

S. Monica Soni, MD, Director of Continuity Care, smsoni@gmail.com
 Martin Luther King, Jr. Outpatient Center, Los Angeles Department of Health Services

Problem Statement

Existing clinical pathways (*Expected Practices*) are underutilized by primary care providers, which leads to missed efficiencies during specialty consultation.

Discovery

Hypothesis: PCPs who use Expected Practices have less frustration and wasted time during specialty consultation.

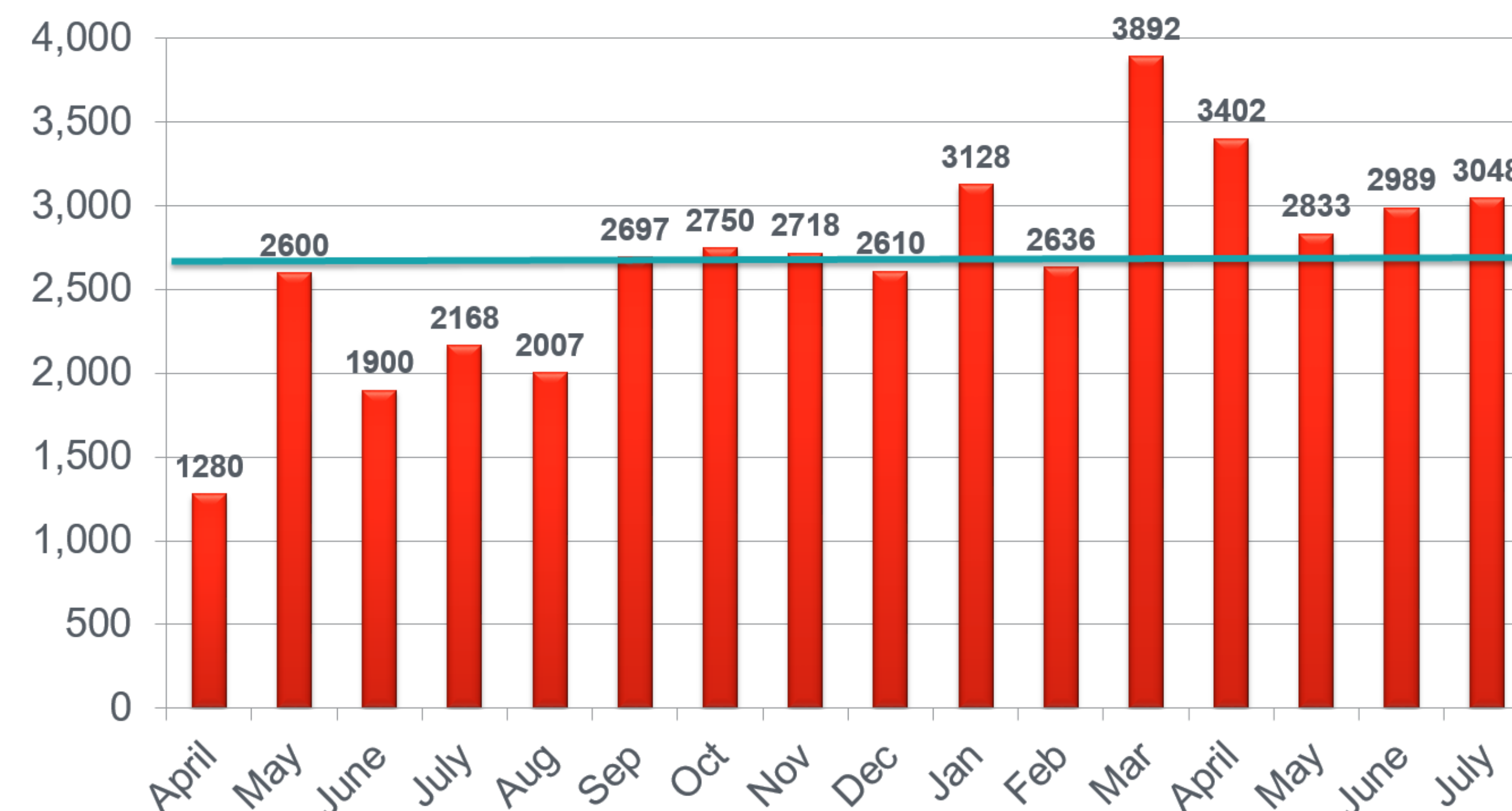
Interviewed 34 PCPs & surveyed 85 PCPs: PCPs use the pathways to improve the quality of their specialty consultation and care delivered.

However, they felt documents were poorly integrated into daily workflow therefore did not save time.

