

A3 Problem Solving

A tool for Continuous Quality Improvement

Project Title: Decreasing length of patient encounter

Team Members/Role: Lauren Watanabe/ data collections, researcher
Jacob Blasi/ data analysis, researcher

Date: 3/07/2021

Define: Problem Statement Patients retell their stories about their path to pain management once a month leading to increased patient encounters.

Goal: Decrease patient encounter times by having patients bring in medical history and medication list.

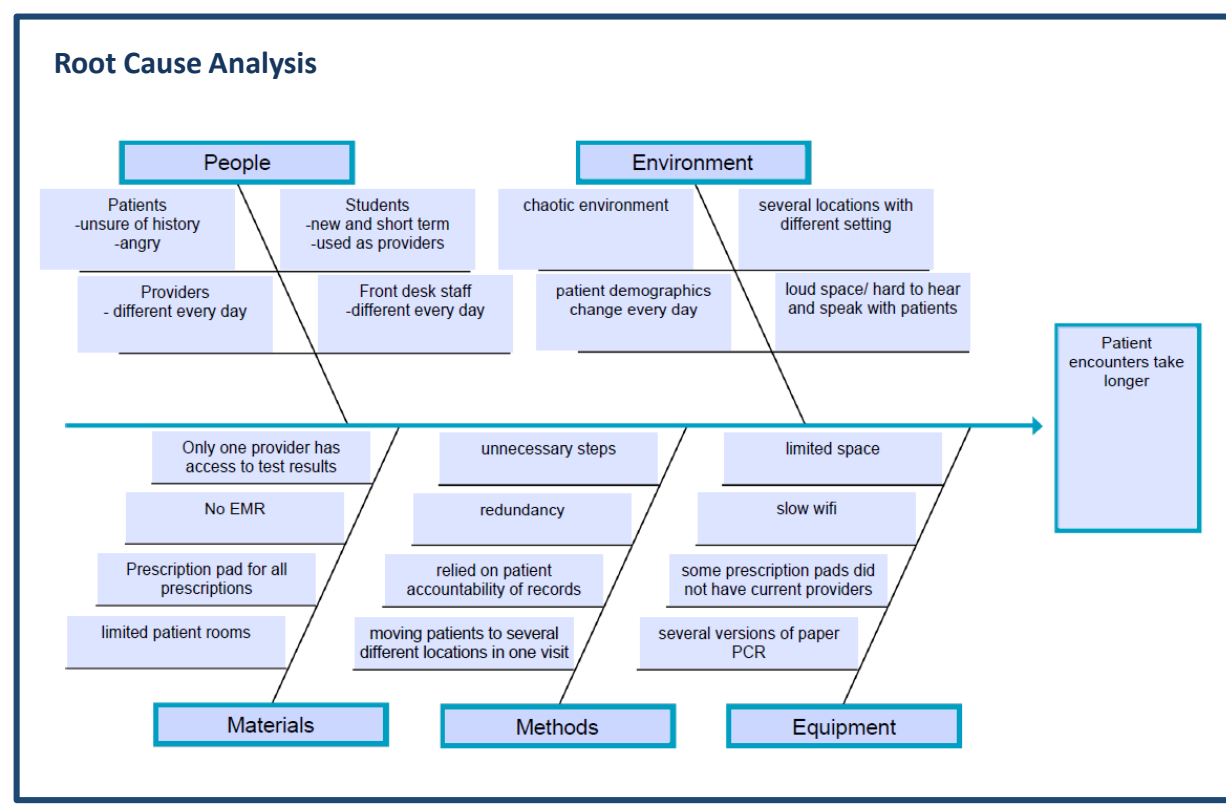
Benefits:

- Decrease patient encounter time
- Increased efficiency of providers
- Increased patient and provider satisfaction
- Increased patient safety
- Increased quality of care

SMART Objectives
The pain management team will save 25% of time in patient encounters by having patients bring in a copy of past medical history/ brief synopsis of pain, past surgeries, and list of medications into each visit. This study will be conducted from January 11th - 29th and compared to patient encounters without any information. Data will be logged by providers during monthly visits. . No new patients will be considered in this study.
The second rapid cycle was changed to providers having access to previous month's progress note.

