



Enhancing Communication through Quality Improvement at The Hemophilia Center

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Background and 5Ps

The Hemophilia Center's quality improvement team examined the 5Ps (purpose, patients, professionals, processes, and patterns) to provide a clearer understanding of our microsystem.

Patients

The Hemophilia Center at Oregon Health & Science University (OHSU) serves over 1400 patients across their lifespan, one quarter who are between 12-25 years old (transition-aged patients).

Professionals

The Hemophilia Center at OHSU employs 38 professionals accounting for 26.6 FTE.

Processes

Of the multitude of processes at The Hemophilia Center, our return to comprehensive clinic process includes 17 points of service transfer.

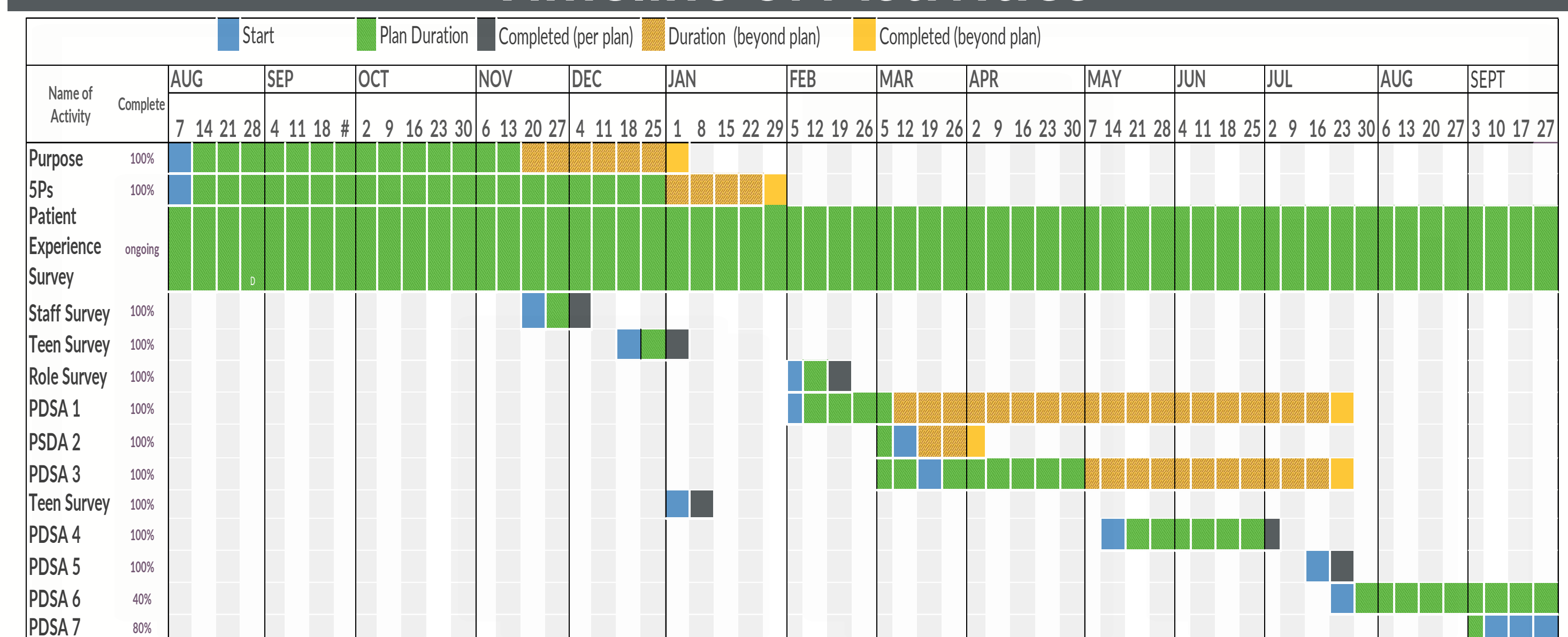
Patterns of Communication

We communicate utilizing many modes: EMR (Epic), Daily Huddle, Pre-Comp Meetings, Outreach clinics (4), QI Meetings, Staff Meetings, Email, Page, Text, Informal Discussions and non-work related events.

Problem Description

Themes for improvement projects were pulled from staff and patient surveys and patient conversations. Communication and lack of understanding of roles and services were a reoccurring theme in both the staff and patient responses. It was apparent we needed to improve our internal communications to build a solid foundation for future improvement projects with our staff and, more importantly, our patients.

