



Clinical Safety & Effectiveness
Cohort # 27
Team #8
**Improving Continuity of Care
For WG Pain Physicians**



The Team

- Division

- Victor Alba, BSHA, FP-C, LSSMBB - Practice Manager – WG Pain Clinic
- Jesse Gamboa, Jr. - Practice Supervisor - WG Pain Clinic
- Matthew McClure, M.D. - Fellowship Program Director WG Pain Clinic
- Daniel Trif, M.D. - Anesthesiology Resident
- Steven Potter, DO - PM&R Resident
- Maxim Eckmann, M.D., - Medical Director – CS&E Facilitator

- Sponsor Department

Frank Rosinia, M.D., MHCM – Department Chair

AIM STATEMENT

**To increase the ability for patients to see the same
physician for clinic and procedure visits from
13% to 75% by March 2022.**

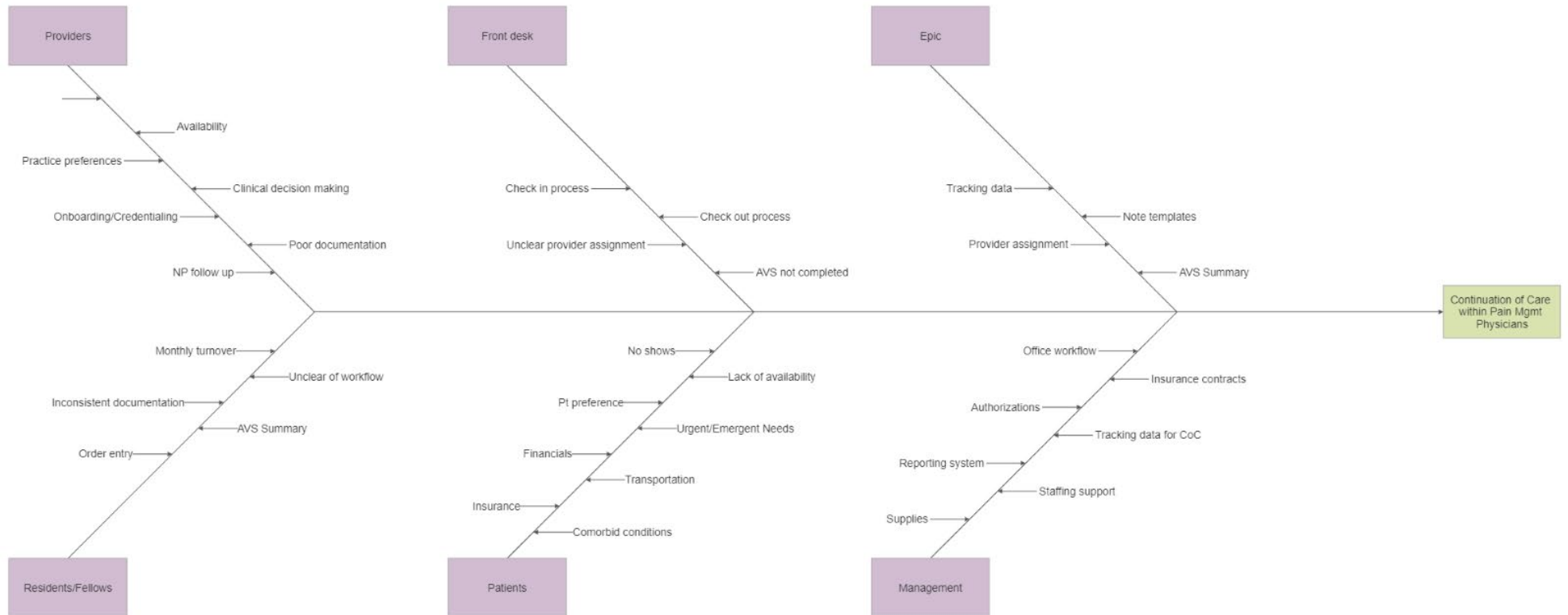
Background

Situation: Resident/Fellow based pain clinic staffed by part-time rotating Anesthesia faculty and followed-up by an NP has led to low continuity of care (CoC), **~15% *since 2018***, and a common patient complaint

