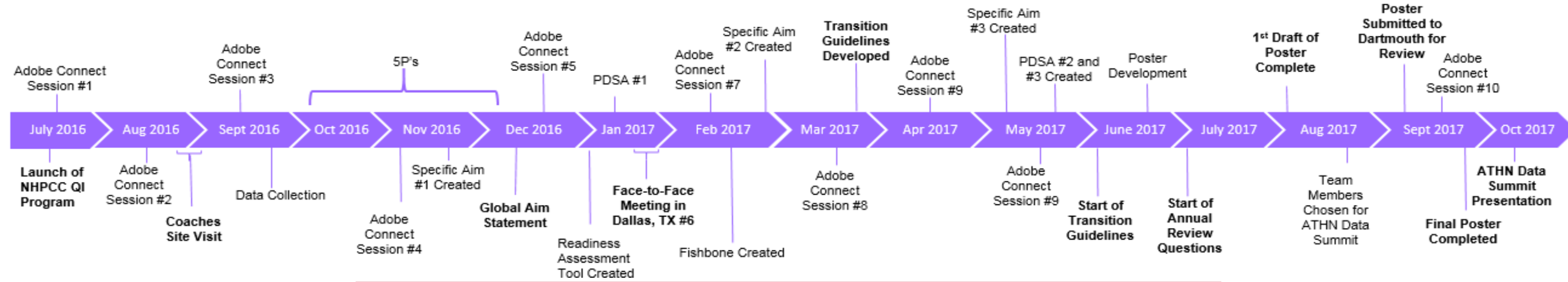


# Transition to Independence: A Collaborative Team Approach to Improve Care and Self Advocacy

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## Background

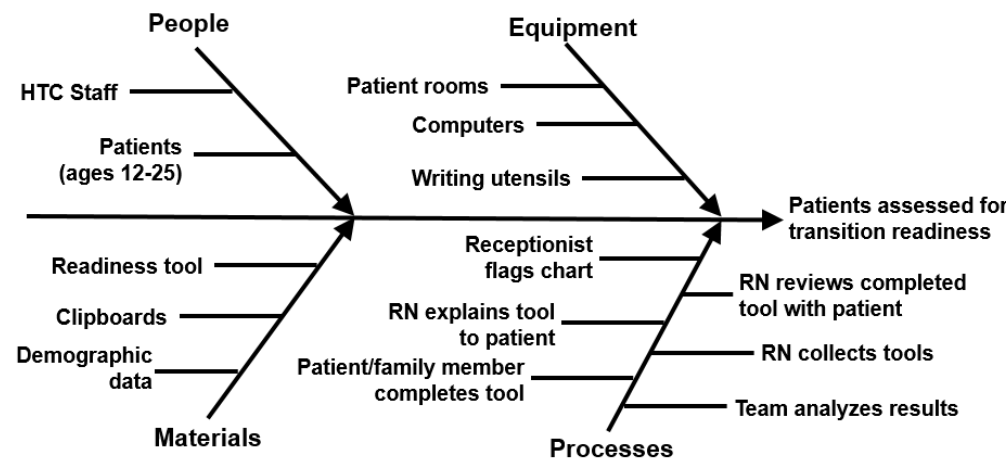
The Hemophilia Center of Western New York is an independent lifespan center located in an urban setting in Buffalo, NY. Our HTC encompasses 8 counties of Western New York. Our treatment center manages approximately 500 patients with bleeding disorders and thrombosis.