Timeline of Activities



Global Aim Statement

We aim to improve transition-aged patients' knowledge of services offered at The Hemophilia Center at OHSU. The process begins with identifying services available and potential modes of communication. The process ends with implementation of new communication modes to discuss services available. By working on the process, we expect our transition-aged patients to be better informed about the services available. It is important to work on this now, because it has been identified through patient and staff correspondence as a need.

Specific Aim Statements and PDSA Cycles

Specific Aim - Internal

We will increase team member understanding of each other's roles by 100% by March 1, 2017. This will be accomplished by clarifying and identifying services within each role.

PDSA 1 - Identifying All Services

Identify services within each role and clarify services with center staff

PDSA 2 - Compiling Services in Comprehensive Clinic

Increase hemophilia team's understanding of services provided, by discipline, in comprehensive clinic. We aim to reduce service redundancies and identify transition-related services

PDSA 3 - Identifying Best Communication Modes

Identify best methods to share roles and responsibilities within our team. Create a standard and utilize going forward

Specific Aim - External

We will increase patients' understanding of transition and services available by July 1, 2017. We will do this by clarifying and sharing services available with the transition-aged patients in The Hemophilia Center

PDSA 4 - Transition Understanding

Increase patients' understanding of transition and goal-making

PDSA 5 - Family Day / Scavenger Hunt

Increase patients' understanding of services available within the center

PDSA 6 - Improving Website

Increase patient satisfaction with the information listed on our public-facing website

