

Quality Improvement Storyboard

Shasta Community Health Center Prenatal and Postpartum Care (PPC) – Prenatal Indicator PDSA Cycle 1 and 2

Plan

Aim: To improve the rate of completed prenatal appointments that meet the HEDIS PPC- Prenatal indicator requirements for assigned members who have a positive pregnancy test or diagnosis by at least 5% over baseline (47%, n=78) from 12/1/16 through 2/28/17.

Measures:

- Outcome Measure: % of Prenatal Patients who have received timely prenatal care within the first trimester with medical records documentation that meets HEDIS requirements. (Baseline: 9/1/16 – 11/30/16 = 47% [37/78])
- Process Measure: % Compliance to new EHR prenatal Pop-up. (Goal: > 90%)

Prediction:

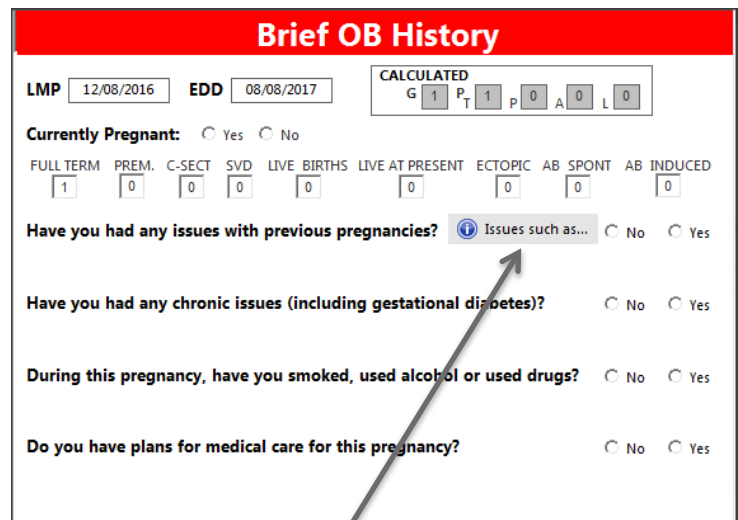
- The modified EHR template/workflow will streamline the course of an office visit for pregnant women to ensure providers/scribes capture all necessary documentation to fully meet the PPC-Pre measure.
- This change will be measured via chart audits at SCHC to evaluate if an improved rate in prenatal appointments per the PPC-Pre measure is achieved.

Changes Being Tested:

The first cycle PDSA was launched on December 6, 2016. The project tested two changes:

Do

- Optimize clinic and EHR workflows to improve the detail and quality of documentation. Includes training clinicians on a customized EHR template to ensure proper documentation of Last Menstrual Period (LMP) or Estimated Delivery Date (EDD) in conjunction with a complete obstetrical history.
- Establish a standardized data entry process that prompts providers to gather the information necessary to increase the rate of prenatal visits meeting the measure requirements.

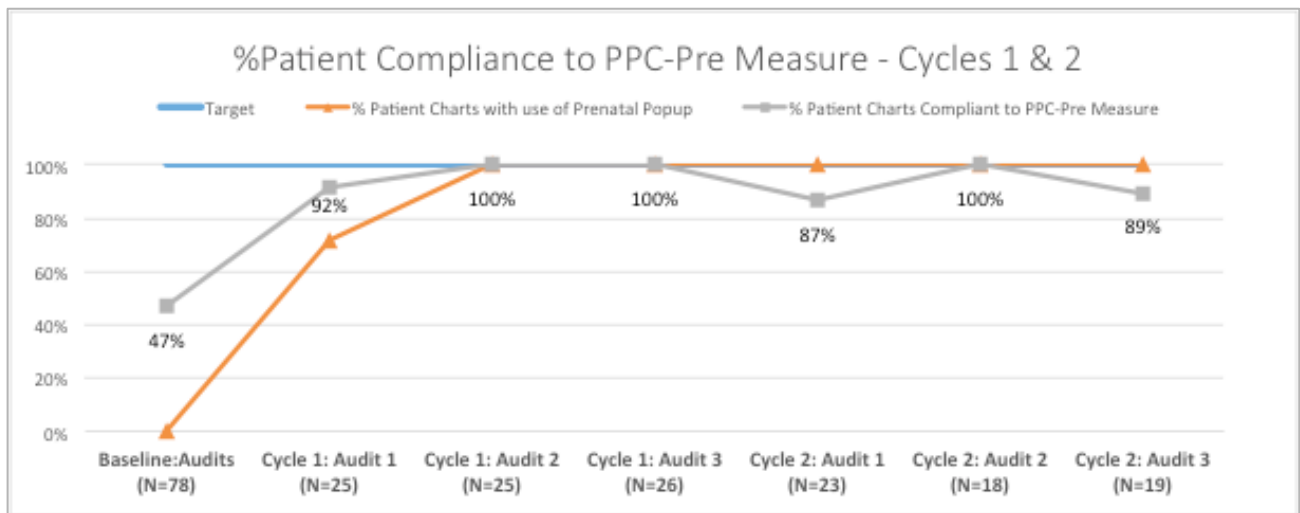


When the provider/scribe clicks on the 'Issues such as' box within the pop-up, this dialogue box opens to provide guidance on issues to consider referencing, including: Preterm labor, first trimester pregnancy losses, prenatal loss after 20 weeks.

Results:

This intervention was very successful with:

- Outcome Measure 12/6/16 – 2/28/17: **97%** [74/76] of patients receiving timely prenatal care in accordance to the HEDIS PPC-Pre measure. This represents significant improvement over the baseline of 47% [37/78].
- Process Measure 12/6/16 – 2/28/17: **91%** [69/76] use of the prenatal EHR pop-up by providers over the course of the project. At last measurement Chart Audit 3, 100% of providers [26/26] used the EHR pop-up.



Future Plans:

- Shasta Community Health Center plans to adapt the identified change in the following ways:
 - Modify the EHR template to remind provider to document LMP/EDD and provide notes on any affirmative responses to the 4 questions on the template.
 - Continue provider training on importance of using the EHR template to record vital information.