



Quality Improvement Opportunities Inpatient Pediatric Medicine Clinic

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CARE EXPERIENCE SETTING

- Inpatient Pediatric Medicine Clinic
- 10-year-old male accompanied by mother and grandmother
- CC: Constipation for 8 days

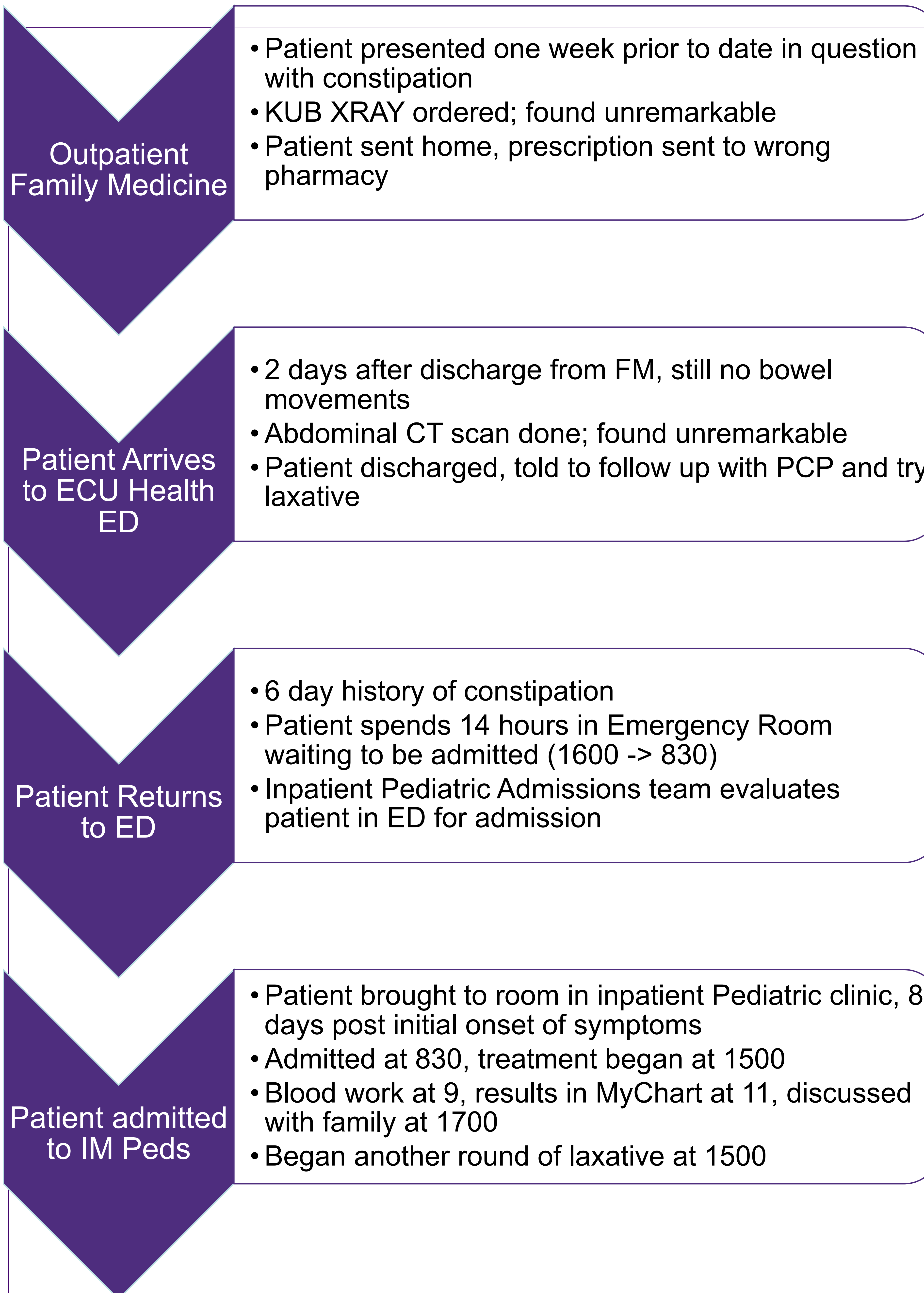
TOUCHPOINTS

- Patient arrived for care 4 times with same complaint before treatment began
- Redundant tests ran due to miscommunication
- Physician did not discuss lab results for 6+ hours
- Patient complained they did not feel noticed or cared for

STRENGTHS

- Nursing staff stated very little redundancy in admission process
- Patient felt care was of highest quality
- Rapport built between care team and patient quickly

CARE EXPERIENCE REPORT



OPPORTUNITIES

- Improved communication between care teams
- Improved communication between Departments to eliminate redundant testing
- Lab discussion with patients sooner after results are in
- Speaking with the patient and their family more frequently

RECCOMENDATIONS

- Set a maximum time limit for providers to discuss results with the patient after results are in MyChart
- Have a set interval of time for when providers check on the patient
- Create a mandatory chart review checkbox on patients in MyChart

PROJECT FUTURE

- This project allowed me experience in the Inpatient Pediatric Medicine floor to pick a longitudinal QI Project
- Dr. Memarian and I will be analyzing the use of Point of Care Ultrasound over KUB to confirm pediatric NG tube placement