PDSA 7 - Creating a Brochure

Increase patient understanding of services available within our center

Results

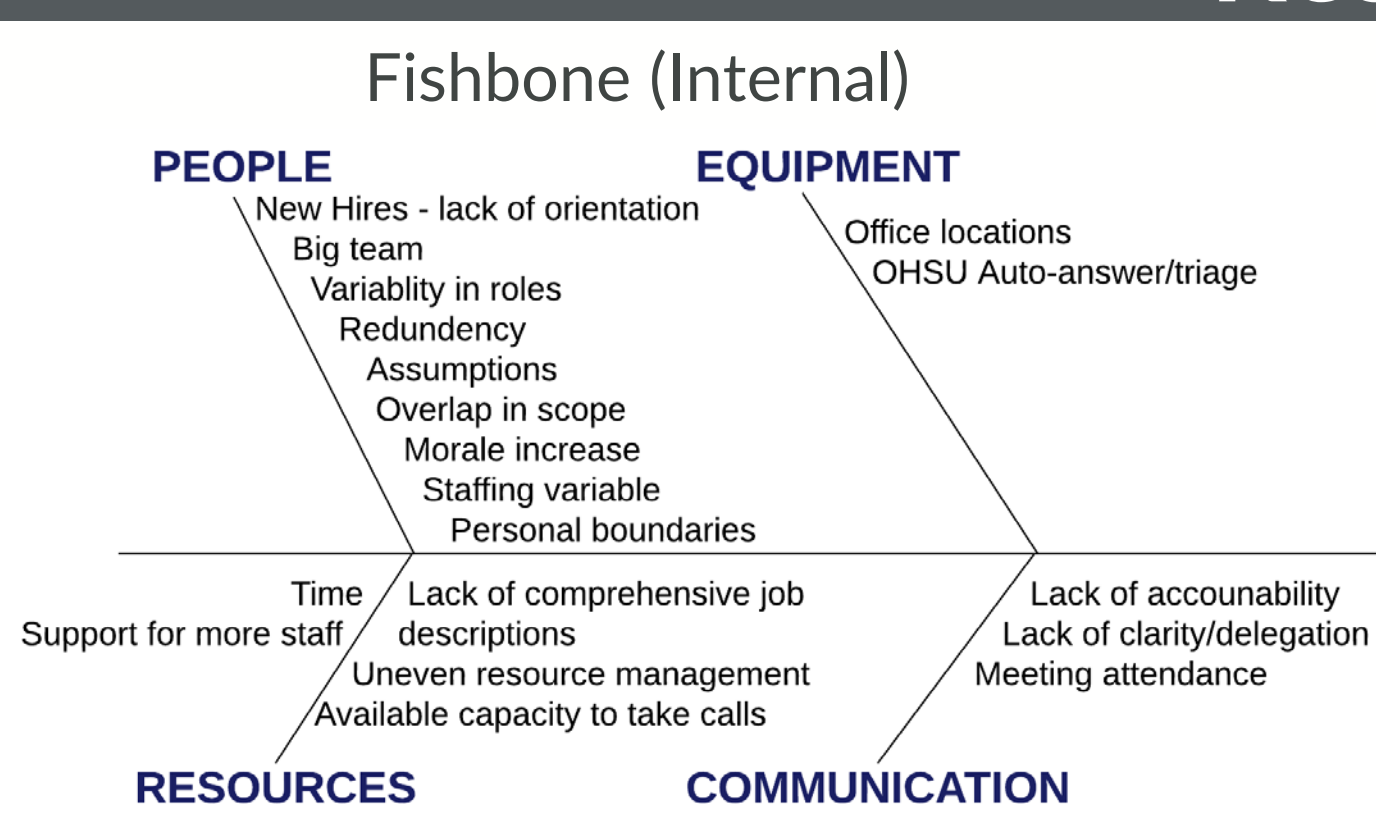


Figure 1 (Specific Aim External) Teen - What Can the Center do to Improve?

