

# Improving Healthcare Using a Team Approach

Presented by

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# Disclosures

- ▶ There are no financial disclosures or special interests associated with the presentation

# Chronic disease

A chronic disease is a disease lasting three months or longer.

# Population affected

- ▶ 133 million Americans
- ▶ 40% of population
- ▶ Expected to increase to 157 million by 2020 with 81 million having multiple chronic diseases

# Chronic Disease Cost

## United States

- ▶ 3 TRILLION dollars spent on health care in America in 2014
- ▶ 17.5 of Gross domestic product
- ▶ Consumes 86% of healthcare costs
- ▶ Responsible for 7 of 10 deaths

## Indiana

- ▶ 42.7 billion dollars or 2% of national cost

# Prevention through Immunizations

Every cohort vaccinated

33,000 lives saved

14 million diseases are prevented

\$9.9 billion saved direct healthcare costs

33.4 billion is saved in indirect costs



[blondietravelblog.com](http://blondietravelblog.com)

# Patient Center Medical Home uses Evidence



# Evidenced Based Information

Improvement of immunizations from Duval County, Florida,  
Department Public Health from 75% to 90%

## Duval County Florida

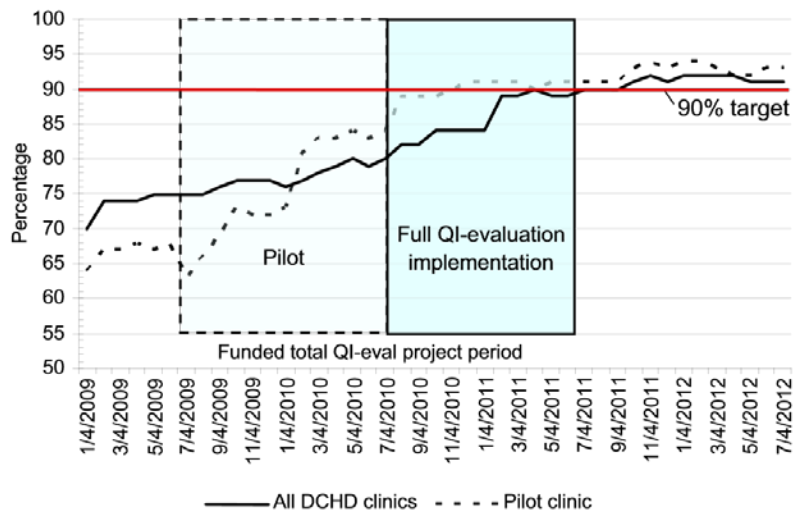


Figure 1. DCHD primary care children aged 2 years who completed the 4:3:1:3:3:1 immunization series, January 2009–July 2012

Note: n1299–1744 children, aged 2 years, enrolled per month.

Mean population, at beginning of each month, of children aged 2 years 1493. DCHD, Duval County Health Department (Florida); eval, evaluation; QI, quality improvement

## Immunizations, ages 24 mo - 35 mo

2010 DCHD clinics	July 2009		July 2011		July 2012	
	%	n	%	n	%	n
DCHD totals	75	1509	90	1369	82	1504
Primary care clinic A	88	41	95	75	92	50
Primary care clinic B	80	180	90	152	79	176
Primary care clinic C	68	349	89	364	81	399
Pilot primary care clinic	66	109	91	124	89	116
Primary care clinic D	82	220	92	180	82	192
Dedicated immunization clinic	73	134	82	92	77	86
Primary care clinic E	73	278	90	213	80	270
Primary care clinic F	79	198	88	169	84	215

