

# **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

# **Quality Improvement Opportunities** Inpatient Pediatric Medicine Clinic Michael Wright, LINC Scholar

# **CARE EXPERIENCE REPORT**

- with constipation
- Patient sent home, prescription sent to wrong pharmacy

### Patient Arrives to ECU Health ED

Patient Returns

to ED

Outpatient

Family Medicine

- 2 days after discharge from FM, still no bowel movements
- Abdominal CT scan done; found unremarkable
- laxative

waiting to be admitted (1600 -> 830) Inpatient Pediatric Admissions team evaluates patient in ED for admission

### Patient admitted to IM Peds

- days post initial onset of symptoms
- Admitted at 830, treatment began at 1500
- with family at 1700
- Began another round of laxative at 1500

 Patient presented one week prior to date in question • KUB XRAY ordered; found unremarkable Patient discharged, told to follow up with PCP and try 6 day history of constipation Patient spends 14 hours in Emergency Room Patient brought to room in inpatient Pediatric clinic, 8 • Blood work at 9, results in MyChart at 11, discussed

# RECCOMENDATIONS

Michael Wright LINC Scholar **Brody School of Medicine** Greenville, North Carolina 27858 910.583.5169 wrightm18@students.ecu.edu

### **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

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