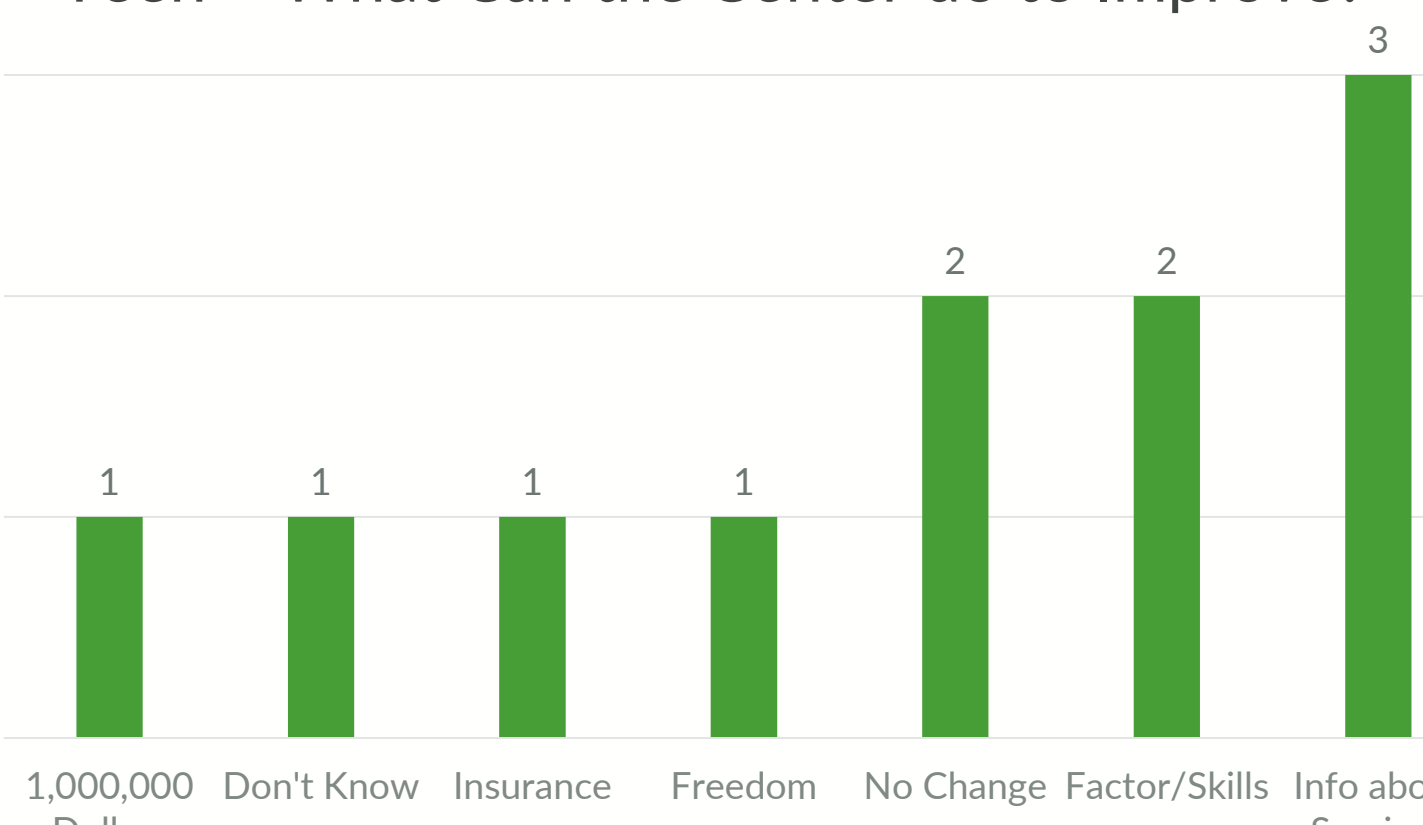
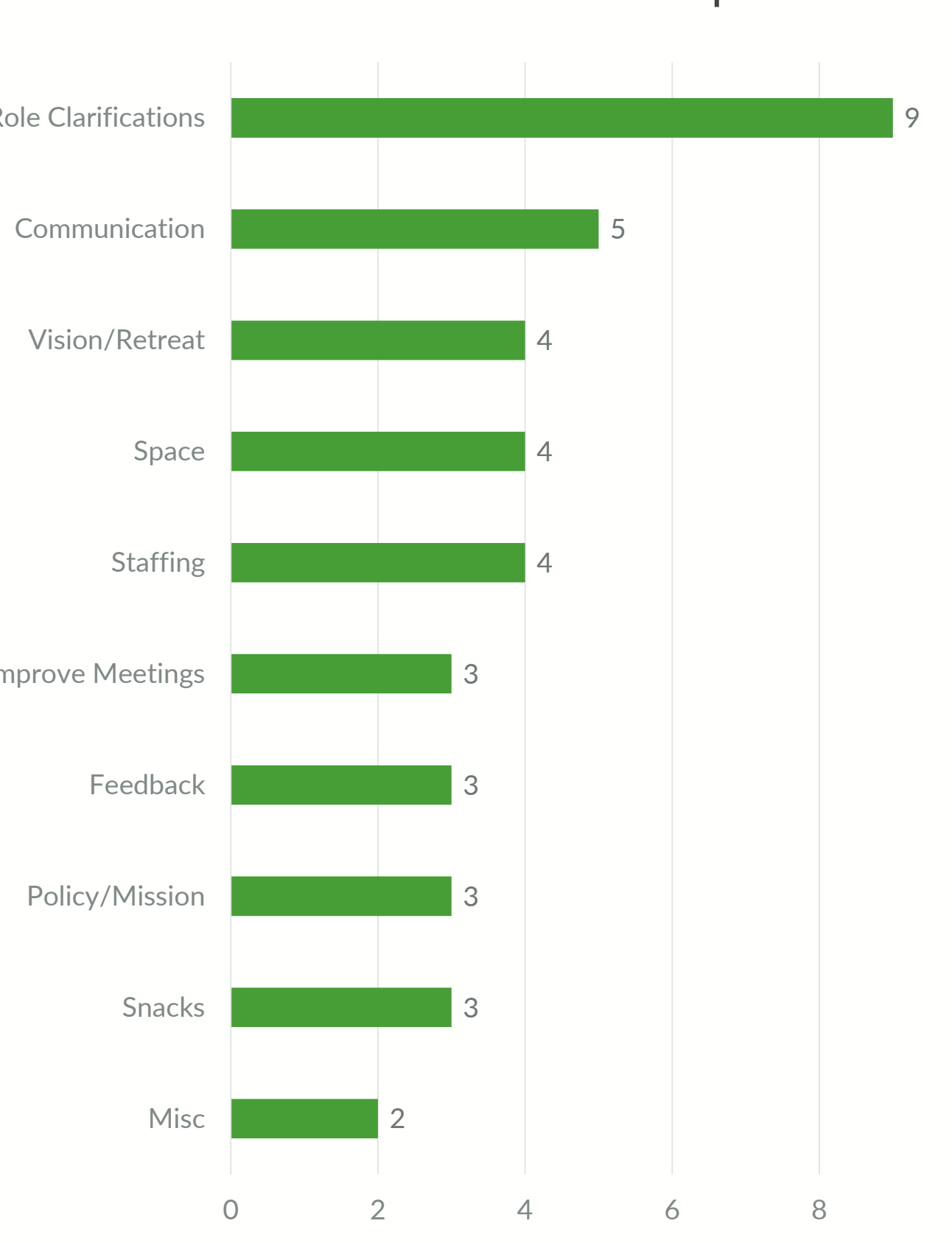


Figure 2 (Specific Aim Internal) Staff - What Can We Do To Improve?



