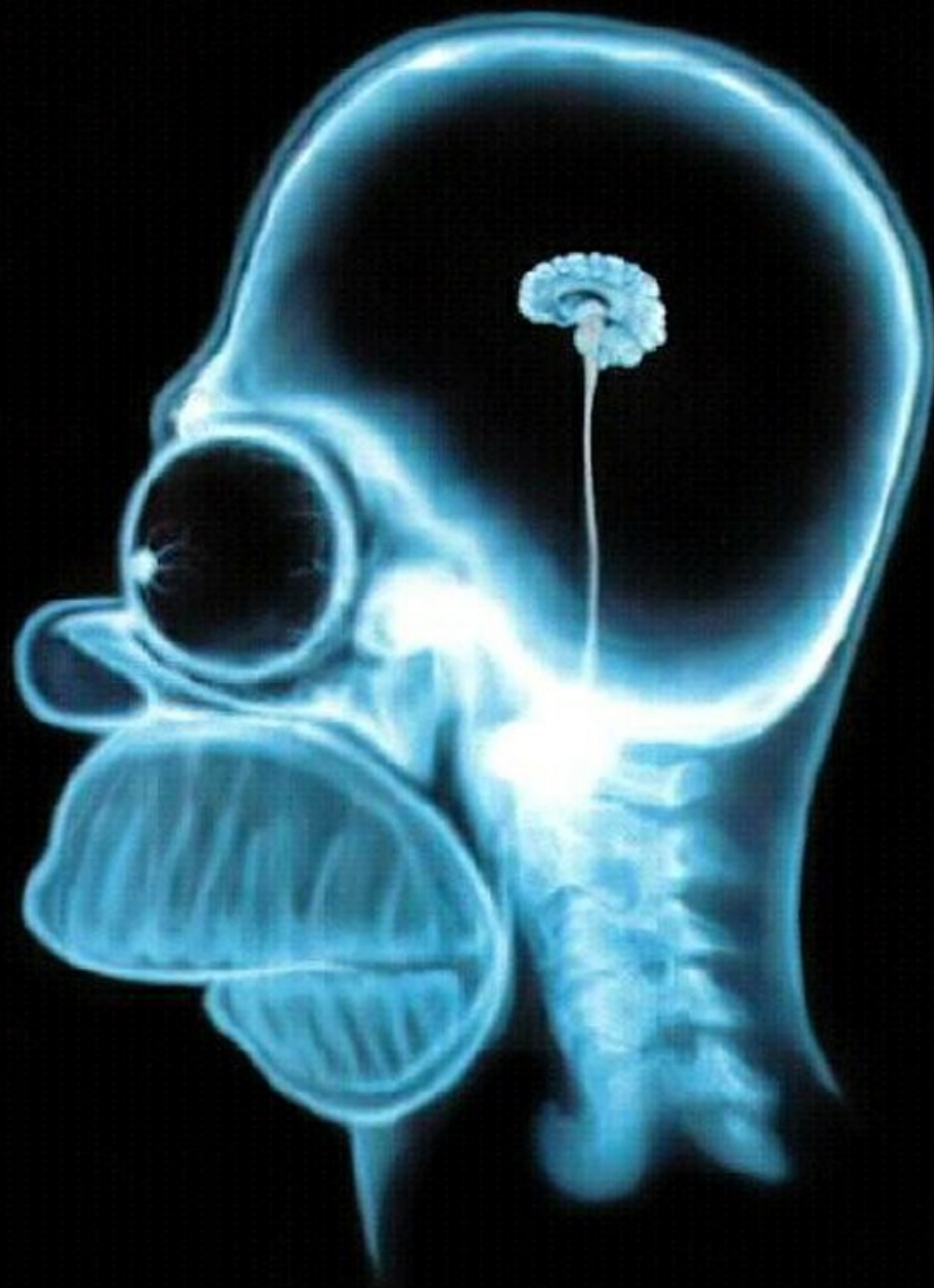
The Power Hour



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





Process. Don't “check.”
(4D's)

Live in your calendar.