## Problem Description

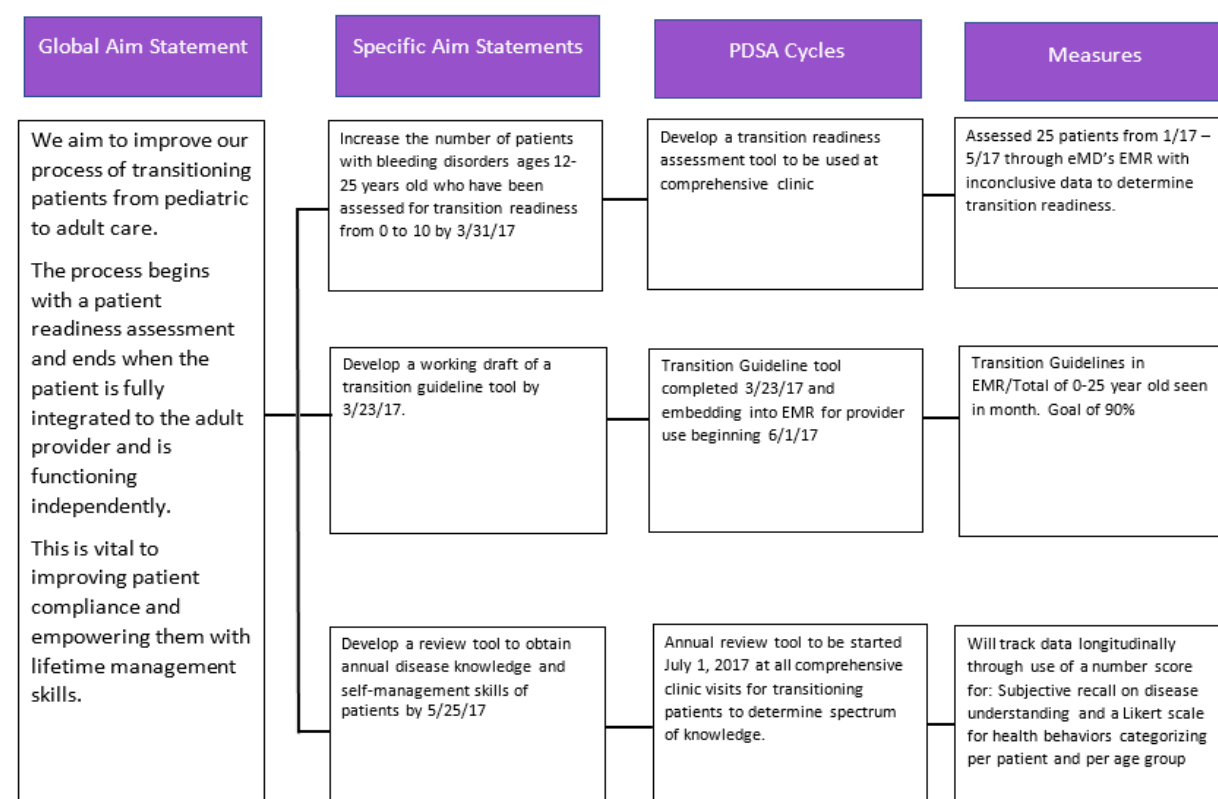
Our Center lacks a current process to transition patients from pediatric to adult care, as well as an ability to assess and measure patients knowledge of disease, self-management skills and readiness to transition.

## Transition Readiness Fishbone Diagram

We will increase the number of patients ages 12-25 years old that are assessed for transition readiness from 0 to 10 by 3/31/2017