Scope:

- The problem involves this pain management clinic and other pain management clinics without electronic paperwork systems
- 80 patients were used in the study
- One student and three advanced medical providers collected data
- Two students organized data
- The results from this study can be utilized in other pain management clinics



Measure: Baseline Process
Paper patient care reports were transcribed by hand and then filed with the billing department. The providers did not have access to paperwork after it was submitted. Patients come to clinics every 3-4 weeks to refill prescriptions and were asked questions similar to a new patient encounter each time.

Key Metrics:

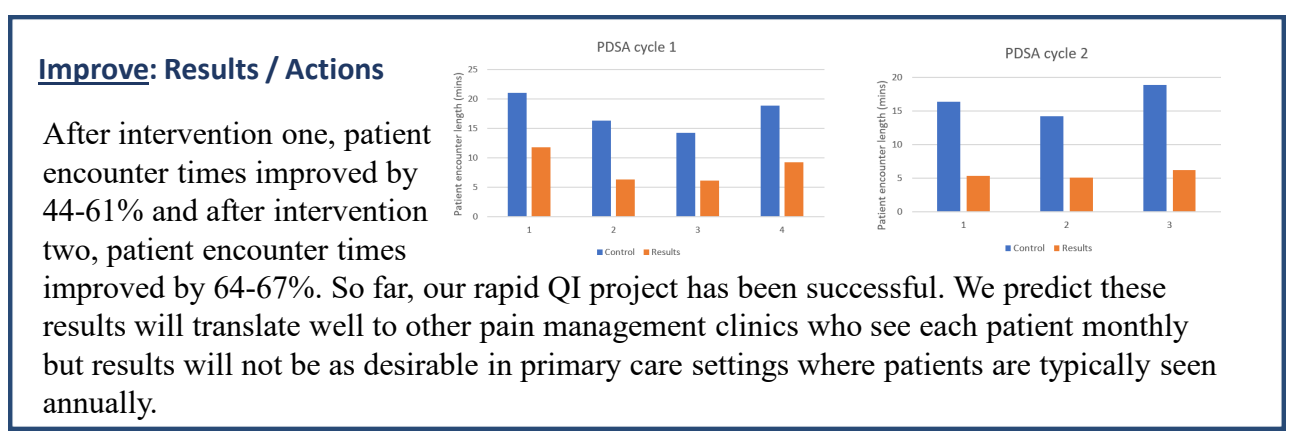
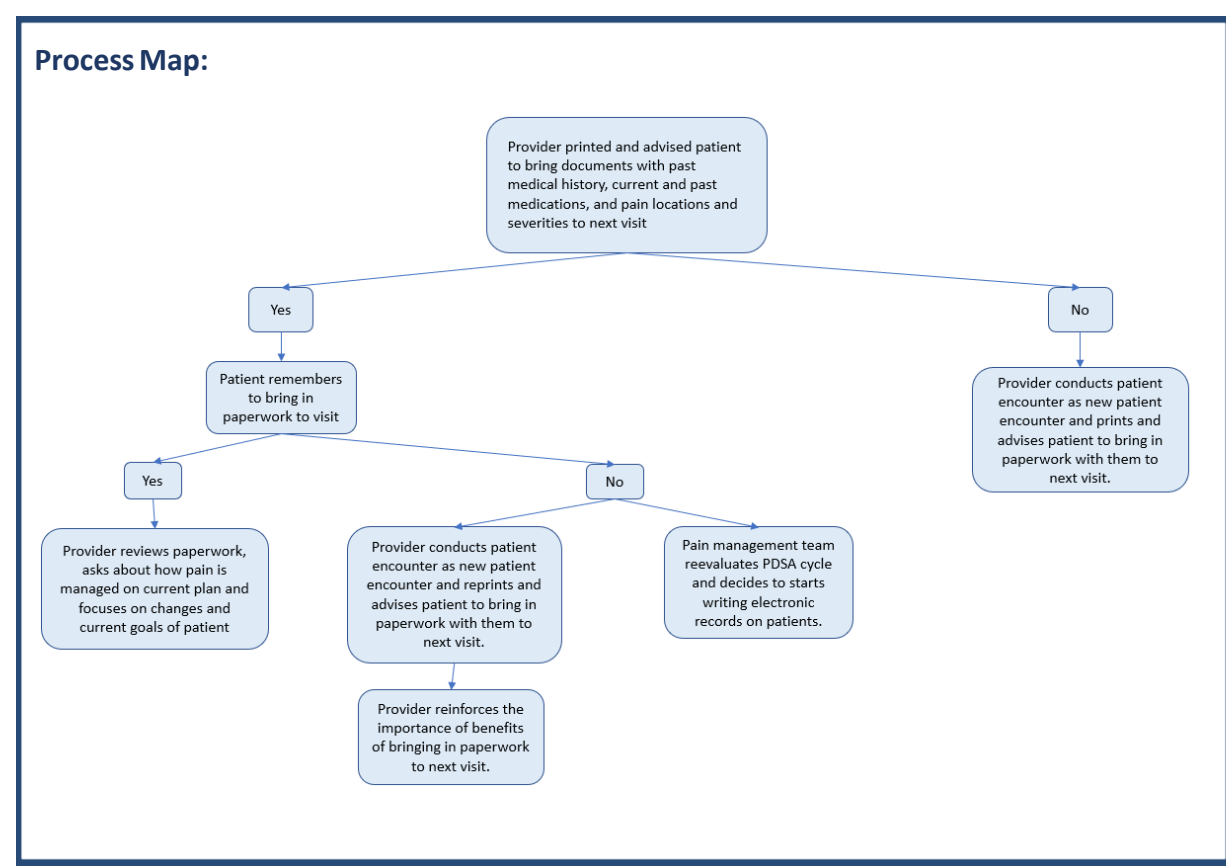
- Using watches and clocks, we will time patient encounters from when both the patient and provider enter the room and until the patient is discharged to leave.
- Patient satisfaction was measured through volunteered feedback on encounter.
- Staff feedback was collected through verbal survey after each PDSA (plan-do-study-act) cycle.

