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Using PDSAs to Optimize Surgical Screening

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Using PDSAs to Optimize Cervical Cancer Screening

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AIMS

- Create a process to improve the patient cervical cancer screening experience at Duffy Health Center by applying a Patient-Centered Medical Home model
- Anticipate common barriers to the implementation of cervical cancer screening workflows and processes
- Develop strategies and tools to address barriers to the implementation of cervical cancer screening processes, to advance whole person care in a community health centers

GOAL

Patient-Centered Medical Home Model

Care Coordination	Clinical Care Management	Clinic System Integration
Multi-Disciplinary Care Team	Evidence-based, Pro-active care delivery	Patient-Centeredness
Leadership Engagement	Data-Driven Quality Improvement	Patient Involvement in Transformation
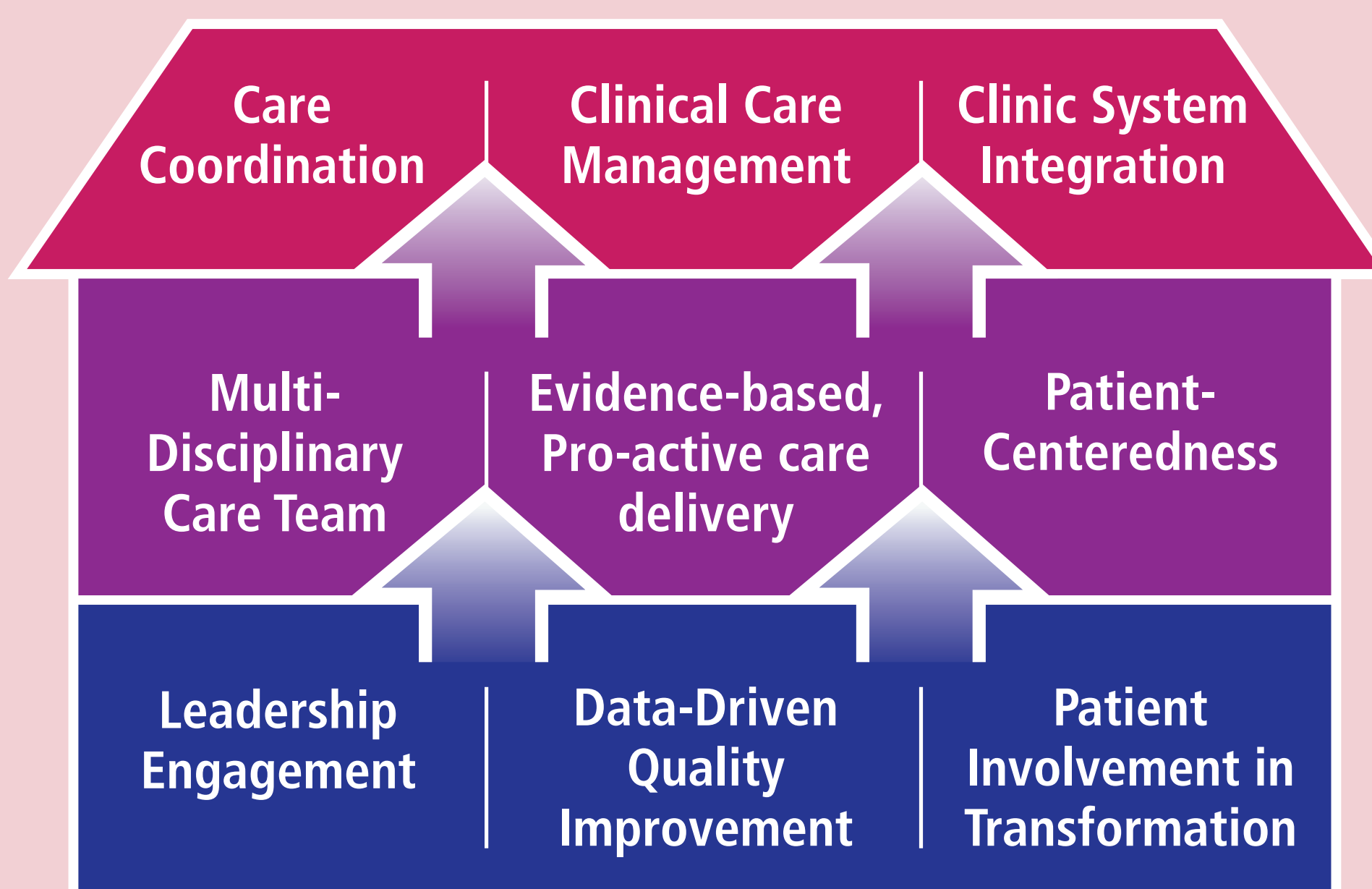
PATIENT PROFILE ANALYSIS