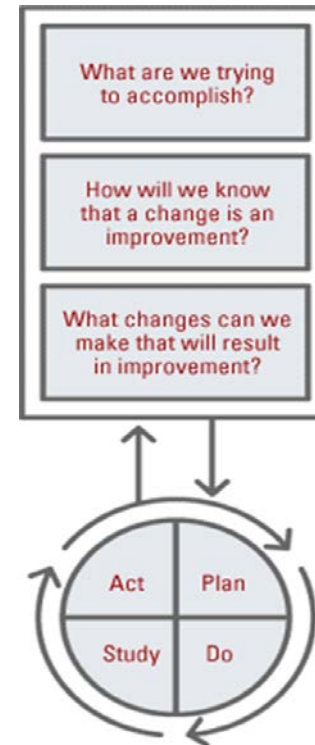


# Pre-post comparison of organizational QI culture (n36) project

Item	Mean score <sup>a</sup>	PrePo	SD	t-test p	Sign rank p
1. My unit supports goals and activities for quality improvement.	3.629	4.286	1.207	0.0002	0.0001
2. Management prioritizes success for quality improvement.	3.8	4.229	1.236	0.0168	0.0089
3. Members of my unit were directly involved in changes for quality improvement.	3.8	4.143	1.198	0.0437	0.0359
4. Members of my unit are motivated in implementing changes for quality improvement.	3.629	4.057	1.117	0.0053	0.0068
5. Members of my unit are motivated in implementing changes for quality improvement.	3.429	4	1.027	0.0001	0.0001
6. Goals are readily measurable for quality improvement.	3.371	4.2	1.091	0.0001	0.0001
7. My unit uses measurements to plan changes for quality improvement.	3.857	4.257	0.645	0.0009	0.0010
8. My unit considers continuous improvement as part of working process.	3.857	4.257	0.645	0.0009	0.0010
9. My unit tracks progress continuously.	3.571	4.229	0.990	0.0004	0.0001
10. Information, ideas, and suggestions are actively exchanged for quality improvement.	3.629	4.171	0.810	0.0004	0.0004

# Quality Improvement Using a Team Approach

- ▶ Team Building
- ▶ Learning Triple Aim
- ▶ Developing Plan, Do, Study, Act (PDSA) cycle
- ▶ Team Huddles
- ▶ Role and responsibilities descriptions



# Roles and Responsibilities

## Medical Assistant

Role	Educational / Experience Requirements	Responsibilities / Duties	Gaps	Reports to
Medical Assistant	<p>Graduate of medical assistant program</p> <p>1 – 5 yr. experience</p> <p>CPR (BLS)</p> <p>Phlebotomy certification preferred</p>	<p>Office duties</p> <p>Assist medical staff with exams</p> <p>Performs phlebotomy</p> <p>Obtain and record patient history, V/S, lab results</p> <p>Prepares and administers medication per guidelines</p> <p>Performs EKG's</p> <p>Uses EMR system</p> <p>Communicates with patient</p>	<p>Lack of communication within the organization</p> <p>No electronic link to manuals</p> <p>No CEU time allotted for training</p> <p>No formal training on one year old electronic charting system</p>	Clinic Supervisor

## Registered Nurse

Role	Educational / Experience Requirements	Responsibilities / Duties	Gaps	Reports to
Registered Nurse	<p>Nursing school graduate</p> <p>Associates degree (BSN preferred)</p> <p>CPR (BLS) – PALS a plus</p> <p>Phlebotomy experience required</p> <p>3 - 5 years' experience</p> <p>Perform patient education</p> <p>EMR familiarity preferred</p> <p>Follow HIPPA guideline</p> <p>Strong verbal and written skills</p>	<p><b>DUTIES:</b></p> <p>Solves problems</p> <p>Assess, plan, direct, evaluate nursing care</p> <p>Provides case mgmt. and patient advocacy</p> <p>Provides wellness and prevention education</p> <p>Performs assessment data collection V/S, weight, etc.</p> <p>Assist provider with exam and procedures per request</p> <p>Performs lab test</p> <p>Administers medications and immunizations and therapeutic treatments</p> <p>Prepares exam room for patient, cleans and restocks room.</p> <p>Completes documentation in the EMR</p> <p>Skilled in assessment, evaluation, nursing diagnosis, and treatment planning</p>	<p>Clinic RN's work in the LPN role due to time constraints</p> <p>No leadership authority over the LPN role</p> <p>No time to provide additional services</p> <p>No reimbursement for professional development</p> <p>Lack of communication within the</p>	Clinical Supervisor