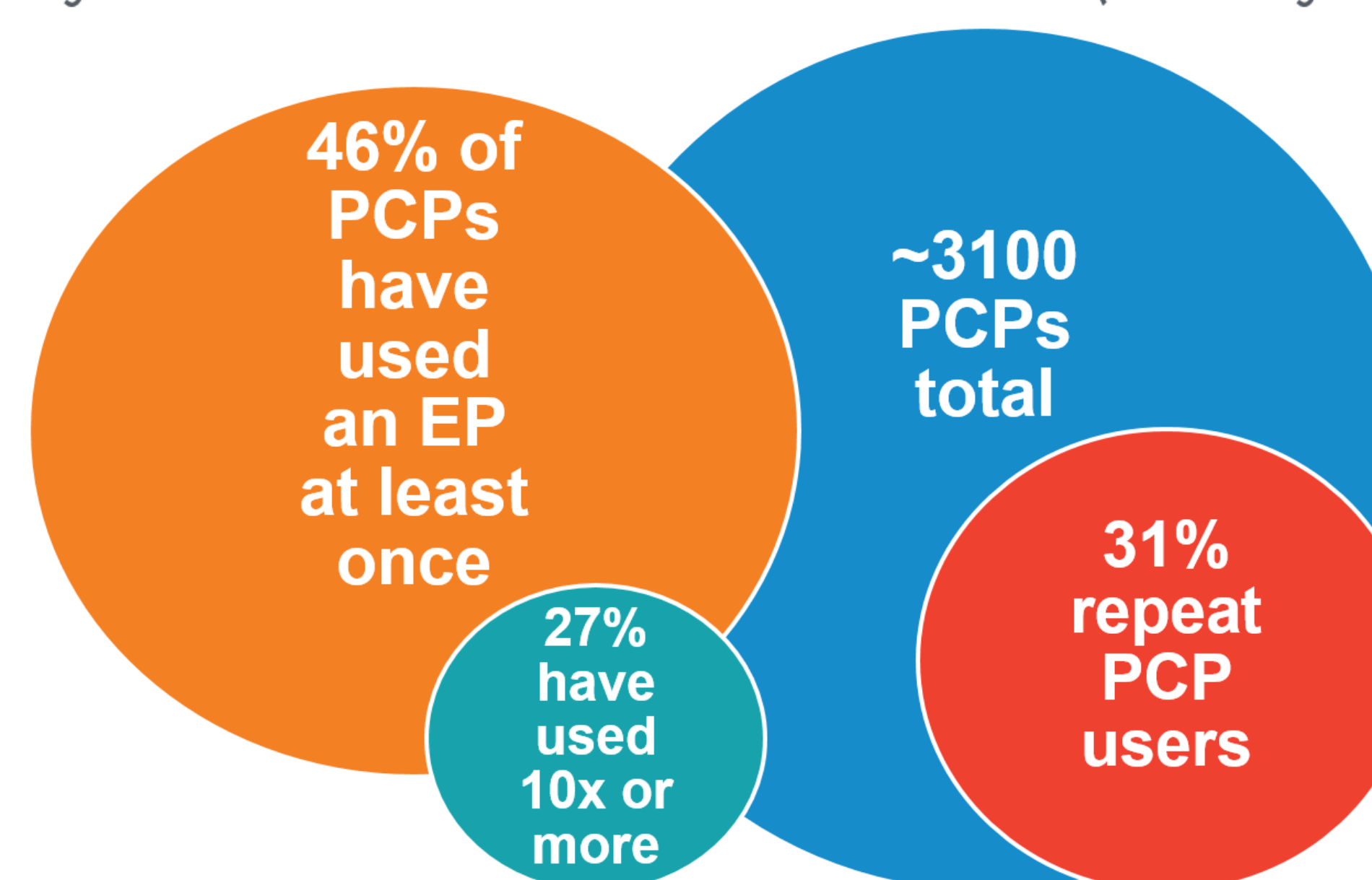
Based on results, realized **automation and integration into existing platforms** was the biggest pain point inhibiting adoption.

