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**

- Patient presented one week prior to date in question with constipation
- KUB XRAY ordered; found unremarkable
- Patient sent home, prescription sent to wrong pharmacy

- 2 days after discharge from FM, still no bowel movements
- Abdominal CT scan done; found unremarkable
- Patient discharged, told to follow up with PCP and try laxative

- 6 day history of constipation
- Patient spends 14 hours in Emergency Room waiting to be admitted (1600 -> 830)
- Inpatient Pediatric Admissions team evaluates patient in ED for admission

- Patient brought to room in inpatient Pediatric clinic, 8 days post initial onset of symptoms
- Admitted at 830, treatment began at 1500
- Blood work at 9, results in MyChart at 11, discussed with family at 1700
- Began another round of laxative at 1500

**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

**RECOMMENDATIONS**

- 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