

# Increasing Reconciliation of Outside Clinical Information during Hospitalizations at Vidant Health Hospitals

Presented By: Gary Allen, M3, LINC Scholar

## Background / Introduction

- October 2020: Outside Clinical Information was not routinely reconciled at Vidant Health Hospitals
  - Patient safety
  - Financial Penalties



## Core Team Members

- Gregory Knapp, VH Associate Medical Director of Inpatient Informatics
- Jessica Setzer, VH Director of Public Reporting
- Rose Jones, Quality Analyst II, Public Reporting
- Gary Allen, M3, LINC Scholar

## AIM Statement

To improve patient safety during transitions of care by increasing reconciliation of both *local* and *outside* patient **problems**, **medications**, and **allergies** to 80% of all hospitalizations for 90 consecutive days in all Vidant Health Hospitals by January 2022.



## Measures

|              | Reconcile Local Information   | Reconcile Outside Information   |
|--------------|---|---|
| Problem List | <input checked="" type="checkbox"/>   | <input checked="" type="checkbox"/>   |
| Medications  | <input checked="" type="checkbox"/>   | <input checked="" type="checkbox"/>   |
| Allergies    | <input checked="" type="checkbox"/>   | <input checked="" type="checkbox"/>   |
| Overall      | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> |

Complete Reconciliation = all six completed

## Baseline Data (October 2020)

|              | Reconcile Local Information | Reconcile Outside Information |
|--------------|-----------------------------|-------------------------------|
| Problem List | 66.5%                       | 49.9%                         |
| Medications  | 99.8%                       | 68.2%                         |
| Allergies    | 99.9%                       | 87.7%                         |
| Overall      | 26.5%                       |                               |

## Step 1: Assigning Roles

|              | Reconcile Local Information | Reconcile Outside Information |
|--------------|-----------------------------|-------------------------------|
| Problem List | Physicians and APPs         |                               |
| Medications  | Pharmacy Technicians        |                               |
| Allergies    | Pharmacy Technicians        |                               |

February – December December 2021

Entire System → Pharmacy Technicians



Community Hospitals:

The Outer Banks Hospital Hospitalists  
Vidant Roanoke-Chowan Hospitalists  
Vidant Edgecombe Hospitalists  
Vidant Duplin Hospitalists  
Vidant Bertie Hospitalists  
Vidant Beaufort Hospitalists  
Vidant Chowan Hospitalists

Vidant Medical Center:

Vidant General Hospitalists  
Vidant ECHI Hospitalists  
Vidant Oncology Hospitalists  
Vidant Palliative Care  
ECU Internal Medicine  
ECU Surgery  
ECU Family Medicine  
ECU Pediatrics  
ECU OB/GYN  
Greenville Women's  
Greenville OB/GYN





### 1. Training

- Showed an individualized baseline
- Outlined Workflow Options
- Actual patient demonstrations
- Encouraged Adding the Column