Interventions

- Patients will bring in paperwork with them with where their pain is located, their past medical history, current medications, and past medications to each visit.
- Providers will write SOAP notes on patients to access during patient encounters. The next month when the patient needs to be seen, the patient will not have to tell the entire story of their journey in pain management.

Responsible Person

- The patients, students and providers
- The managing physician, the providers, the students



Control: Sustainability

- We predict the ability to sustain our interventions are strong.
- The clinic can check their progress by tracking times once a quarter to ensure positive results.
- Providers and patients are satisfied with changes which will increase compliance of changes.

Define: Problem Statement Patients retell their stories about their path to pain management once a month leading to increased patient encounters.

Goal:

Decrease patient encounter times by having patients bring in medical history and medication list.

Benefits:

- Decrease patient encounter time
 - Increased efficiency of providers
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 - Increased quality of care
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SMART Objectives

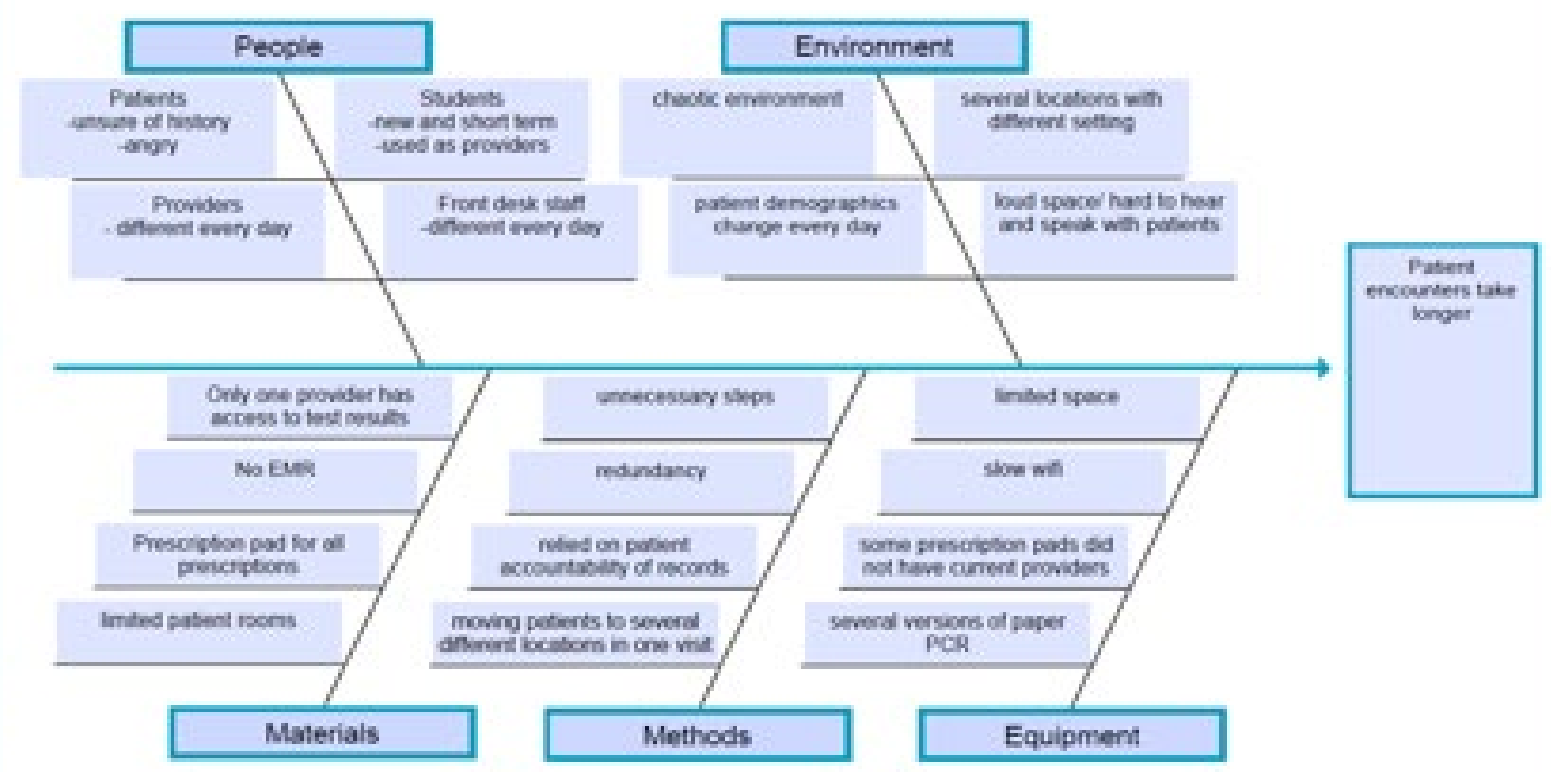
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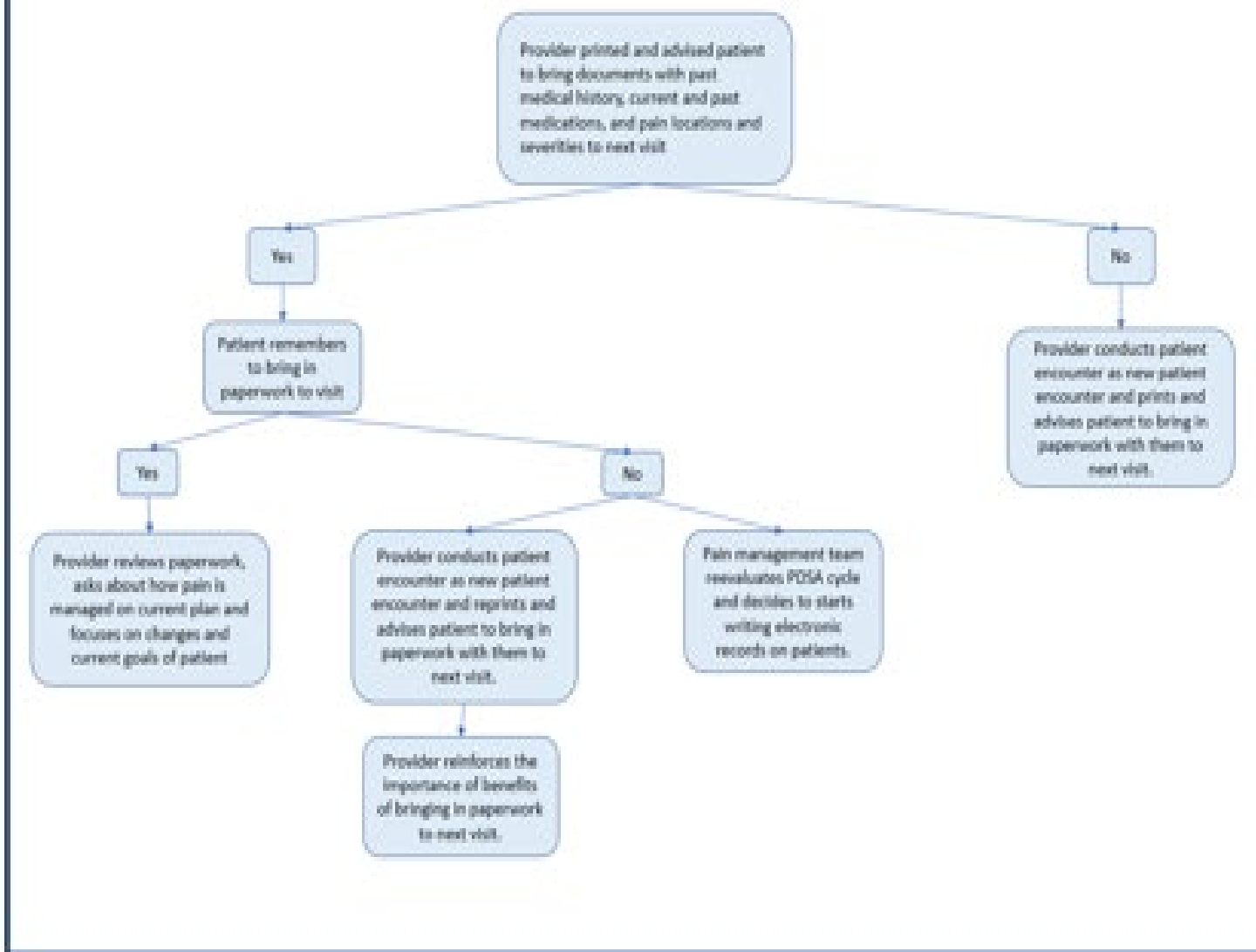
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Root Cause Analysis



