

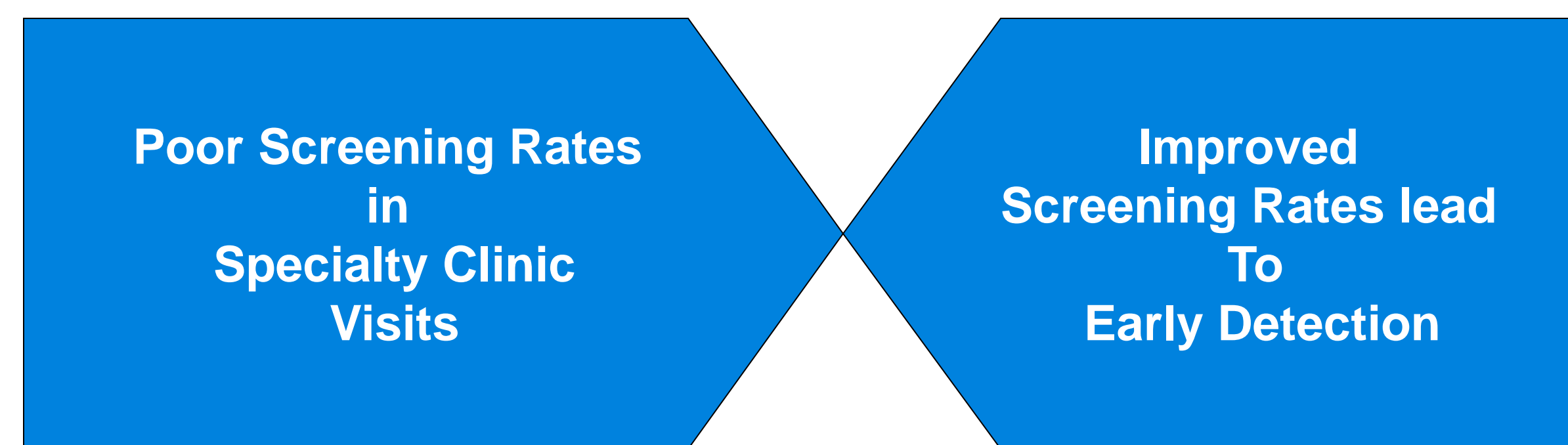
California Health Improvement Project (CHIP)

Together we SOAR – Improving Specialty Screening Opportunities for Cancers and Retinopathy

Tracy Imley, MD
Kaiser Permanente, Harbor City, CA

Problem Statement and Underlying Causes

Two thirds of all outpatient visits at the South Bay Medical Center are in specialty clinics. In these clinics, screening for colorectal, breast, cervical cancers, and diabetic retinopathy are only being addressed 20% of the time. These screenings are not being routinely addressed due to lack of work flows, training and accountability. Improved screening rates will lead to earlier detection and better health outcomes for our members.



Project Description

Improve specialty clinic screening for colorectal, breast, cervical cancers, and diabetic retinopathy through the development of site-specific work flows, physician & staff training, a performance reporting system, department scorecards & recognition system.

Goal and Objectives

Goal: To improve the health of the members at Kaiser Permanente by screening for 4 major illnesses at all outpatient specialty clinic visits at the South Bay Medical Center.

Output-oriented Objectives:

- 1) Develop site-specific work flows for every specialty by 6/2016
- 2) Develop and deliver training to staff and physicians by 6/2016
- 3) Redesign and deploy scorecards that reflect performance by 3/2016
- 4) Start reward and recognition program for all staff/physicians involved by 1/2017

Outcome-oriented Objectives:

- 1) Increase the number of successfully screened patients in breast cancer screening, colorectal cancer screening, cervical cancer screening and diabetic retinal screening from 20% to 35% by 9/2016.
- 2) By 2026 improvement in the rate of screening in specialty clinics will have saved 23 lives from early detection/prevention of breast, colon and cervical cancer and saved the sight of 40 diabetic patients.

Outputs & Outcomes

Output Achieved: Sight specific workflow

We developed department specific work flows for all 23 specialty departments. To make the workflow seamless for staff, providers and patients, we designed a patient-friendly "Prescription for Health" for providers to give to patients who care gaps.