Most Prevalent Diagnoses	Number of Patients	Percent of Patients	Percent of Total Visits
1. Alcohol and/or other substance use disorders	1,236	42.29%	30.87%
2. Depression and other mood disorders	1,027	35.14%	24.73%
3. Tobacco use disorder	740	25.32%	5.90%
4. Hypertension	635	21.72%	7.22%
5. Anxiety disorders including PTSD	572	19.57%	9.65%
6. Other mental health disorders, excluding drug or alcohol dependence (includes mental retardation)	540	18.47%	5.77%
7. Overweight and obesity	449	15.36%	3.47%

PATIENT PROFILE (Unduplicated Counts)

Selected Chronic Disease Patients with Mental Health Conditions	Patient Percent by Category	Visit Percent by Category
Diabetic Patients with: Depression, Anxiety Disorders including PTSD, or other Mental Health Disorder(s)	4.45%	3.72%
Hypertensive Patients with: Depression, Anxiety Disorders including PTSD, or other Mental Health Disorder(s)	12.08%	10.31%
Overweight and Obese Patients with: Depression, Anxiety Disorders including PTSD, or Other Mental Health Disorder(s)	8.48%	7.76%

METHOD

Transforming Duffy Health Center – The Journey Begins

- **Implementing Care Management:**
  - Determine process that would be used to establish eligibility for Care Management pilot patients
  - Identify a group of 20 patients (based on engagement) from payer list
- **Conduct patient assessment of potential risk drivers across multiple domains**
  - Medical
  - Behavioral health (BH)
  - Social determinants of care
- **Establish relative risk rank**
  - Patient Acuity Rubric
- **Guide intervention type and intensity**
- **Provide framework for Care Plan development and implementation**
- **Team members complete Patient-Centered Medical Home Assessment (PCMH-A)* as assessment of current state of medical homeness**
  - Results provided to team
- **Identify Improvement Opportunities/Preliminary Workflow and Data Collection**
  - Cervical cancer screening
  - BH screening