Results Continued

Figure 3 (Specific Aim Internal) PDSA 3: Understanding the Roles and Responsibilities within the Hemophilia Center (Pre and Post PDSA)

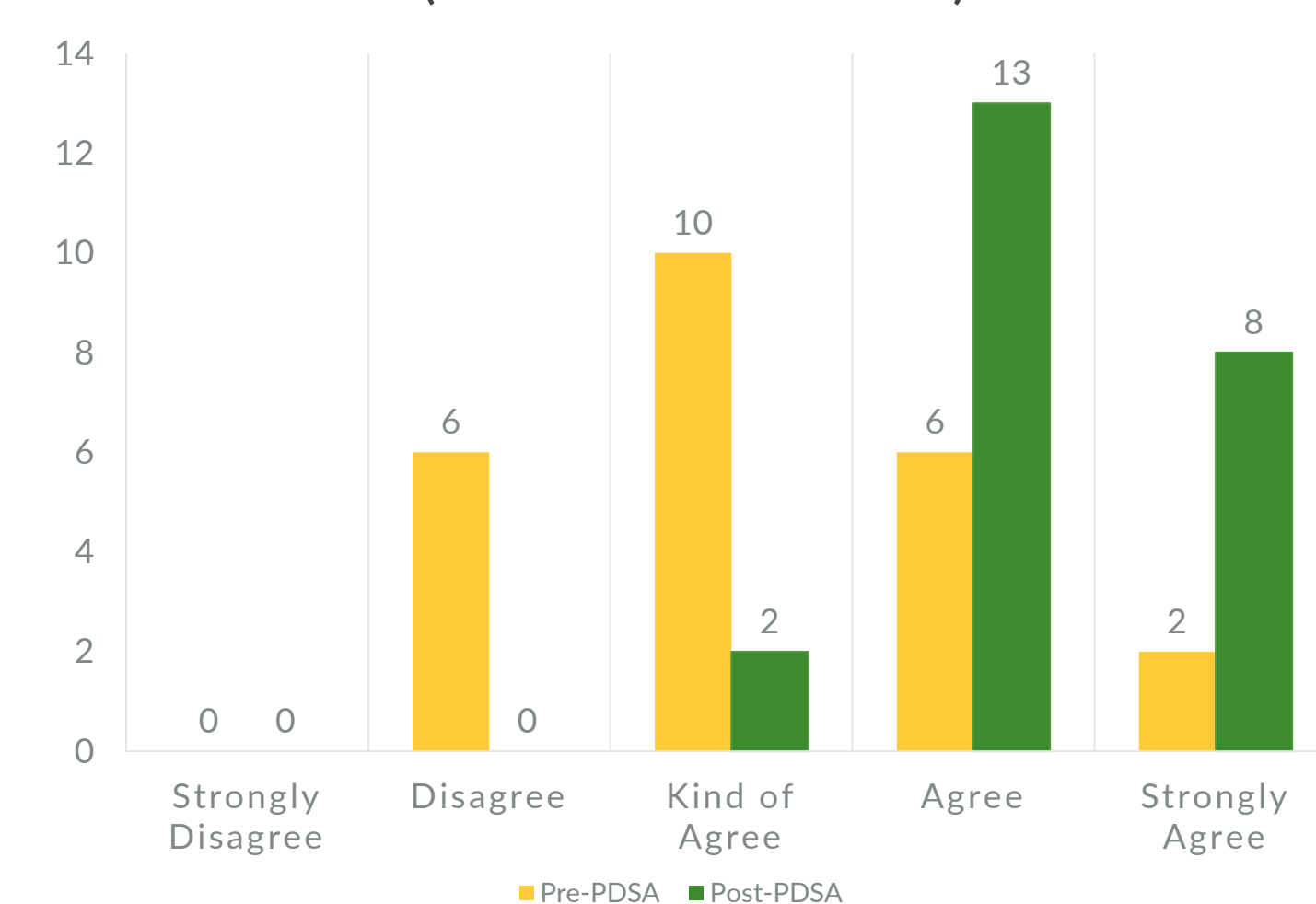


Figure 4 (Specific Aim External) PDSA 5: Pre and Post Understanding of Services at the Center