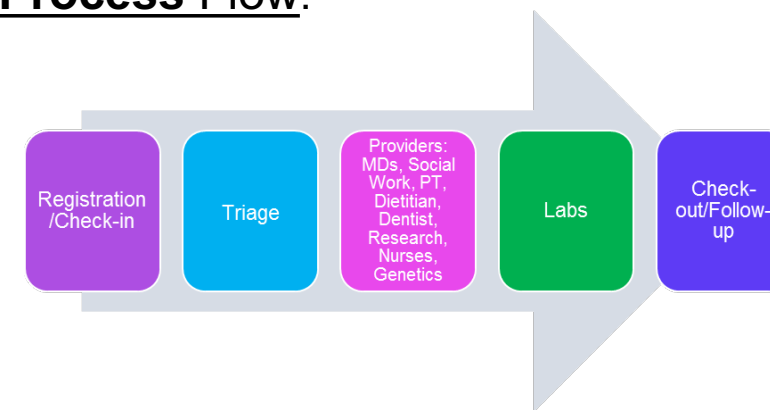
## Aim Statements/PDSA Cycles



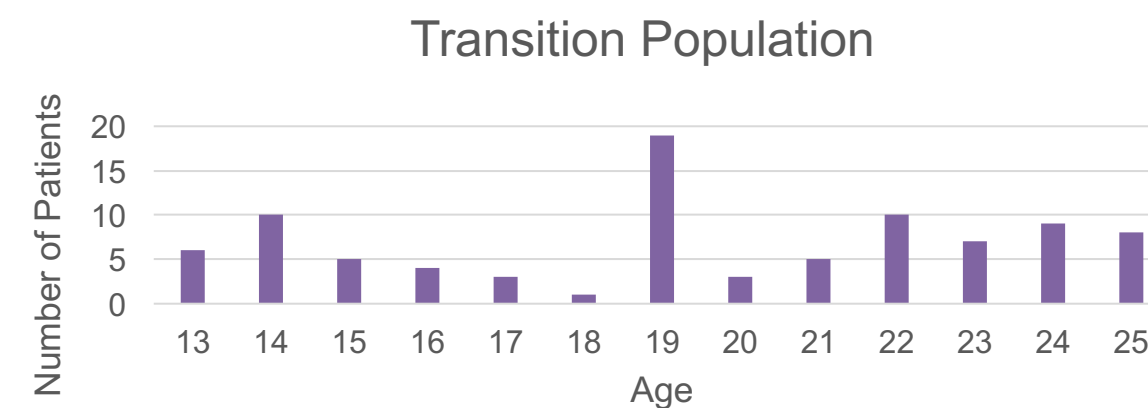
## 5 P's

**Purpose Statement:** To improve the patient experience and center operations.

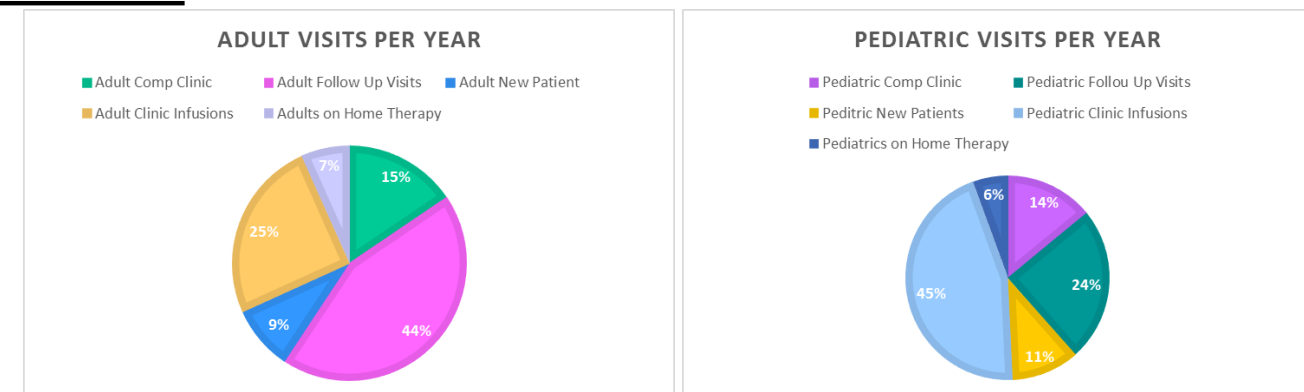
**Appointment Process Flow:**



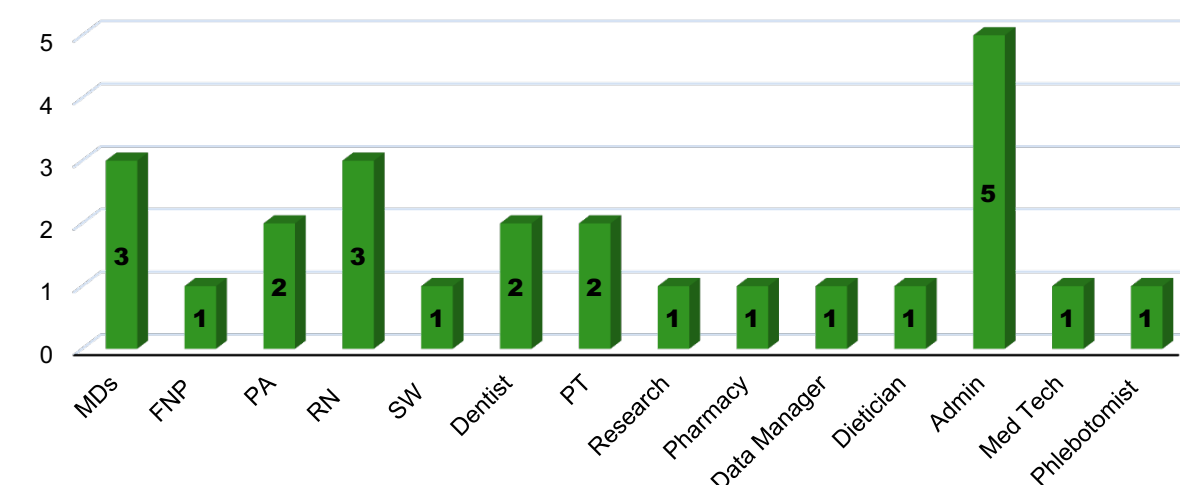
## Patients:



## Patterns:



## Professionals:



## Transition Documents

## Results/Key Findings

- To date there are 74 Transition patients who have the Transition Guidelines in place in their electronic medical records.
- All 74 Transition patients have documentation by providers on their Transition Guidelines Documents, for a 100% completion rate YTD.
- From July-September 2017: 20 Annual Review Questionnaires have been administered to patients (4 ages 9-12y, 6 ages 13-15y, and 10 ages 16y +) and 13 have been administered to parents (4 ages 9-12y, 6 ages 13-15y, and 3 ages 16y +).
- Annual Review Questionnaires are being used to prioritize educational goals, with ongoing PDSAs to refine questionnaires and identify optimum patient population. These processes are ongoing.

## Lessons Learned

- Transition is ongoing and not easily measured.
- Quality improvement training has revolutionized how our practice approaches patient care, communication and center operations.
- PDSAs are valuable tools for continual process review, and illustrate whether interventions are meeting our Center's needs.

## Next steps

- Establish a center-wide quality improvement committee to include representation from patients and board members
- Act as a QI resource for other HTCs in our region
- Continue to re-evaluate our transition guidelines and impact on patients