* http://www.safetynetmedicalhome.org/resources-tools/assessment

Supporting Infrastructure Elements

Leadership

Resource Allocation

- **Protected time**
  - Team training
  - Team meetings
- **Determination of gaps in practice transformation staffing**
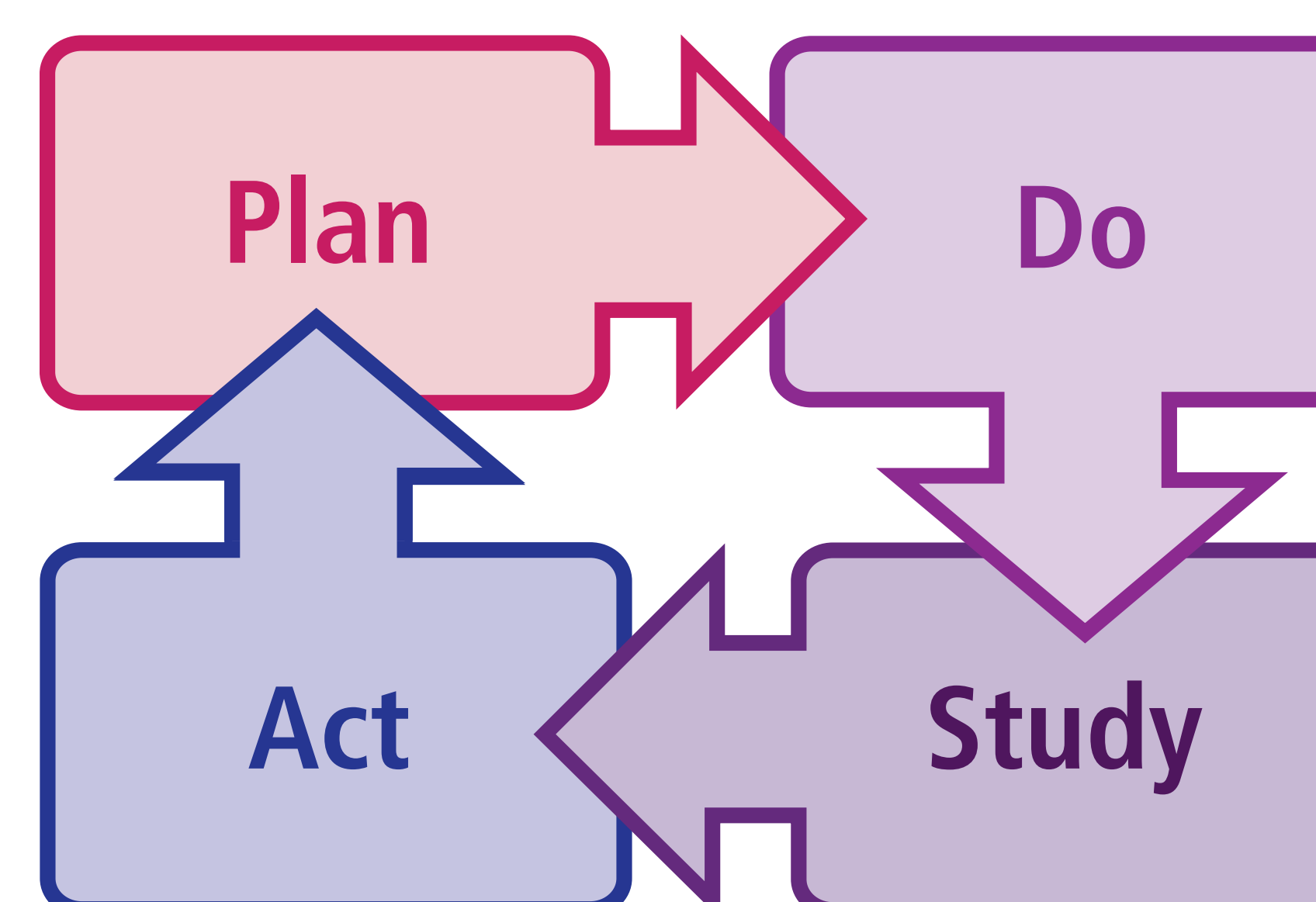 - RN Care Manager
  - QI/Practice Transformation Manager (RN)

Data

Point of Care Collection

- **Cervical cancer screening**
- **Relationship between appointment date and no shows**

Rapid Tests of Change

Electronic

- **EMR template development**
- **Registry functionality**

LESSONS LEARNED

- Using the PDSA process provides a framework that is aligned with everyday work
- Identifying existing opportunities to provide whole-person care may provide revenue enhancement opportunities
- Effective practice workflow tools require user input in their development to be accepted and effective
- Buy-in from all team members was crucial, and it was important for the team to be in agreement on the process
- Data collection was also essential, along with ongoing quality improvement and practice transformation coaching
- Challenges included cultural barriers to change and providing cancer screening for uninsured patients

Plan → Do → Study → Act (cycle diagram)

