

# Clinical Update

Faculty Meeting

5/17/10

# Mortality Reduction Project

Hospital Wide efforts, lead by Drs. Barron and Davidoff-

- All patients, on every service, must be seen by an attending daily and a note written.
- All consults must be staffed by an attending physician.
- Nursing looking at “triggers” which prompt nursing to inform attendings about clinical status of patients- lead by Lisa O’Connor

# Mortality Reduction Project- DOM Initiatives

- 1) Minimum requirement to attend on wards is 4 weeks total. If split in 2 week blocks, will be blocks close together.
- 2) Attending and resident to round on patients twice daily (AM and PM).
- 3) Nocturnist program started at ENC to provide help with patient care and supervision.
- 4) Weekend afternoons- noted to be a vulnerable time, mechanisms to rotate attendings to be on the wards on weekend afternoons being explored.

# Consult Survey

- Major initiatives over the past 2 years to improve consultation practices in DOM
- Consult standards-

<http://internal.bmc.org/firmschedules/documents/ConsultationStandards81209.doc>

- **Students should not leave initial consults (fellow can not log in and have student type note)**
- Survey about DOM consult services sent out to all of DOM and housestaff as well as to all other hospital Departments and housestaff

# Inpatient Consultation Services Survey

Major themes and opportunities for improvement-

- Attending involvement in initial consults is timely and helpful.
- Resistance to initial consults and perceived “push back” remains a significant issue.
- Survey Comments support more Attending to Attending involvement.

Detailed survey results will be presented to section chiefs and clinical directors so areas of improvement and action plans can be developed

# Outpatient Update

- Recruiting for Director of Ambulatory Operations
  - will oversee/coordinate outpatient practices
- Recruiting soon for Practice Manager at BUMG-Comm Ave
  - Endoscopy, Sleep Lab and PC Practice
- Planning for ATLAS—new registration & scheduling system & billing
  - Summer trainings planned for staff

# Barriers to Care

- Focus Group of Faculty Jan/Feb 2010
- Barriers identified
  - IT Issues
  - Patient Flow Practice Operations
  - Staffing/HR issues
  - Interpreter Services
  - Referral Process (eReferral)
  - Patient Notifications/Communications
  - Way Finding on campus
  - Parking issues

# Barriers: IT Update

- Logician Speed—RDP pilot being disseminated
- Document Organization in Logician—Dan Newman
  - CMIO blog
- Template Updating—IT Analyst assigned to each Practice
  - Practice level teams for ongoing improvements
- Shadowing Providers
  - Ideas for improving work flow, streamlining notes
- Creating Superusers in each practice



# Barriers: Patient Flow

- Improving Phone Systems
- Continued Improvements with Access—  
new and established patients
- Cycle time in the clinic
- Work distribution
- Improving Scheduling process for referrals
- Decreasing No-Shows