Daily Team Meetings and Huddles

Date 9-15-16

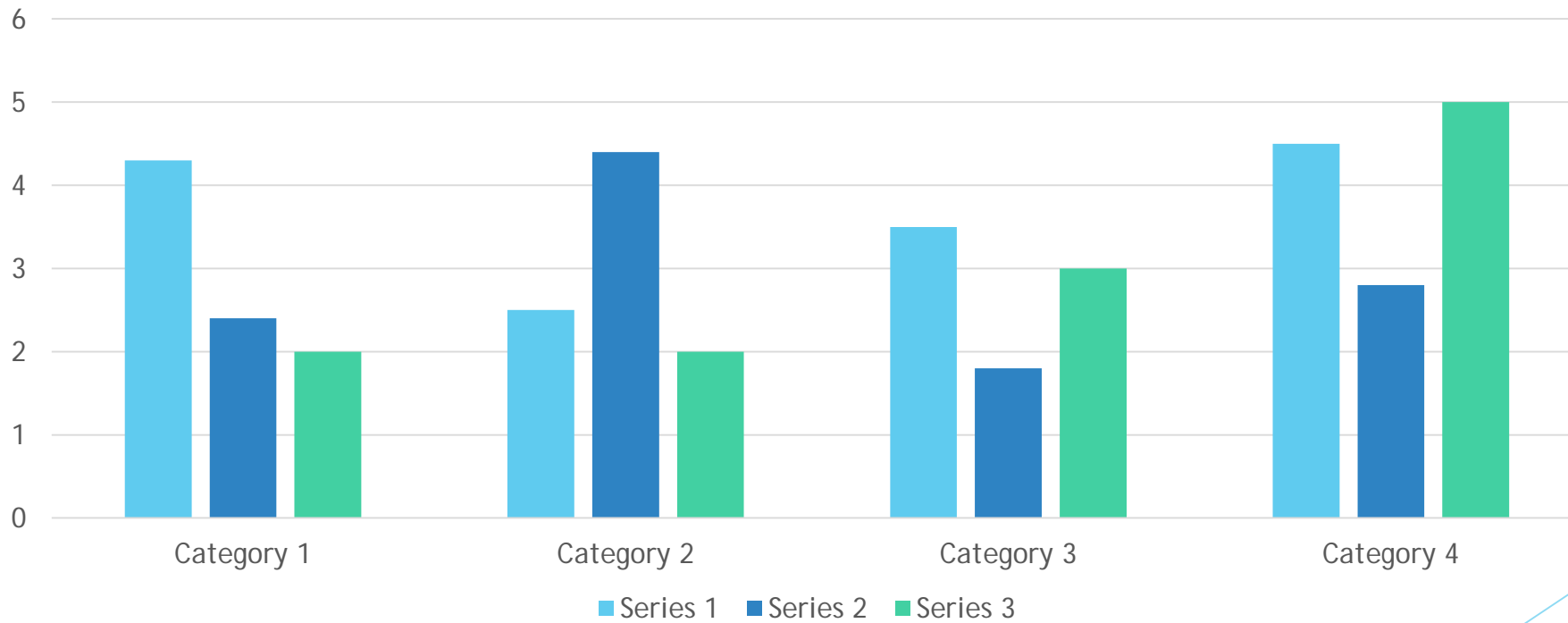
Team Leader Carol

Attendance roster Dr. M, Carol, Jackie, Patty, Jacob

Topics	Patient issues	Staffing discussion	Immunizations	Clinic Supervisor	Administration
Discuss daily schedule	9 patients	Nurse call-in	3	notified	Report no shows
Reflect on previous day	2 no-shows	Patient comments	15	n/a	n/a
Discuss Issues	Flu clinic cancelled	Immunization shortage			
Plan and Do Solutions	Jacob will obtain update for serum arrival	Carol will reschedule patients today			
Follow up	No arrival date	Patients were schedule for Next Thursday			
Other Issues	Patty will order needles today	#18, 20, 22 Needles were ordered			

# Next Step Measure outcomes

No Show Appointments



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# Questions at the end of the presentation