Plan: Increase percent of patients having up-to-date cervical screenings

Current State

Collect and analyze current state data

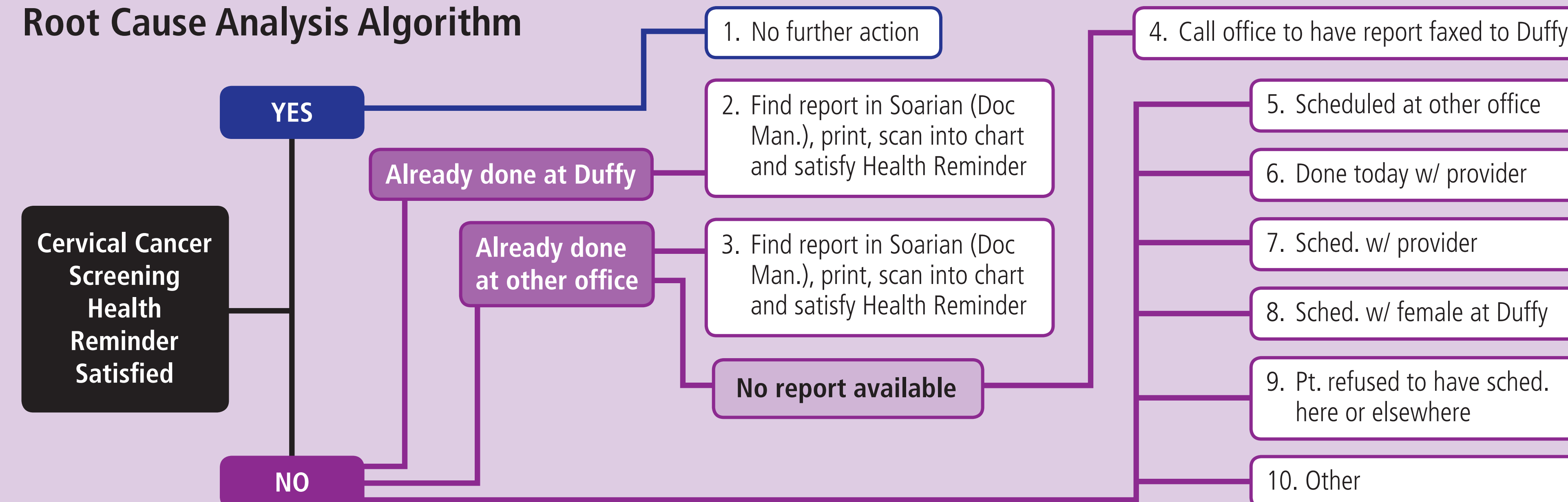Q: How many are being completed for eligible patients at Duffy now?

A: Only 25% of patients who need cervical screening have this done at Duffy

Impact of Current State

- Missed opportunities to receive whole person, evidence-based care
- Staff time to review existing patient medical records to identify care gaps in EMR is a cost for Duffy
- Missed opportunities to enhance revenue from value-based payments for cervical cancer screening

**Do:** Dr. K developed a paper root-cause analysis form that underwent several revisions based on user feedback

Root Cause Analysis Algorithm

Cervical Cancer Screening Health Reminder Satisfied

- **YES**
  - Already done at Duffy
    - 1. No further action
    - 2. Find report in Soarian (Doc Man.), print, scan into chart and satisfy Health Reminder
  - Already done at other office
    - 3. Find report in Soarian (Doc Man.), print, scan into chart and satisfy Health Reminder
    - No report available
      - 4. Call office to have report faxed to Duffy
- **NO**
  - 5. Scheduled at other office
  - 6. Done today w/ provider
  - 7. Sched. w/ provider
  - 8. Sched. w/ female at Duffy
  - 9. Pt. refused to have sched. here or elsewhere
  - 10. Other

Study: Cervical Cancer Algorithim Results – Raw Data

Raw Results

Question	# Pts	% Pts
1. No further action	20	16%
2. Already done Duffy	7	6%
3. Already done other office	3	2%
4. Already done other office no report	7	6%
5. Scheduled w/ other office	26	21%
6. Done today w/ provider	4	3%
7. Sched. w/ PCP	41	33%
8. Sched. w/ female provider	7	6%
9. Refused	5	4%
10. Other	5	4%
Total	**125 Points**	