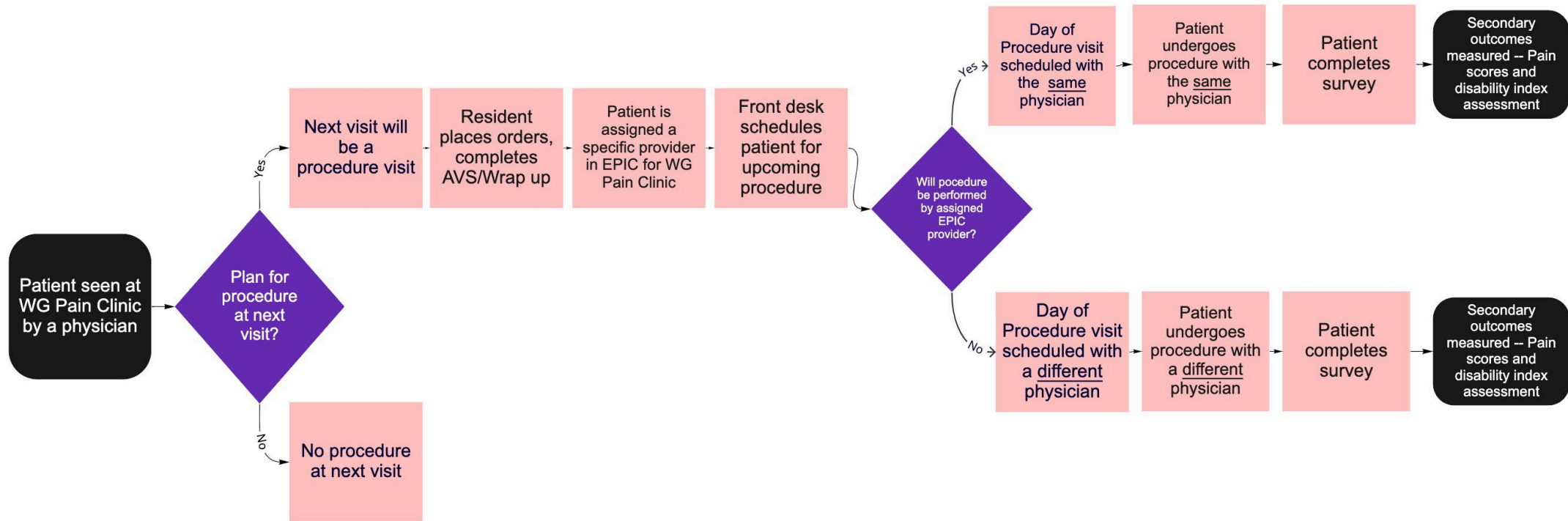
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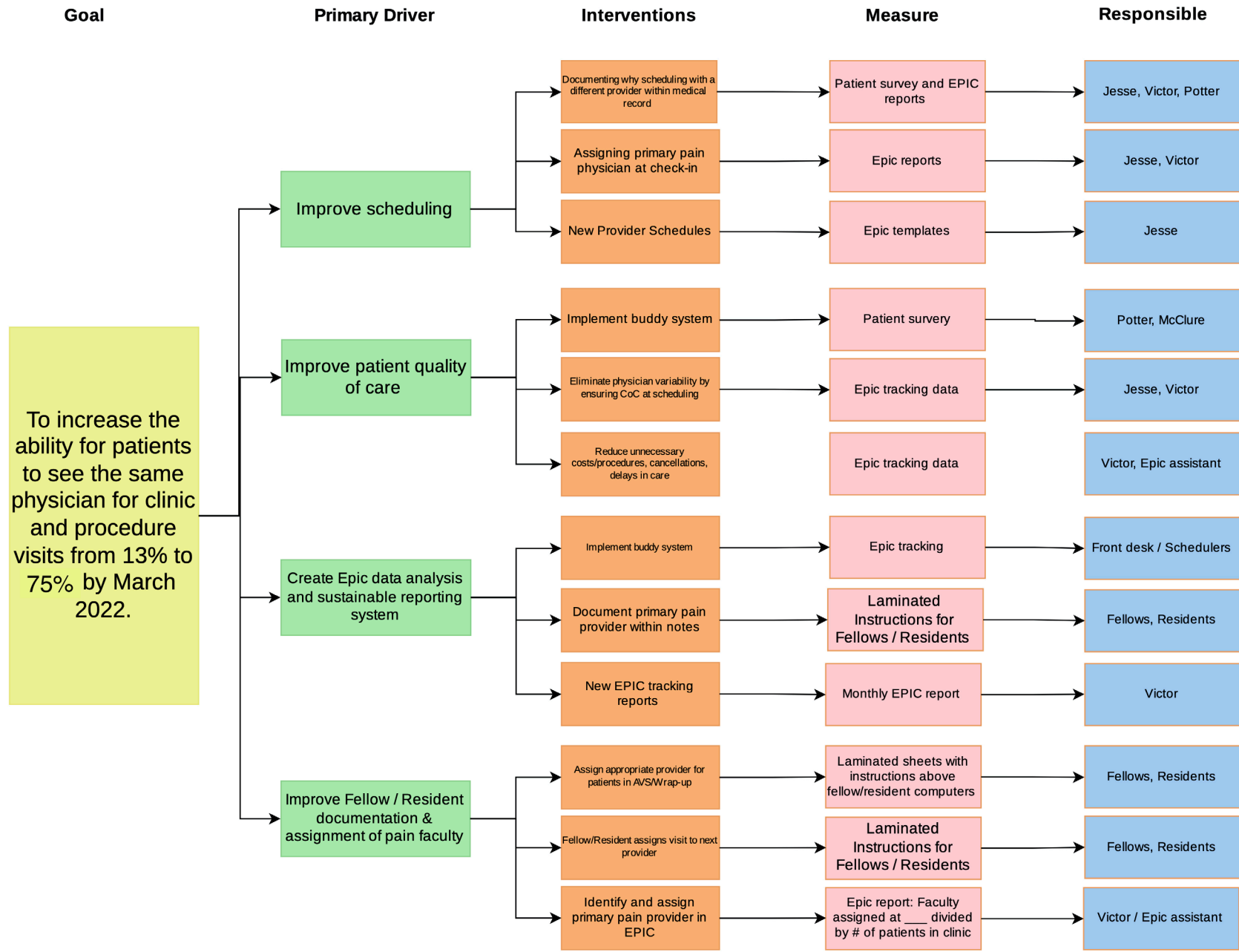
- Procedure based Resident Clinics have low CoC
- Higher CoC reduced fragmentation and is associated with lower-cost and high quality of healthcare via ¹⁻⁴:
 - More confident providers leads to better coordination
 - Deeper understanding of history/sx improved diagnostic accuracy
 - Reduces overuse of procedures and work-ups
- Use of Advanced Access Scheduling shown to effectively improve CoC⁵