### 2. Deliver division monthly performance

### 3. Follow-up with additional support

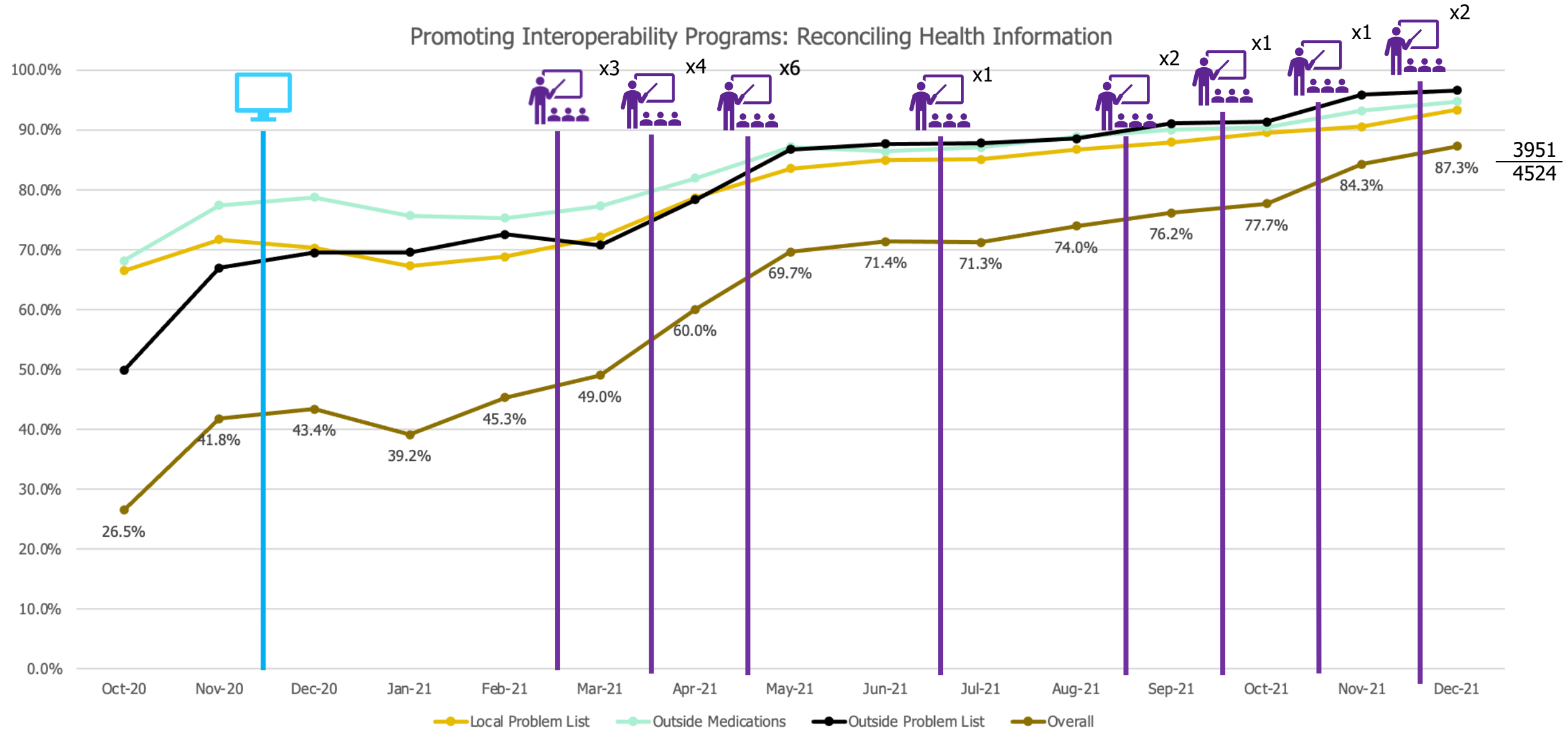
- Individualized Performance Reports
- December Floor Scramble

