A Voyage

• Decide Where you want to Go
• Plan
• Look at the Map
• All Aboard!
• Check Progress, Stay on Course
• Arrive at Destination
• Work to Stay there
Define the Problem

- Goal: Improved, More Consistent ADHD Care
- Before: Inconsistent, No Protocol or Map of Process
  - Vanderbilt done at time of visit or had to come back
  - Caused more time spent in getting patients in and delayed care
  - Decreased Patient Satisfaction
  - Decreased Efficiency
  - Decreased Quality of Care
  - Decreased Revenue
QTIP, PCTE and Athena: Our Boat, Sails and Anchor

- **QTIP** Quality through Technology and Innovation in Pediatrics - a learning collaborative to improve quality in Pediatrics in South Carolina

- **HRSA PCTE Fellowship**
  Primary Care Training and Enhancement Fellowship 1-year program administered through MUSC to support Primary care offices in improving team engagement of the PCMH and QI efforts

- **Athena** New EMR tool with new ability to create appointment reminders and make automated phone calls helping us achieve our goals with patient outreach.

- **LSS** Lean Six Sigma: a method that relies on collaborative team effort to improve performance by systematically removing waste and reducing variation. Part of PCTE fellowship
Common Goals

- **QTIP**
  - Improve Follow up visits
  - Identify Comorbidities
  - Documentation of diagnosis
  - More Screening for Comorbid Conditions
  - PDSA Cycles to Improve Quality of Care
  - Use EMR reminder systems
  - Use Folders for Initial Visit and Follow Up that include check lists provided by friends in QTIP

- **LSS**
  - Improve ADHD Follow Up Visits after Starting Stimulants
  - Seek to Improve Process, starting with baseline, making improvements then measure success systematically through DMAIC
  - Use EMR reminder systems
  - Use Folders for Initial ADHD Evaluation and Follow Up visits that include Vanderbilt, ADHD Contract and Anxiety Screens
Improved Work Flow Project

- Decreased Provider time by stocking rooms with needed screens for ADHD, Anxiety, and more
- Spaghetti Diagram shows wasted movement
- Process diagram that shows how Providers better communicate with Nurses and time saved
Old Process - Simple Version

Parent concerned about child having ADHD and calls for appointment

Physician evaluates and has parent complete Vanderbilt, sends scales home for teachers

Scales completed and parent makes another appointment to MD evaluate Vanderbilt results

MD writes RX and discusses side effects, recommends f/u

Parent calls for refill
Parent concerned child has ADHD and schedules appointment

MD evaluates

Vanderbilt completed by Parent and/or Teachers

Parent calls for refill, Refill given

MD reviews, writes RX or not, advises 4 week FU

Yes

No

Parent fills RX

RX Prescribed, Advised FU

Yes

No

Child runs out of RX

Yes

No

Yes

No
Initial Baseline

- **Target:** 30 days or less
- **Average:** 91 days
- **Median:** 36 days
- **Range:** 14 – 316 days
- **Yield:** 38.1%

*n = 21*
New Process

- Divided by responsibility
- Can identify handoffs and where process could go wrong
- Shifts more responsibility to Patient
- Team based approach

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### Process: Improving Compliance in ADHD Patients 4 wk follow-up

<table>
<thead>
<tr>
<th>Front Office</th>
<th>Patient</th>
<th>Clinical Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tells parent to pick up yellow folder</td>
<td>identifies concern for ADHD &amp; calls office</td>
<td></td>
</tr>
<tr>
<td>Schedules appointment</td>
<td>Parent picks up folder and brings back completed forms</td>
<td></td>
</tr>
<tr>
<td>Gives reminder call for appt</td>
<td>Comes to appointment</td>
<td></td>
</tr>
<tr>
<td>Schedules appointment and gives reminder call for appt</td>
<td>Contract signed. Makes follow-up (4 wk) appt at front desk</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Parent returns for follow-up</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Physician Reviews forms, plans Tx</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rx written ADHD contract given w/resource materials (red &amp; black folders)</td>
</tr>
</tbody>
</table>

Yellow folder: Vanderbilts, Education about ADHD
Red Folder: Resources for ages 6-12, ADHD contract
Black Folder: Resources for teen, contract (states policies for follow-up)
Next Steps

Continue Patient outreach with telephone campaign and creating “ticklers” after each ADHD visit to ensure follow up.

Identify factors that affect patient follow up.

Measure the effect of these factors on our goal of follow up visits < or = to 30 days.

Improve our follow up visits by offering after hours ADHD visits from 4-6 pm 3-4 days a week.
Anchors Away!!!!!!!

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