KAISER PERMANENTE
South Bay Medical Center

PRESCRIPTION FOR HEALTH

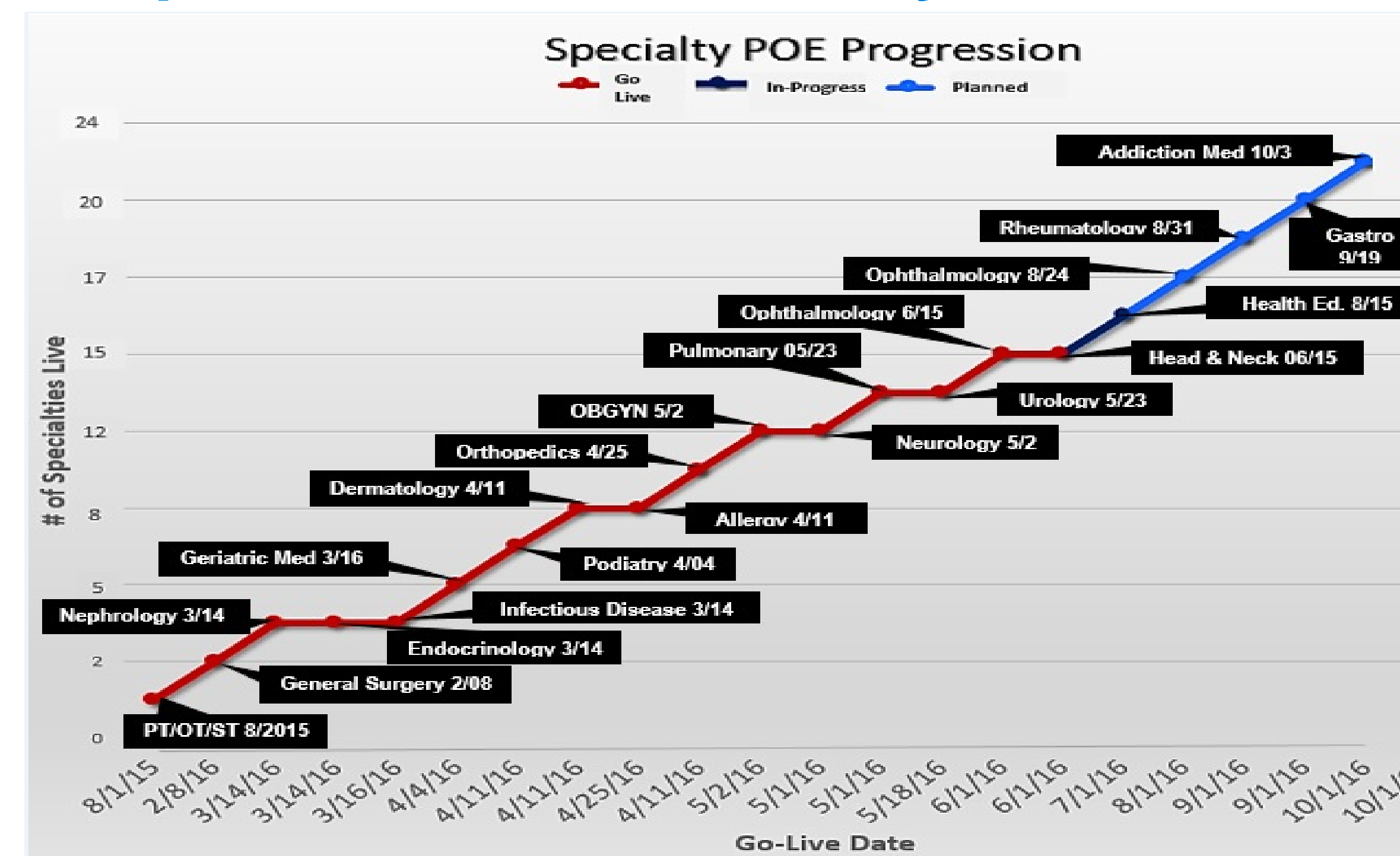
At Kaiser Permanente, we want you to continue to stay healthy. Our records show that you are due for the following screening(s) below. Please complete the screenings you need by _____ Date: _____

Member's Name: _____

- Mammogram Due**
 - Please complete your mammogram today!
 - Same day appointments are available at the Normandie North Building, First Floor Diagnostic Imaging Department on Monday, 7:15 a.m. to 6 p.m., Tuesday through Friday, 6:45 a.m. to 8 p.m., and Saturday, 7:30 a.m. to 4 p.m.
 - Shuttle services to Normandie North Building are available every 10 minutes, Monday through Friday, 8 a.m. to 5 p.m.
 - If you cannot schedule your mammogram today, call 1-800-780-1230.
 - Due date: _____
- Pap Smear Due**
 - Your pap smear has been scheduled for Date: _____ Time: _____
 - You can call to schedule/reschedule your pap smear by calling 1-800-780-1230.
 - Due date: _____
- Colorectal Cancer Screening Due**
 - Please complete the kit you received at your appointment today and mail it back to us in the enclosed envelope or if convenient, drop it off at any Kaiser Permanente laboratory.
 - Due date: _____
- Diabetic Retinal Photo Due**
 - There is no appointment needed. Please go directly to the Parkview Building, First Floor Ophthalmology Department to complete your photo screening today. The photo screening will not impair driving.
 - They are open and ready to take care of you between the hours of 7 a.m. and 4:15 p.m., Monday through Friday. Closed from 11:30 a.m. to 1:15 p.m.
 - If you cannot take the photo today, call 310-602-7940 (press option 2) to schedule your photo.
 - Due date: _____

Provider's Signature: _____

Output Achieved: Staff/Physician Training



Output Achieved: Scorecard and Improvement in Successful Opportunities

As of 3/2016 we launched a new medical center-wide scorecard used at Department monthly meetings to give real-time feedback on SPOE performance. We have seen improvements of >20% in our pilot departments.

Dashboard - Allergy

Summary Section

Quality Scores

	Current YTD	April, 2016	Current Target
Breast Cancer Screening 50% Achieved	34%	57%	> 40%
Colorectal Cancer Screening 50% Achieved	34%	57%	> 40%
Cervical Cancer Screening 50% Achieved	28%	36%	> 40%
Retinal Screening 50% Achieved	39%	60%	> 40%

Lessons Learned

- In the future, bring key stakeholders on earlier in the process and delegate more efficiently
- This project supports health care reform by optimizing patient care at every touch point, improving access and quality
- All providers engaged in the project earned 20 units CME and MOC certification – A helpful motivator for change!

About My Organization

Kaiser Permanente is a nationally recognized, integrated managed care organization with over 3.5 million members nationally. The South Bay Service Area in Southern Los Angeles serves 252,831 members with a 235 bed hospital, 7 Medical Office Buildings, 3,384 employees and 460 physicians, with specialists from more than 25 medical and surgical specialties as well as Behavioral Health care, Population Health, Home Health and Hospice Care.

Contact Me

For more information, contact me:
Tracy Imley, MD
tracy.m.imley@kp.org
310-781-2824