Neurology Operational Efficiency

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Problem/Impact Statement

Patients arrive for initial Neurology consult without prior labs, imaging, and/or other notes available for review which reduces the quality of the patient visit.

Scope

All new patients that are scheduled to be seen by MMP Neurology Clinic. Out of scope would be inpatient consults.

Goal/Objective

We will reach a 90% goal of completing pre-charting for new consults at MMP Neurology Clinic by 6/30/2020. Pre-charting will ensure that the prior record/imaging are available.

Baseline Metrics/Current State

Protocol/Chart Metrics / Chart Preparation

Purpose: Accurate and thorough chart abstraction and chart preparation is critical to the initial and ongoing patient care we provide at Maine Medical Partners Neurology. The safety of our patients and the outcomes they experience are dependent on our ability to comprehensively capture the patient’s complete medical history with precision.

Procedure:

1. Chart abstraction/preparation is a daily, ongoing process to be completed 1 week in advance of the patient's office visit. For patients needing to be seen urgently, chart prep is to be done as soon as possible.

2. All new records should be abstracted utilizing the Neuroimpression smart phrase. At a maximum, chart abstraction/chart preparation should include:
   - Reason for visit
   - Past medical history
   - Past surgical history
   - Past family history
   - Social history
   - Labs results (including those from outside labs)
   - Test Results (MRI, EEG, radiology exams, outreach testing, etc.)
   - All imaging to be posted to IMPAX
   - Current Medication List
   - Allergies
   - Recent resuscitation
   - Any additional information that you feel is pertinent to the patient’s visit

3. Chart abstraction/preparation will be audited by management team at frequent intervals to ensure adherence to quality and accuracy. Providers will also be asked to provide feedback on a periodic basis.

MMP Neurology New Patient Check List

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Who</th>
<th>Deliverable</th>
</tr>
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<td>MMP Neurology Operational Efficiency</td>
<td>Tamara H. W. Schwartz, MD, Associate Medical Director for Neurology, Quality Lead, Muriel Michaud, Practice Manager &amp; Michelle S. Cyr, Clinical Manager</td>
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<td><strong>Next Steps</strong></td>
<td>End Q1: TS / Admin Team 1. Create project team. 2. Develop needed tools and research. 3. Create a project plan - Launch of a KPI and utilization of new workflow/ SmartPhrase. End Q2: TS 1. BI Portal is capturing data. 2. KPI was in progress, now delayed by implementation of schedule changes for COVID-19. End Q3: TS 1. PDSA workflow for the utilization. End Q4: TS 1. PDSA Process 2. Create and launch sustainability plan</td>
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