# Unified Quality Improvement Symposium

## February 2, 2022



Promoting Interoperability Programs: Reconciling Health Information



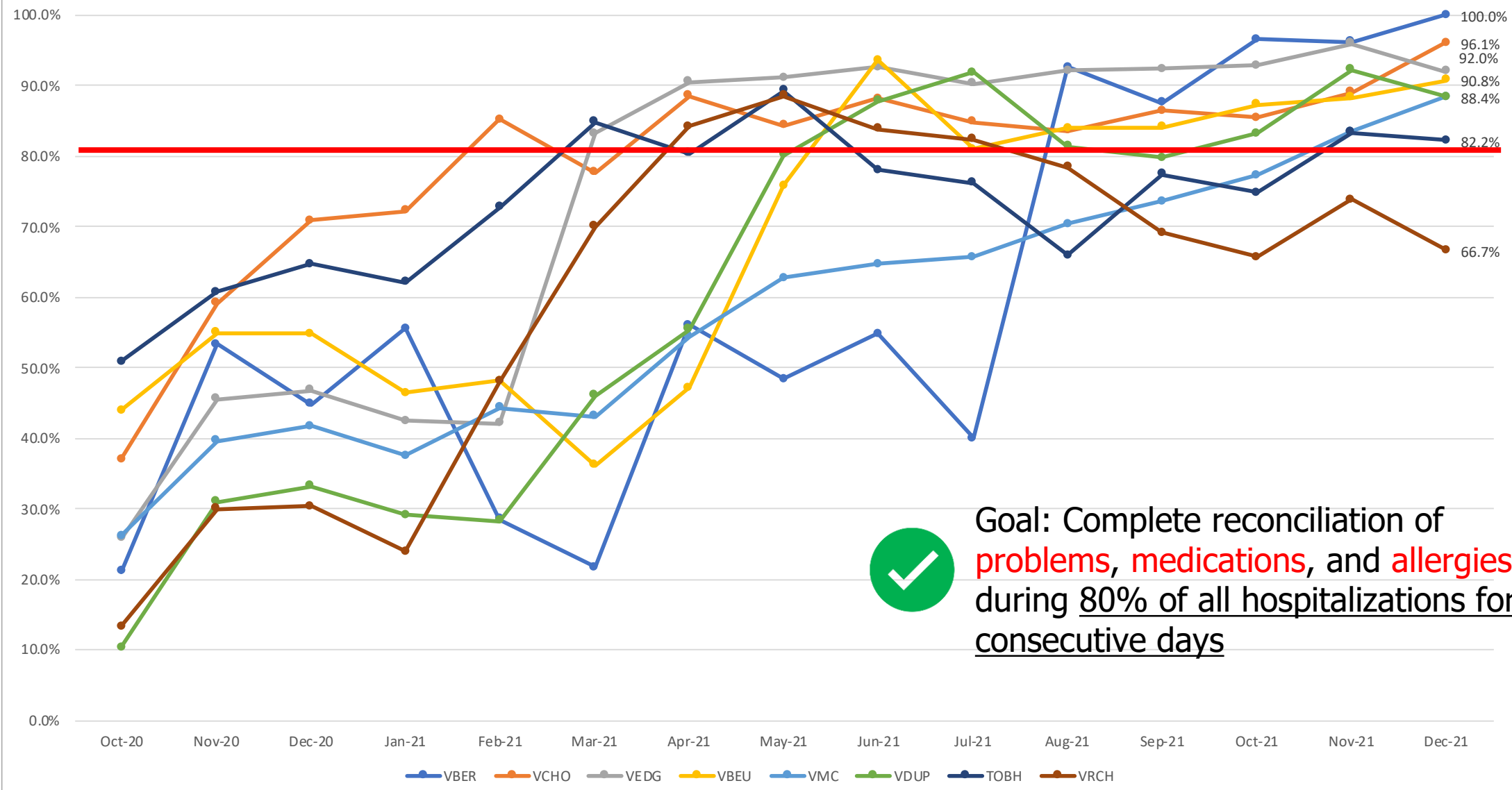
# Unified Quality Improvement Symposium

## February 2, 2022



Results

Promoting Interoperability Programs: Reconciling Health Information - Monthly Data



Goal: Complete reconciliation of **problems, medications, and allergies** during 80% of all hospitalizations for 90 consecutive days

## Challenges

- Physician & APP engagement with problem reconciliation
- Brand New Metric → Epic fine-tuning workflow
  - Many duplicates
- Obtaining the right data
  - 90 days → 30 days
  - Hospital units → specific providers

## Lessons Learned

- Training needed to include demonstrations on actual patients
- Monitoring and delivering performance helped create and sustain increases
- Only modifying the EHR did not improve reconciliation
- Community hospitals increased faster than VMC

## Next Steps → Sustainability

- Continue to monitor & deliver performance
- Streamline performance analysis and delivery
- Follow up with areas with performance decreases
- Continue to work with Epic/project team to maximize automatic reconciliation

# Acknowledgements

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- Shannon Neal - Application Analyst
- Diane Oakley - Application Analyst
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- Matthew Rapp, MD - Medical Director, Hospitalists - Vidant Chowan
- Rachel Ferrel, FNP - Hospitalist - Vidant Chowan
- Pierre Selwane, MD - Medical Director, Hospitalists - Vidant Roanoke-Chowan
- Jonathon Kornegay, MD - Medical Director, Hospitalists - Vidant Duplin
- Shona Varghese, MD – Associate Medical Director, General Hospitalists - Vidant Medical Center
- Ghiath Almasri, MD – Associate Medical Director, Cardiac Hospitalists Vidant Medical Center
- Fred Teixeira, MD – Associate Medical Director, Oncology Hospitalists
- Jon DuBose, MD - Medical Director, Hospitalists - Vidant Edgecombe
- Maureen Despres, MD - Medical Director, Hospitalists – Vidant Edgecombe
- Kirk Philpot, MD – Medical Director, Hospitalists – Vidant Beaufort Hospital
- Phillip Harris, MD – Medical Director, Hospitalists – Vidant Bertie Hospital
- Eric Meyer, PA-C – Palliative Care – Vidant Medical Center
- James Powell, MD – Division Chief, General Internal Medicine
- Internal Medicine Chief Residents – Vidant Medical Center
- Shadman Memarian, MD – ECU Pediatrics Hospitalists – Vidant Medical Center
- Joseph Elbeery, MD – Medical Director of CVICU – Vidant Medical Center
- Joseph Bethea, MD – Resident – ECU Surgery
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- Bart Guin, ACNP – ICU Surgery
- Amy Alligood - Quality Director - Vidant Beaufort Hospital
- Sherrill Beaman - Quality Director - Vidant Edgecombe Hospital
- Susan Brinkley - Quality Director - Vidant Roanoke Chowan Hospital
- Devereux Grindle - Quality Director - The Outer Banks Hospital
- Krista Horne - Quality Director - Vidant Duplin Hospital
- Sheree Pilgreen - Quality Director - Vidant North Hospital
- Beverly Venters - Quality Director - Vidant Chowan Hospital and Vidant Bertie Hospital

# Questions?

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