

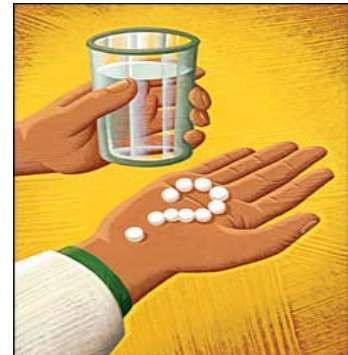
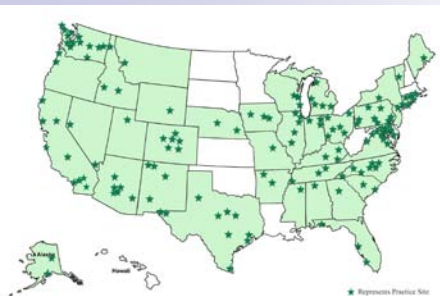
Using Health Maintenance to Improve Medication Monitoring

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MS-TRIP Network Meeting

September 11, 2009





Practice Information

- Westshore Family Medicine, Muskegon, MI
- About 32 staff
- 10 providers
 - 8 physicians
 - 2 physician assistants
- PP user since 1995
- PPRNet member since 1996

The Problem

- Poor Quality Measures
 - Remember A-TRIP??
 - Eg. Creatinine measured in HTN
 - Forget to order
 - Too distracted (“Oh, by the way, doc...”)
 - Patients not following up/through



Plan for Improvement

- Start HM template for HTN
 - MB to create template
 - Triggered by Dx or Rx
 - Providers decided what measures
 - Providers decided how often
 - Everyone to check and order
 - “Get the **RED** out!”

Exit Park Dash Chart Close Print Letter Msg Chk In Timing Sched Note Review Pat Ed Pt Info Prov Rx Orders Help

Health Maintenance Summary: [Patient Name], James

	Recommend For	Due (seq.#)	05/14/2009	03/24/2009	03/24/2009	03/24/2009	03/19/2009	03/16/2009	03/13/2009	01/14/2009	11/20/2009
ALCOHOL SCREEN	MALE 51 TO 064	09/13/2007								P *	
Aspirin therapy	DIABETES MELLITU										
CHOL	MALE 51 TO 064	09/19/2011									
COLONOSCOPY	MALE 51 TO 064	11/20/2016									
DIABCHECK	DIABETES MELLITU	09/24/2009		X							X
Diet Counseling	DIABETES MELLITU	03/24/2010		X							X
Exercise Counsel	DIABETES MELLITU	06/06/2009									
Eye exam	DIABETES MELLITU	06/06/2009									
FLU	Multiple	06/10/2009									
Foot Exam	DIABETES MELLITU	06/06/2009									
GLUCOSE	MALE 51 TO 064	06/06/2009									
HEIGHT	MALE 51 TO 064	11/11/2009	X								
HEM A1C	DIABETES MELLITU	09/13/2009						X			
LDL	DIABETES MELLITU	06/06/2009									
MIC ALB	DIABETES MELLITU	03/24/2010		X							
PAT/PROVIDER AGREE	MALE 51 TO 064										
PHYSICAL EXAM	MALE 51 TO 064	11/23/2008									
PNEUMOVAX	DIABETES MELLITU										
PSA	MALE 51 TO 064	03/24/2010		X	X	X	X	X			
RECTAL	MALE 51 TO 064	01/14/2010									X

Close New Edit Delete Newer Older Template Historical Print Immun Detail

Summary Chart Prog Notes Rx / Meds Recent Lab Lab Tables Vitals Hlth Maint Prob List Flow Chart

X-Done E-Done Elsewhere N-Not applicable R-Refused P-Postponed O-Ordered 007 52 Year Male Operator: KKB Provider: KKB WebV



Plan for Improvement

- When did we change?
 - Started with A-TRIP
 - Continued on

Plan for Improvement

- Did it work?
 - Absolutely
 - Staff are key
 - Physicians – “old dogs”
- Changes since Site visit
 - Not so much
 - Reminders, education, reinforcement





Practice Impact

- How did your plan for improvement impact your practice?
 - Patients
 - Improved monitoring
 - Improved safety
 - Improved follow through

	A	B	C	D	E	F	G
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Monitoring Potential Adverse Drug Events:

31	Serum Creatinine: In past year	Pts with active rx for any ACE Inhibitor or A II Inhibitor	1212	92%	95	85%	94%
32	Serum Creatinine: In past year	Pts with active rx for Digoxin	43	100%	0	90%	100%
33	Serum Creatinine: In past year	Pts with active rx for any diuretic, i.e., Thiazide, Loop, K Sparing, or Spironolactone	1012	92%	86	83%	93%
34	Serum Creatinine: In past year	Pts with active rx for Metformin	456	96%	16	90%	97%
35	Serum Creatinine: In past year	Pts with active rx for NSAID or Cox 2 Inhibitor	1053	65%	367	66%	91%
36	Serum Creatinine: In past 6 months	Pts >= 65 years with active rx for (ACE Inhibitor or A II Inhibitor) and K Sparing diuretic	38	87%	5	81%	100%
37	Serum Creatinine: In past 6 months	Pts with active rx for (ACE Inhibitor or A II Inhibitor) and K Sparing diuretic and with GFR < 50 ml/min	15	93%	1	89%	100%
38	Potassium: In past year	Pts with active rx for any ACE Inhibitor or A II Inhibitor	1212	92%	96	85%	94%
39	Potassium: In past year	Pts with active rx for Digoxin	43	100%	0	90%	100%
40	Potassium: In past year	Pts with active rx for any diuretic, i.e., Thiazide, Loop, K Sparing, or Spironolactone	1012	92%	86	84%	93%
41	Potassium: Most recent >=3.5 meq/L	Pts with active rx for any thiazide and Potassium measure	692	92%	54	96%	99%
42	Potassium: In past 6 months	Pts >= 65 years with active rx for (ACE Inhibitor or A II Inhibitor) and K Sparing diuretic	38	87%	5	80%	100%
43	Potassium: In past 6 months	Pts with active rx for (ACE Inhibitor or A II Inhibitor) and K Sparing diuretic and with GFR < 50 ml/min	15	93%	1	80%	100%
44	Hemoglobin: In past year	Pts with active rx for any Anti-Platelet (excluding Aspirin) or Oral Anticoagulant	247	79%	51	75%	90%
		Pts with active rx for any Anti-Platelet					

	A	B	C	D	E	F	G
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Monitoring Potential Adverse Drug Events:

30							
31	Serum Creatinine: In past year	Pts with active rx for any ACE Inhibitor or A II Inhibitor	1351	94%	84	85%	94%
32	Serum Creatinine: In past year	Pts with active rx for Digoxin	37	97%	1	95%	100%
33	Serum Creatinine: In past year	Pts with active rx for any diuretic, i.e., Thiazide, Loop, K Sparing, or Spironolactone	974	93%	65	84%	93%
34	Serum Creatinine: In past year	Pts with active rx for Metformin	493	97%	15	90%	97%
35	Serum Creatinine: In past year	Pts with active rx for NSAID or Cox 2 Inhibitor	988	66%	333	67%	92%
36	Serum Creatinine: In past 6 months	Pts >= 65 years with active rx for (ACE Inhibitor or A II Inhibitor) and K Sparing diuretic	48	96%	2	80%	100%
37	Serum Creatinine: In past 6 months	Pts with active rx for (ACE Inhibitor or A II Inhibitor) and K Sparing diuretic and with GFR < 50 ml/min	15	93%	1	93%	100%
38	Potassium: In past year	Pts with active rx for any ACE Inhibitor or A II Inhibitor	1351	93%	88	85%	94%
39	Potassium: In past year	Pts with active rx for Digoxin	37	97%	1	95%	100%
40	Potassium: In past year	Pts with active rx for any diuretic, i.e., Thiazide, Loop, K Sparing, or Spironolactone	974	93%	66	84%	93%
41	Potassium: Most recent >=3.5 meq/L	Pts with active rx for any thiazide and Potassium measure	660	92%	56	96%	99%
42	Potassium: In past 6 months	Pts >= 65 years with active rx for (ACE Inhibitor or A II Inhibitor) and K Sparing diuretic	48	96%	2	77%	100%
43	Potassium: In past 6 months	Pts with active rx for (ACE Inhibitor or A II Inhibitor) and K Sparing diuretic and with GFR < 50 ml/min	15	93%	1	67%	100%
44	Hemoglobin: In past year	Pts with active rx for any Anti-Platelet (excluding Aspirin) or Oral Anticoagulant	255	73%	68	75%	89%



Practice Impact

- Comments/reflections from practice staff, providers or patients
 - ❑ Teamwork
 - ❑ Pride – quality measures
 - ❑ \$\$ - improved quality
 - ❑ Improved job satisfaction
 - ❑ Medical home

Lessons Learned

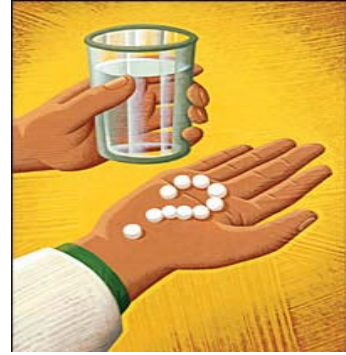
- What did you learn?
 - Protocols / automation
 - Standardization
 - Teamwork
 - HM is a great tool





Lessons Learned

- What could other practices learn from your experience?
 - No one can do it all
 - Empower your staff
 - Create a team
 - Everyone benefits



Questions