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Coordination of Inpatient and Outpatient Care for Neurology Patients Undergoing Epilepsy Monitoring

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Coordination of Inpatient and Outpatient Care for Neurology Patients Undergoing Epilepsy Monitoring

Last Updated: 9/3/2018



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Team Members: Sara Schrock, Michelle Beane

Plan

Problem/Impact Statement:

With an average of 8.6 total referrals every month, many of these referrals for Epilepsy Monitoring from MMP Neurology to MMC Neuro-navigators were delayed or lost, placing patients 1-3 months behind for their Epilepsy Monitoring Unit (EMU). Increased delays in the waiting process leads many patients to suffer unnecessary and unmanaged seizures as well as, in some cases, frequent trips to the ED for seizures or seizure-like symptoms, utilizing ED resources. Organizing and consolidating the epilepsy monitoring referral system would streamline the referral process and expedite care.

Scope:

In scope: MMP Outpatient Neurology Practice and MMC Neuro-navigators, referrals actually scheduled, and all patients including pediatric patients
Out of scope: Other MaineHealth entities and outpatient practices

Goals/Objectives:

- 100% of the time referrals for the EMU will be sent to the Navigator Pool in Epic for booking
- 100% of the time orders for EMU will be placed by providers with no additional telephone encounter or duplicate communication

Baseline Metrics/Current State:

Figure 1

Figure 1 highlights the extraneous process first used for EMU referrals. The three starred steps mark key steps which were reliant on human action.

Root Cause Analysis:

Problem	Referrals were “slipping through cracks” on the way from MMP to MMC neuro-navigators
Why?	The current process has many opportunities for the referral to be lost
Why?	MMP PSRs were losing track of the referral orders
Why?	MMP providers and PSRs were unfamiliar with the referral process for EMUs
Why?	The referral process for EMUs is unique
Root Cause	The referral process does not rely on the work queue but instead relies on the MMP PSRs contacting the MMC neuro-navigators

Do

Countermeasures

Action	Owner	Due Date	Status
MMP Director took control to provide support and assistance, serving as KPI champion at MMP	Sara Schrock	2017	Completed
Collect data on the number of EMU referrals to establish our N (amount) (KPI 1)	Sara Schrock	12/22/18	Completed
Contact PSR, Epileptologists, and members at the neurology office who often send EMU referrals and review with them how to send referrals to the navigator pool (KPI 1)	Sara Schrock	1/8/18, 2/22/18	Completed
Visit MMP Neurology office to see work flow and use of order queue (KPI 1)	Sara Schrock	3/5/18	Completed
Meet with MMP office/operations manager to further discuss work que and develop an action plan to educate PSR and providers (KPI 1)	Sara Schrock, Michelle Beane	3/28/18	Completed
Navigators given direct access to the order cue, do not need to rely on routed telephone encounter to the pool (KPI 1)	Sara Schrock	5/9/18	Completed
Email providers to remove smart phrase from order set (KPI 2)	Sara Schrock	5/22/18	Completed

Study

Outcomes

Current Process Map

Figure 2

Referral Misses

Figure 3

Act

Next Steps

- Sustain new process
- Follow up KPIs to make sure it is still running properly