(Bar chart: % Pts. vs QUESTION NUMBER 1–10)
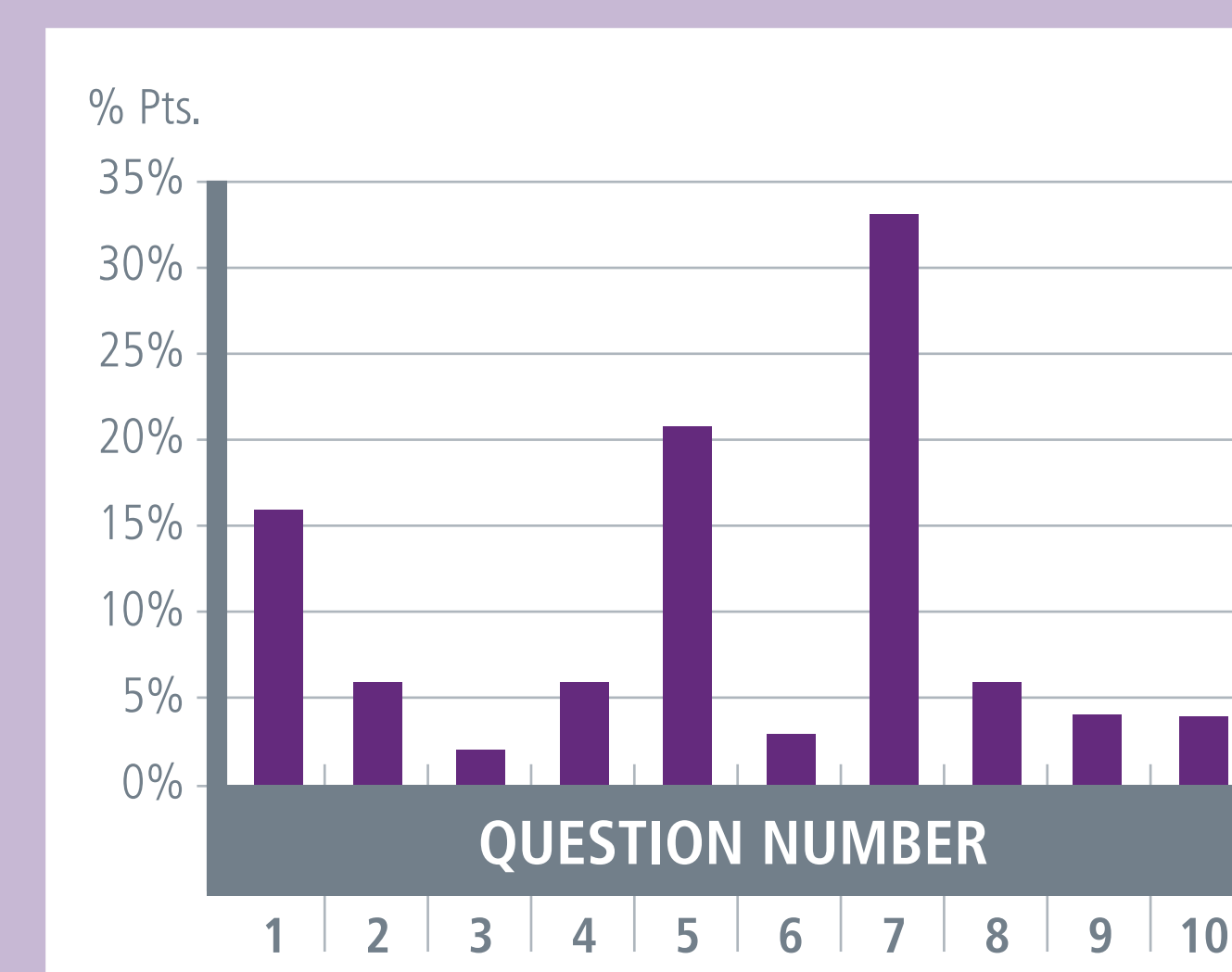
Rank-ordered Results

Question	% Pts
Scheduled with PCP	33%
Scheduled with other office	21%
Health Reminder satisfied	16%
Scheduled with Duffy female provider	6%
Total	**76%**

Act: Going Forward

- **MA to continue to use form**
  - Just doing questions 2 – 4 can improve screening rates w/o any provider time
  - Noted that patients may have co-existing BH needs
- **Address provider attitudes regarding PAPs**
  - Comfort level w/ procedure
  - How can the more skilled/comfortable providers be utilized?
  - Groupers vs Splitter?
  - Recently assigned NP to be woman's health champion and address Duffy's self-identified needs

Percentage of Eligible patients with Completed Cervical Cancer Screening Information in the EMR

(Bar chart: months 10/14, 11/14, 12/14, 1/15, 2/15, 3/15, 4/15, 5/15, 6/15, 7/15, 8/15, 9/15; y-axis 0%–50%)