(Not your inbox.)

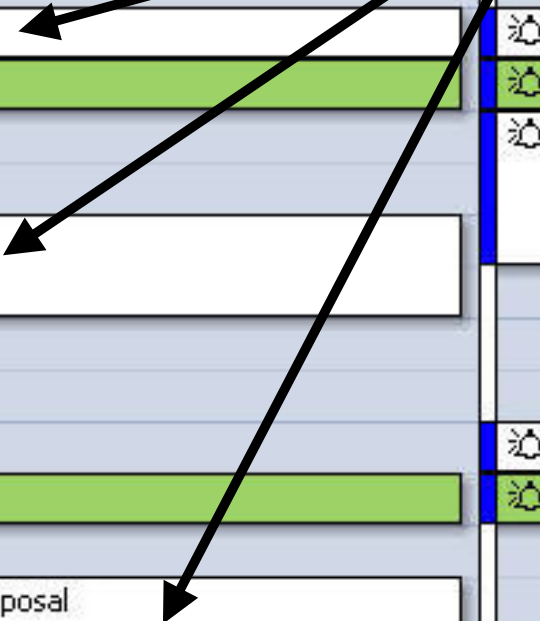


Predictable
vs.
Unpredictable Work

Calendar

	Monday, April 14	Tuesday, April 15
8 am		
9 00	Worst-First Process Email	Worst-First Process Email
10 00		Complete performance evaluation for Sarah
11 00	Prepare for QPR	
12 pm		
1 00	Process Email	Call top 5 new hire candidates Process Email
2 00	Start writing grant proposal	
3 00		
4 00		
5 00	Process Email	Process Email
6 00		

Scheduled work



Day

Week

Month

Show work week

Show full week

June 21 - 25, 2010

Search Calendar

	21 Monday	22 Tuesday	23 Wednesday	24 Thursday	25 Friday
8 am					Click to add event
9 ⁰⁰	Write article for SHM Magazine		Prepare Columbia EMBA presentation	Fenwick & West	Write blog post
10 ⁰⁰					
11 ⁰⁰	Draft proposal for Seiler				Becky Womble
12 pm		Lunch, Karen Wolff			
1 ⁰⁰	Study TWI background				
2 ⁰⁰					Phone call: Jeff Fanse
3 ⁰⁰			UCSF Seminar		
4 ⁰⁰					
5 ⁰⁰				CalCPA Speech	

Tasks: 4 Active tasks, 0 Completed tasks

To-Do Bar

June 2010

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Write article for SHM Magazine
Mon 6/21 9:00 AM - 10:30 AM

Draft proposal for Seiler
Mon 6/21 11:00 AM - 12:00 PM

Study TWI background
Mon 6/21 1:00 PM - 2:00 PM

Arranged By: Categories

Type a new task

(none)

Renew registration

F/U with Jeff Molfino, St...

Send proposal to Cheri V.

Make dentist app't for A...

Prepare and email W i...

Agendas

Sarah's Agenda

Paul's Agenda

Why don't they answer my
&*#\$%! email?

Thursday's meeting

Send

Chat

Attach

Address

Fonts

Colors

Save As Draft

Photo Browser

Show Stationery

To:

Cc:

Subject:

Thursday's meeting

☰

From:

Daniel Markovitz <dan@timebackmanagement.com>

Signature:

TimeBack

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.