Process Map:



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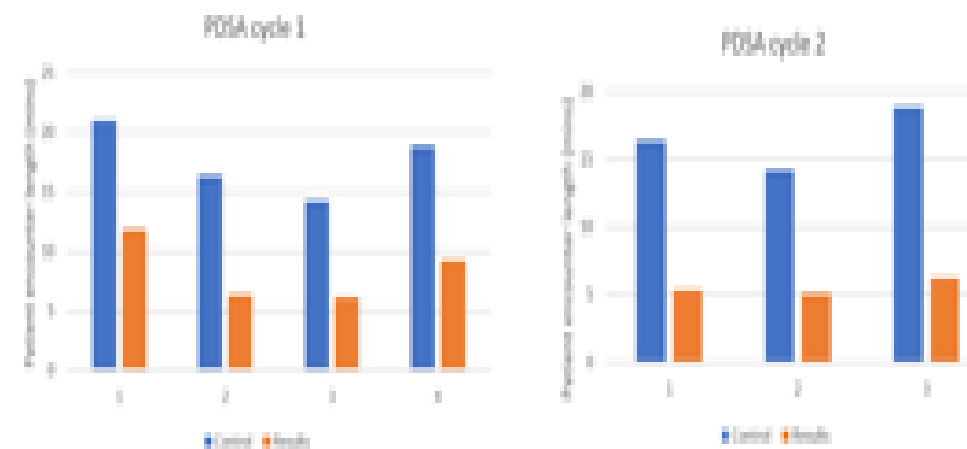
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Improve: Results / Actions

After intervention one, patient encounter times improved by 44-61% and after intervention two, patient encounter times improved by 64-67%. So far, our rapid QI project has been successful. We predict these results will translate well to other pain management clinics who see each patient monthly but results will not be as desirable in primary care settings where patients are typically seen annually.



