

Quality Improvement Storyboard

Shasta Community Health Center Child and Adolescent Well Care Visits (WCV)

Aim: Increase the rate of pediatric patients that leave an acute care visit with a scheduled well care visit (WCV) from a baseline of 30% to a target of 47.54% by December 31, 2021.

Measures:

Outcome Measure:

- % of pediatric patients leaving an acute care visit with a scheduled well care visit.

Process Measures:

- # of WCV appointments scheduled
- % of Well Child visits being scheduled by scribes
- Balancing measure: % of WCV appointments kept (Kept rate)

Prediction:

- Baseline data from April 2021 showed that 357 patients who were seen that month were due for a WCV but only 107 (30%) were scheduled for a WCV.
- SCHC pediatrics wanted to understand the missed opportunities for scheduling WCVs.
- A root cause analysis conducted on the issue found some potential causes:
 - No process or work flow in place to schedule WCV during acute care visits,
 - Need for staff education on the WCV measure,
 - Staff turnover meant that previous processes had been lost, and
 - Patients left through the hallway, missing the front desk to schedule WCV.
- Scheduling pediatric patients while they were at the health center for any reason would help increase the rate of patients aged 3-17 that received on-time WCVs.
- Creating a new workflow that utilized scribes to schedule WCV appointments would improve the process.

Changes Being Tested:

- Trained scribes on WCV periodicity schedules
- Developed a workflow for scheduling WCV appointments in the visit room before patient left acute care visit
- Offering incentives (gift cards) and fun competition for scribes for WCV appointments scheduled

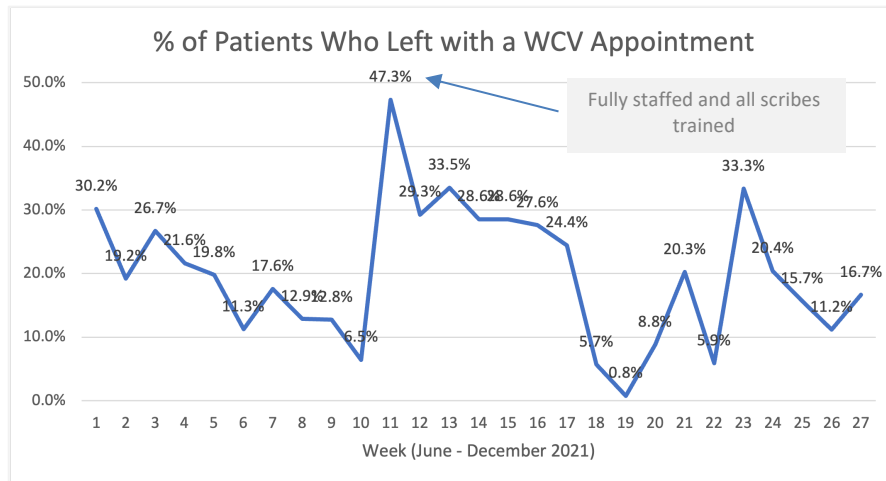
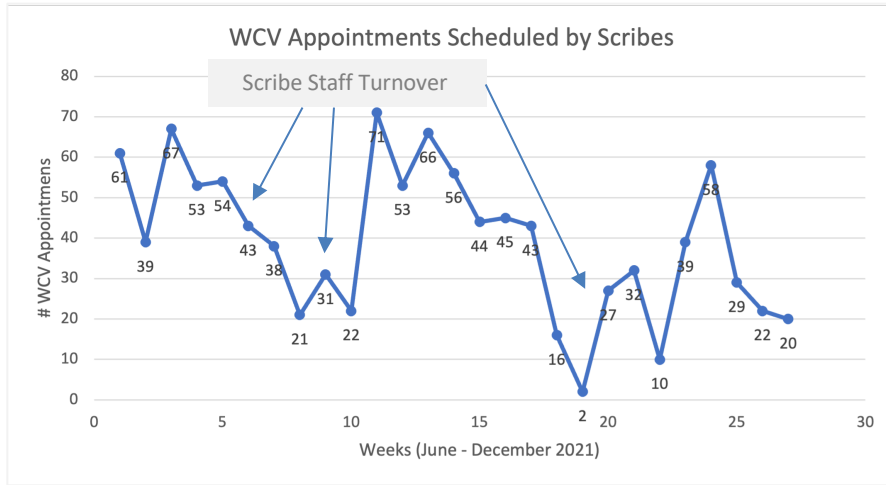
Plan

Do

Results:

- % pediatric patients leaving with scheduled WCV: 47.3%
- Avg. # of WCV scheduled per week: 39.3
- % of WCV scheduled by scribes (at peak): 80-90%
- Kept rate: 63%

Study



Act

Future Plans:

- Workforce turnover was challenging, requiring continuous training (100% turnover in scribes during the project period)
- Workflows were already in place for appointment scheduling by scribes, so created no burden and provider was able to reinforce importance of WCV in the visit room
- Decreased workload for front desk staff and QI staff
- Plan to spread workflow across pediatric practice
- Implementing regular training for scribes
- Will plan to test the workflow for other key quality measures