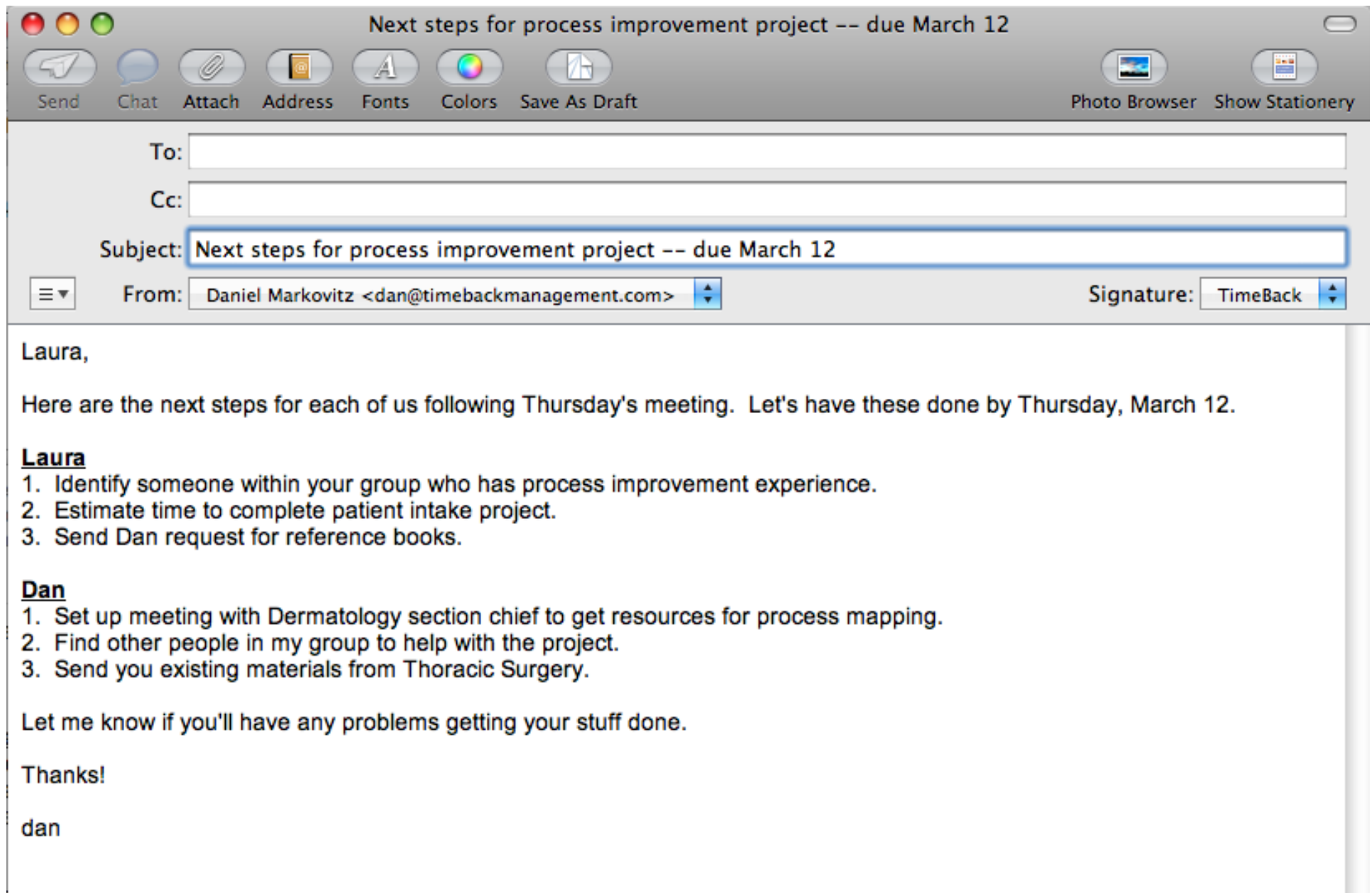
I think for our next step, we need to have a meeting with the section chief of dermatology so that we can figure out how to get the resources (both time and money) to do a map of the patient intake process. I don't know if we'll need to bring in an outside consultant -- money is tight all around, these 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



Email Key Points: Reprise

1

subject per email

Re: Re: Re: Re: Fwd: House



Clear Responsibilities





What Will You Do Differently Today?

daniel markovitz

917 364 1864

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