Results

Expected Practice downloads ↑ 40% in last year



Adoption & Penetration



Lessons Learned

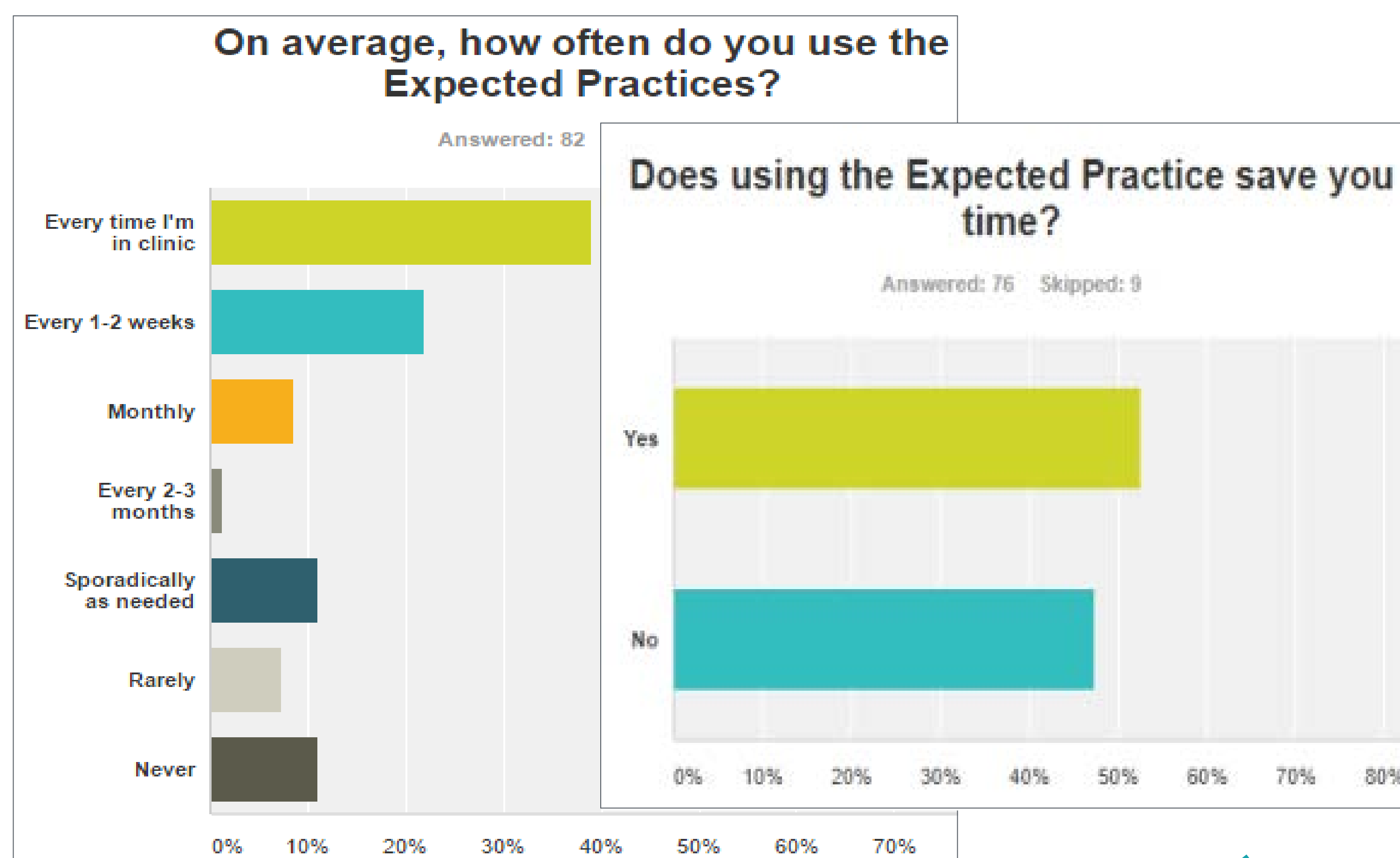
Lessons Learned:

- Closed network more easily supports behavior change.
- Integration into existing workflow most critical part of improving adoption.
- Tying adoption to clinical quality outcomes challenging.
- Primary care providers want to do right by their patients. Punitive measures are not necessary.

Next Steps:

- Launch of newly created online training module to be used during all provider orientations.
- Attempt to measure specialty care utilization and PCP satisfaction.
- Potential licensing of the Expected Practices.

Mission Model Canvas



Key Partners <ul style="list-style-type: none"> Ambulatory Medical Directors Specialty Group Chairs eConsult vendor HR staff 	Key Activities <ul style="list-style-type: none"> Embed in EHR & eConsult pages Create HR training module 	Value Propositions <p>Improved integration of clinical pathways into PCP workflow will increase their adoption leading to improved quality and efficiency of specialty consultation</p>	Buy-in & Support <ul style="list-style-type: none"> Newsletters Email blasts Outreach to leadership 	Beneficiaries <ul style="list-style-type: none"> Busy primary care providers (PCPs) in a closed network system Specialty care providers
Key Resources <ul style="list-style-type: none"> IT/IS staff eConsult director 	Deployment <ul style="list-style-type: none"> Roadshows HR module EHR toolbar link Intranet icon 	Mission Achievement/Impact Factors <ul style="list-style-type: none"> Improved quality of PCP disease management Increase in outpatient visits delivered within primary care vs. higher cost specialty care 		
Mission Budget/Cost <ul style="list-style-type: none"> Human capital & personnel time: Approximately 1.5 FTE 				

Goals and Objectives

Goal: To increase utilization of Expected Practices by PCPs through improved integration into daily workflow.

Outcome-oriented Objective: To increase the number of downloads of Expected Practices to >2500 per month by 9/17.