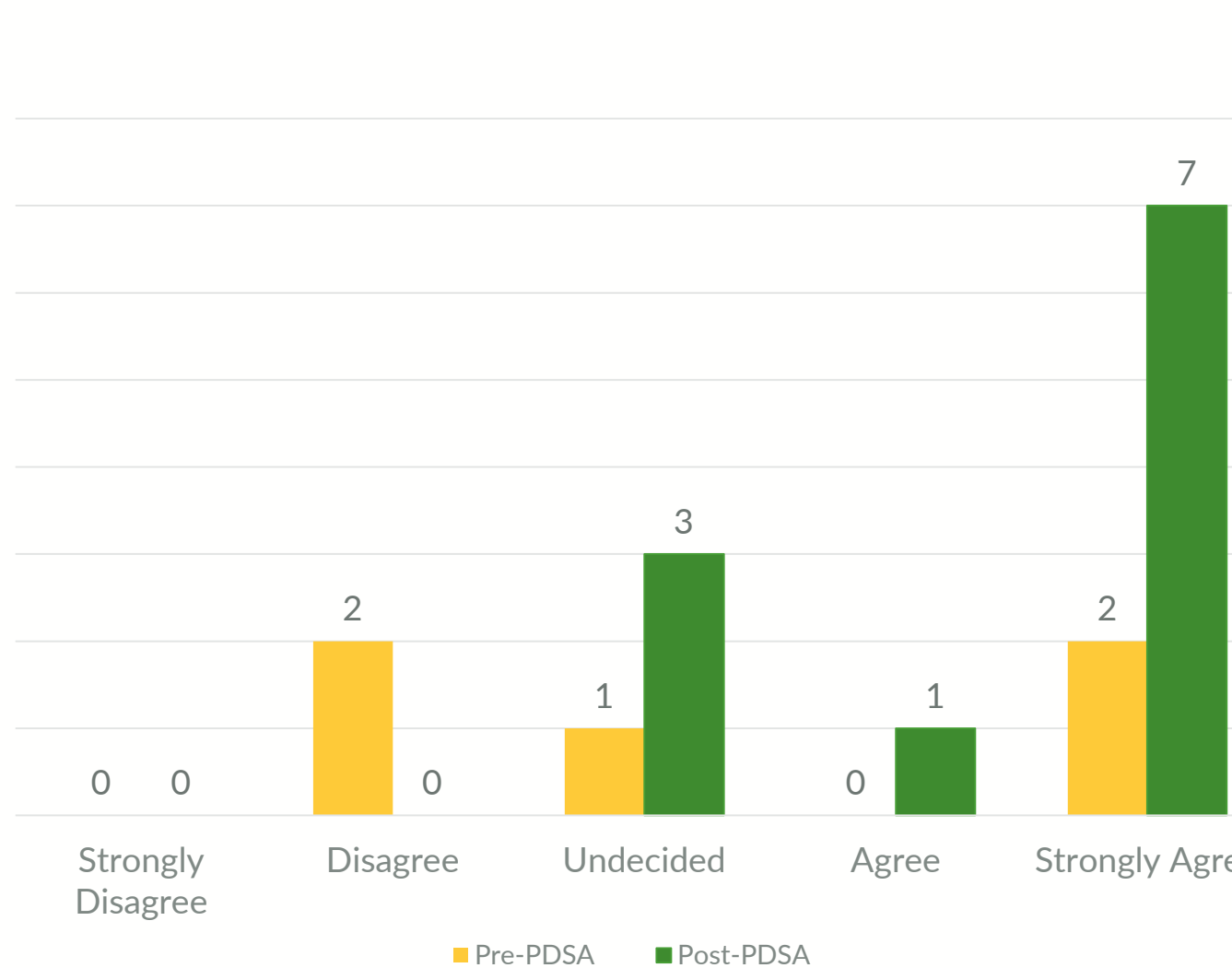


Figure 5 (Specific Aim External) PDSA 6: Pre - How Informative is the Services and Treatment Page (Website)?