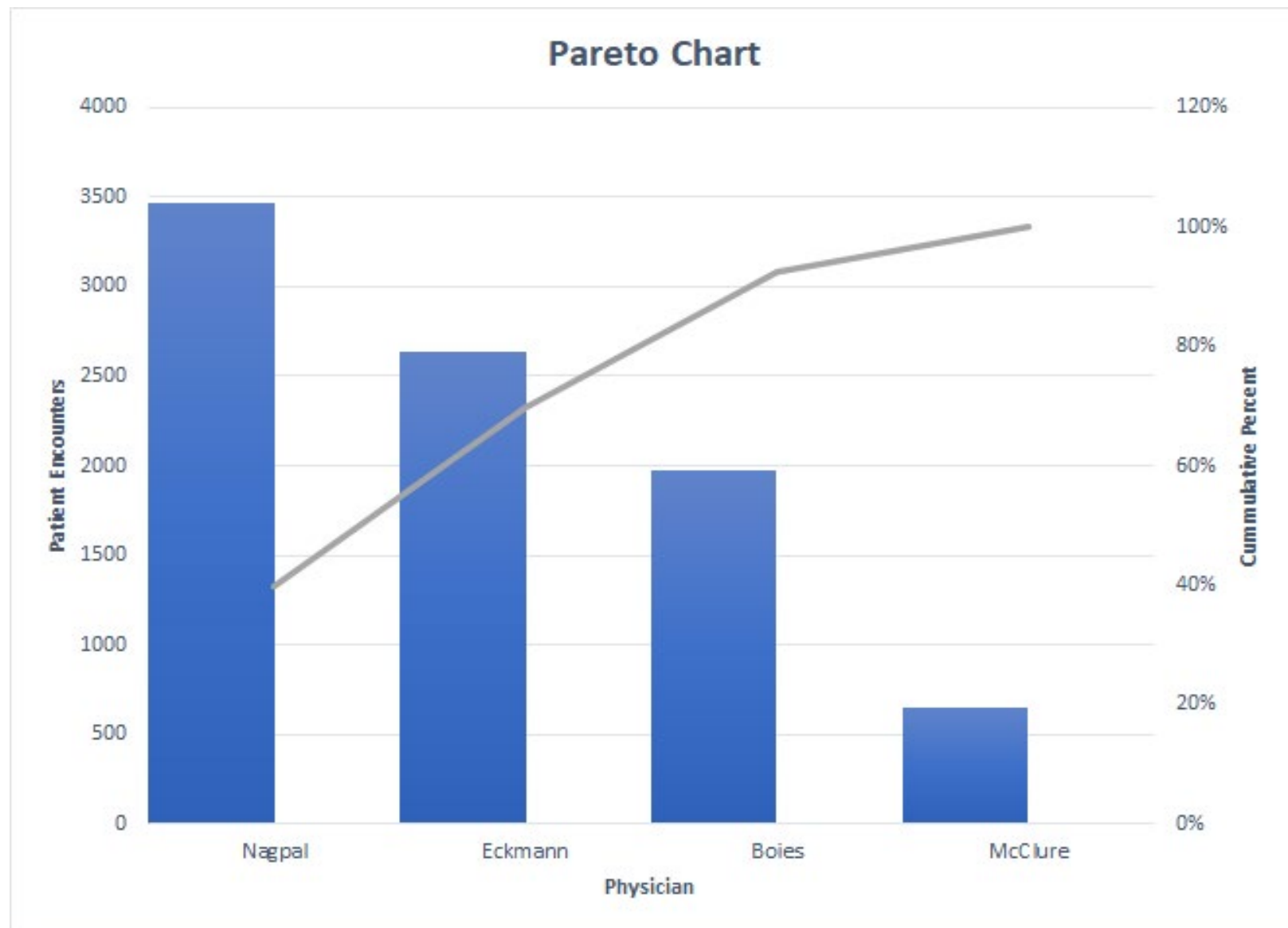
Fishbone Diagram



Process Flowchart








Epic Data Collection

Total Number of Patient Encounters					Encounter Total Percentages			
BOIES, BRIAN T	ECKMANN, MAXIM S	MCCLURE, MATTHEW L	NAGPAL, AMEET S	Total Encounters	BOIES, BRIAN T	ECKMANN, MAXIM S	MCCLURE, MATTHEW L	NAGPAL, AMEET S
			1	1				100%
2	1			3	67%	33%		
	2			2		100%		
	1			1		100%		
	1			1		100%		
			1	1				100%
4	2		1	7	57%	29%		14%
1				1	100%			
			1	1				100%
4	9		4	17	24%	53%		24%
			1	1				100%
2		1		3	67%		33%	