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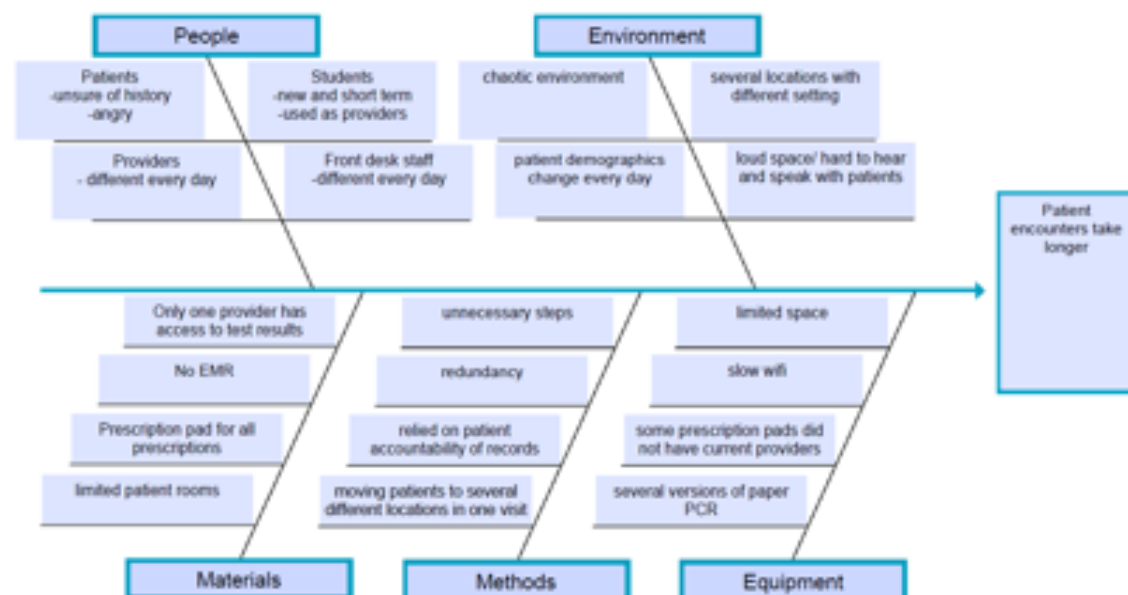
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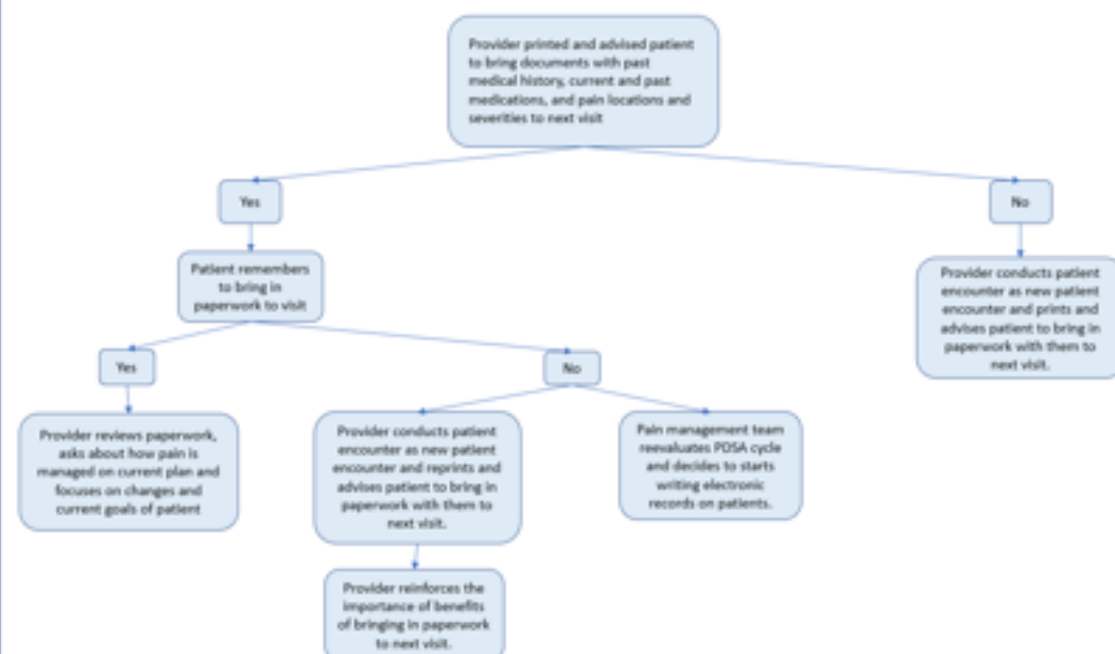
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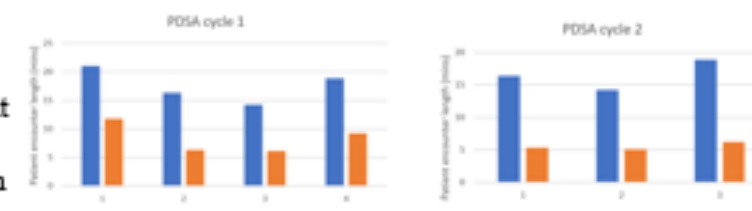
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