Finding Quality in QA

The Problem
Chestnut Hill Urgent Care provides laboratory and radiology studies for patients and with that, there is a need for follow up for results that return after the patient leaves our care. Without a standard system, a paper based system was initially used in the clinic. The paper and stickers were confusing and had a risk of missed cases. In addition the review process required staff to access 3-4 different systems in order to review, make decisions, and document on all cases.

Aim/Goal
To create an electronic QA system that would allow a central repository and documentation program that was easy to use and provided staff with all information in one location.

The Team
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Chestnut Hill Urgent Care Staff
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The Interventions
- Working with Forerun Systems an electronic system was created that would allow staff to flag a case in the patient profile to alert that that a culture was sent
- Flags would allow for clinical information to be included about treatments started or patient preference about leaving message or timing of calls
- A report screen was created to allow staff to filter all patients by classification for organized follow up
- Within the program a work page was created with links to Web OMR, patient profile and inclusive of key areas such as PCP for tracking of work and then importing to WebOMR for communication

The Results/Progress to Date
- Over 200 patients tracked through online system since go live November 16th, 2015
- Staff has reported that the online system is easier to use and allows for single source of information related to patient care. In addition leadership reviews are now able to be done remotely and reports reviewed and verified.

Lessons Learned
We used an incremental approach to this system with testing done using our patient call back program to ensure staff comfort and accuracy of data before moving to the QA system. This was helpful to help trouble shoot issues and staff concerns.

Next Steps/What Should Happen Next
- Continue work with vendor to have improved data flow from other systems such as lab and radiology directly to avoid re-work
- Listen to staff for feedback for design changes for end user satisfaction

For more information, contact:
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