Patient Survey

Patient Provider Form

* Required

1. What Provider did you see Today * 

☐ Nagpal

☐ Boies

☐ McClure

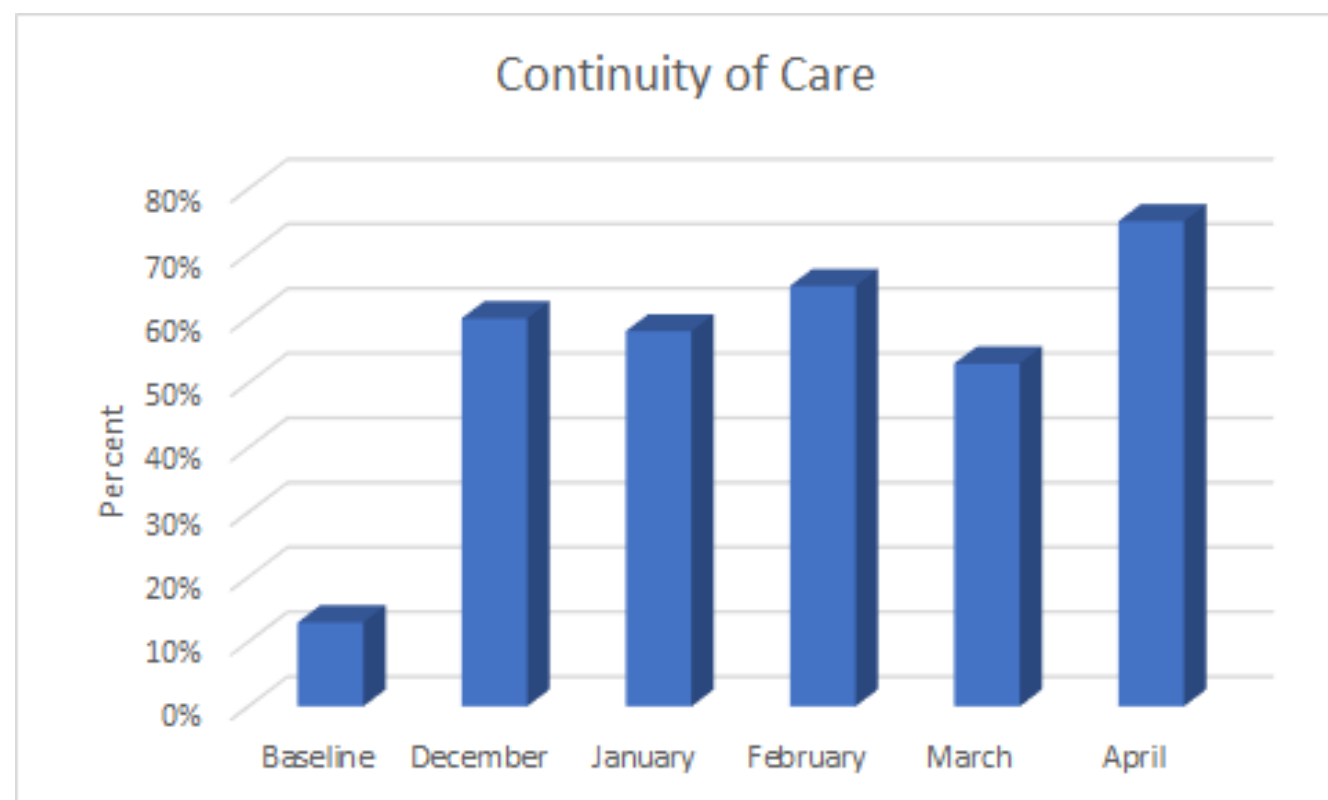
☐ Eckmann

☐ Okubadejo

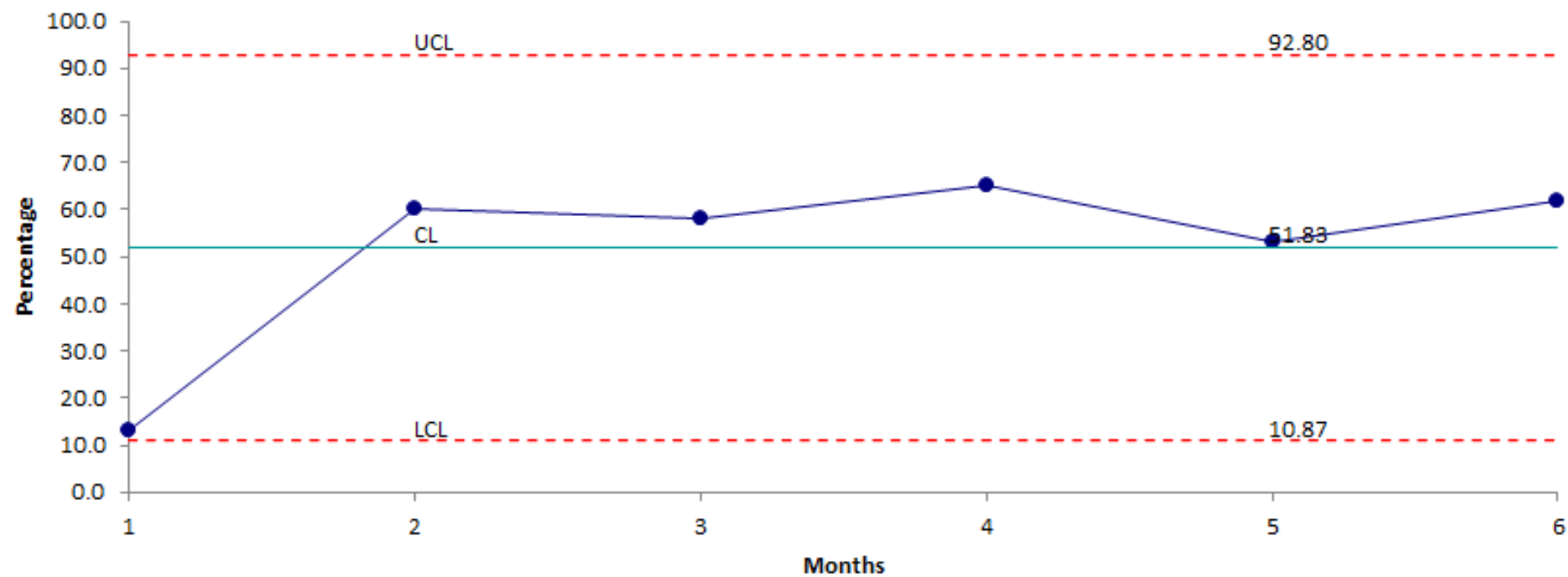
☐ Yopp

☐ NP Mackenzie

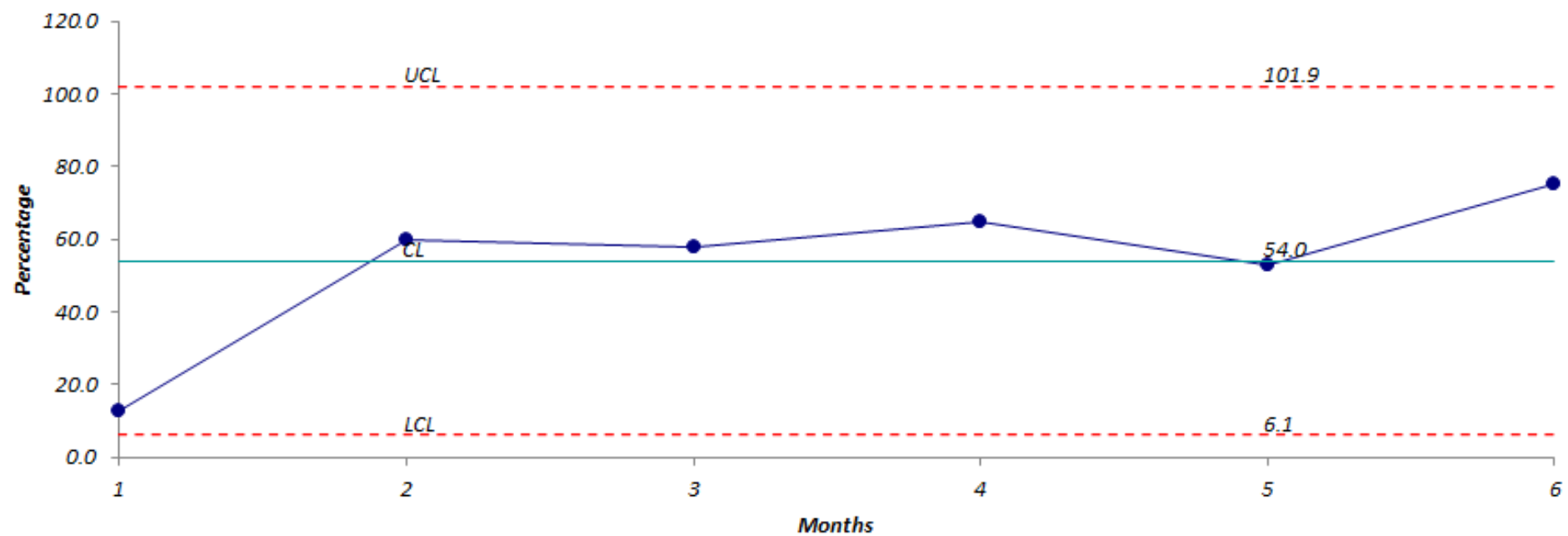




CoC SPC Chart



CoC SPC with NP Chart



Stakeholders

- Patients
- Physicians
- Office staffing
- Departmental leadership
- Administration

Return on Investment

Patient Satisfaction

- Press Ganey national percentile rank 92% (Historically in the 30's)
- Patient feelings towards recommending our practice 96%
- Call Volumes and Abandonment rate 2.4% (Goal <5%)

No Shows/Cancellations