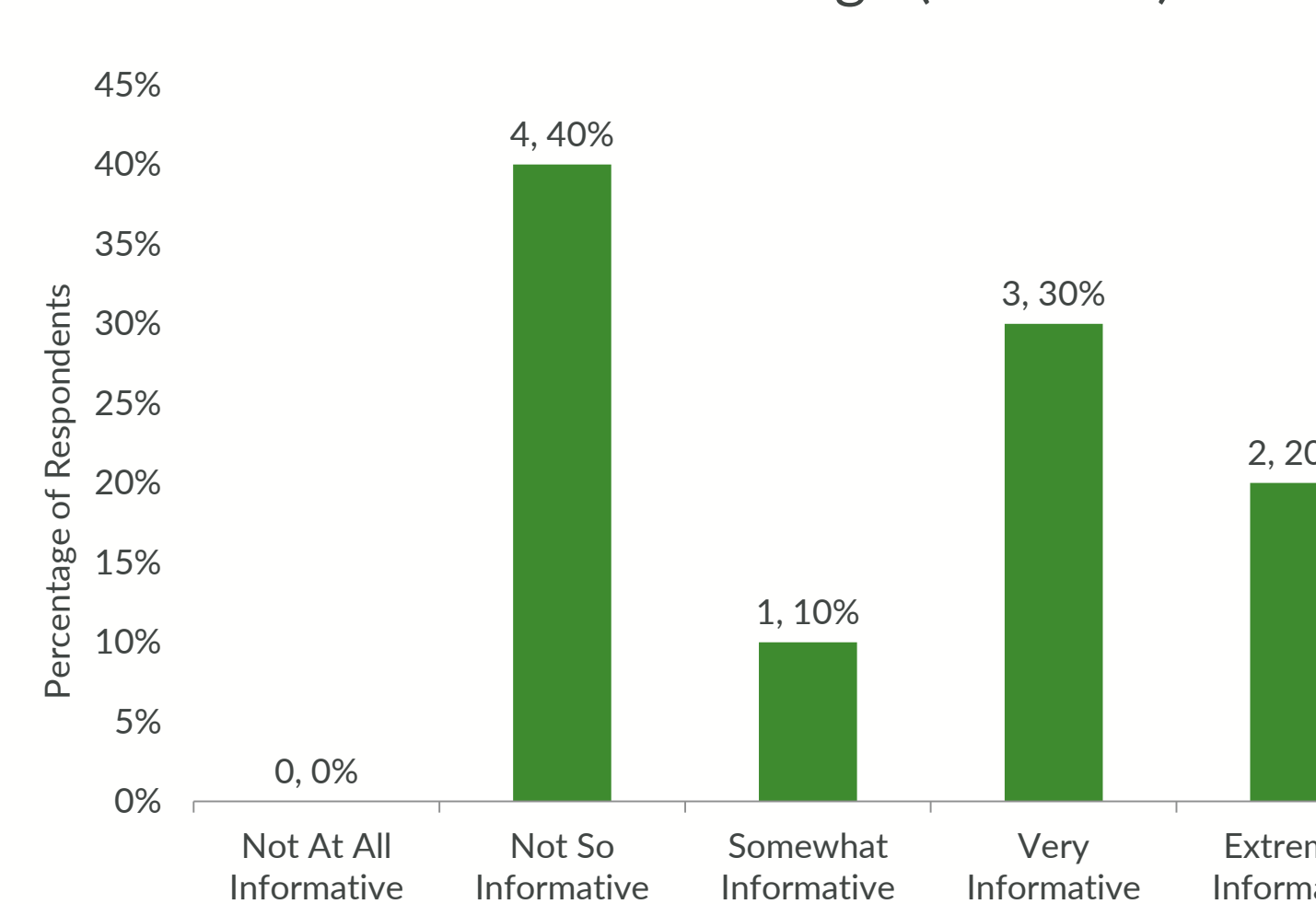
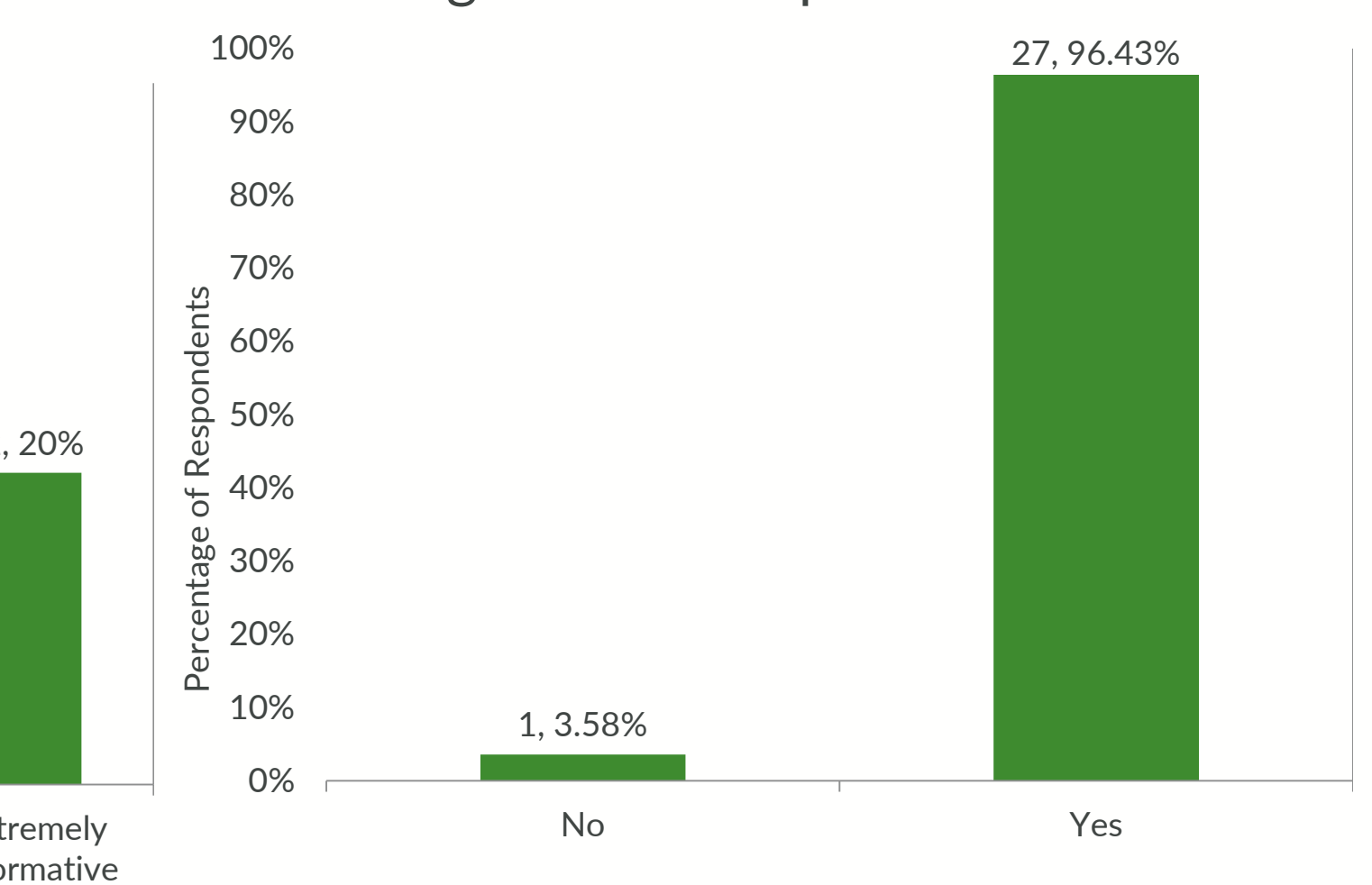


Figure 6 (Specific Aim External) PDSA 7: Does the Brochure Increase Your Understanding of Services provided at the Center?



Conclusions

Specific Aim - Internal

- Improved understanding of services offered at the center
- Created a standard for sharing role responsibilities within the center
- Demonstrated an increase in understanding in all internal PDSAs

Specific Aim - External

- Improved transition communication between providers and patients
- Increased understanding of services in all external PDSAs
- Identified more room for improvement in all areas

Lessons Learned and Next Steps

Specific Aim - Internal

- By increasing team's knowledge of the internal roles, the team is more efficient and confident in future improvement initiatives

Specific Aim - External

- In progress of establishing age-specific skills within our center

Quality Improvement Approach

- Defined our 5Ps, helped the team gain a better understanding of our microsystem
- Used the improvement tools to define our aim and created a plan that led to more efficient, long-term solutions
- Established a capacity for continued quality improvement