- Clinic no show rates decreased from 20% to 10%
 - Procedure no show rates decreased from 6% to 3%
 - Cancellation rates fluctuate, currently at 34% (highest 43%)
 - Potential revenue losses:
 - Lost revenue per clinic no show: \$112
 - Lost revenue per procedure no show: \$220
 - Total possible yearly revenue loss: \$103,992
- **Predicted revenue gain after corrections ~ \$51,996** (rescheduling, fluctuations in no show rates, clinic vs procedures, etc.)

Expansion of Our Implementation

Act

New providers in clinic

- Faculty
- Nurse Practitioners

New Scheduling demands

- Physician allocation to clinic 2-3 days/week
- Allocation of physician to additional surgery center 1 day/week

Conclusion/What's Next

HIGHLIGHTS

- Improved CoC from 15% to **65% (75% including NP)**
- Reduced No show Rate by 50%
- Recognized for 1st time as Top Performing Clinic
- Created a post-appointment survey to track real-time changes

NEXT STEPS

- Improve documentation of Primary Pain Provider
- Need to improved Survey/data collection and Buddy system
- Evaluate the ROI on reduced No Show and Cancelation
- Track Financial Benefit of CoC (imaging orders, outgoing referrals)

BENEFITS/BARRIERS:

- Improved Provider Satisfaction
- Part-Time Faculty
- Limited Epic CoC reporting

References

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Thank you!

