

Improving Communication of Lab Results to Patients at the Pediatric Healthy Weight Clinic (HWC)



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BACKGROUND

- **Initially at HWC:** Notification of lab results was provider-dependent, variable, and often delayed until follow-up
- **MyChart:** Enrollment found to be inconsistent across samples, suggesting that MyChart is not a viable solution for reliable lab notification
- **Project Importance:** There is no set standard for appropriate communication of labs in the ECU Physicians outpatient setting
- **Standard of Care:** 90% of patients want to be informed of all test results; process can ensure providers do not miss critical test results
- **Solution:** Create a standardized process, make it EHR-compatible, and improve patient engagement

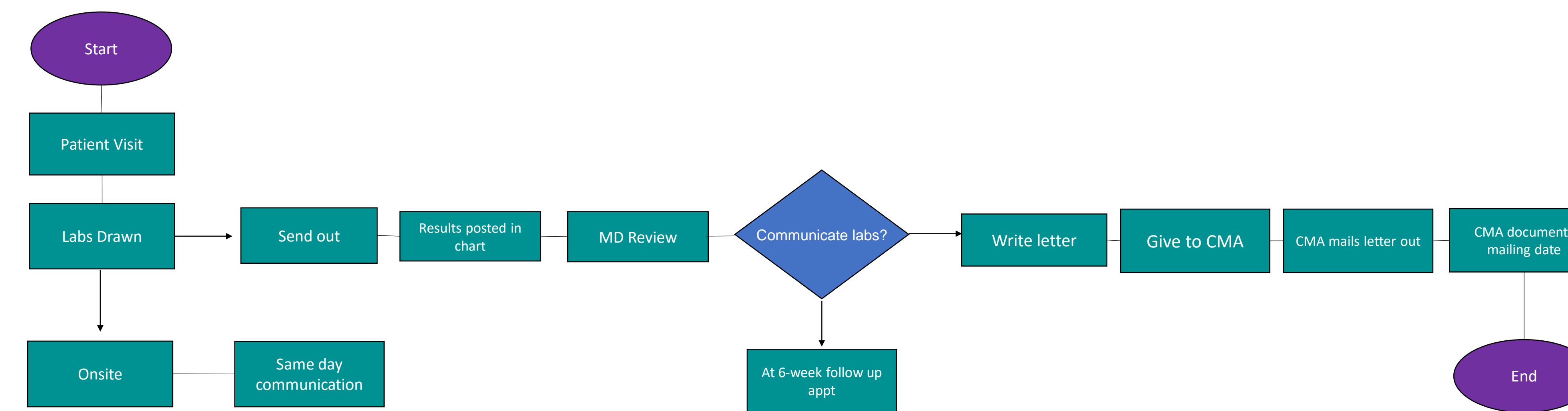
PROJECT AIM

- **Global Aim:** We aim to improve patient notification rates for lab results at the Pediatric Healthy Weight Clinic.
- **Specific Aim:** For new patients at HWC who have lab work done, we will increase the percent of patients that have letters with lab results sent to them from 0% to 90% by April 1, 2020.

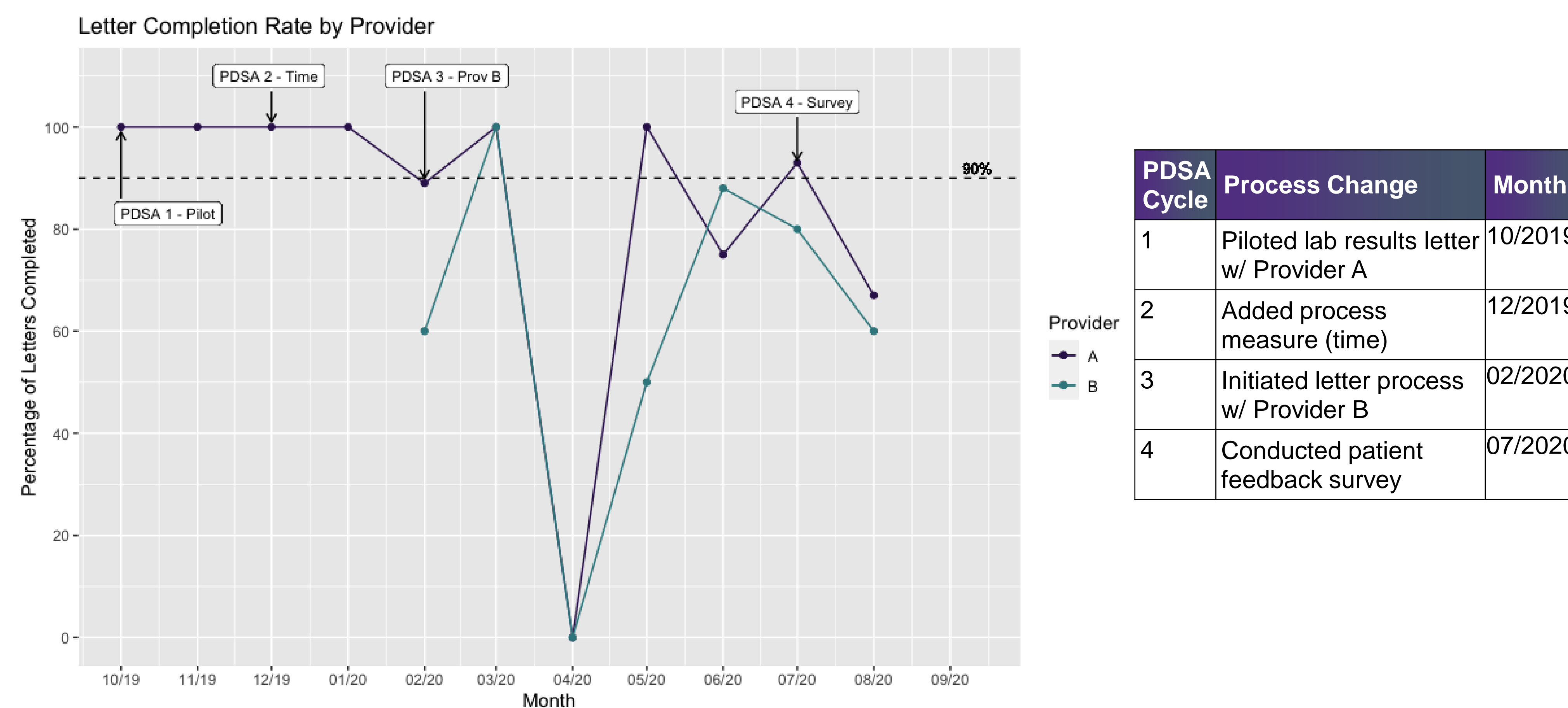
METHODS

- **Patient Population:** New patients seen by Provider A or B, respectively, with 2 or more lab results that are not “clinic performed”
- **Outcome Measure:** % of patients with lab results “communicated”, which is defined as letter completed by provider and documented in chart
- **Process Measure:** % of letters sent out within 2 weeks, as documented by CMA
- **Survey Measures:** Patients seen in February 2020 who were sent letters surveyed via phone
- **Data Collection:** January 2019 – August 2020
- All data were captured via manual chart review, de-identified, and stored in a spreadsheet; analyzed with Microsoft Excel and R.

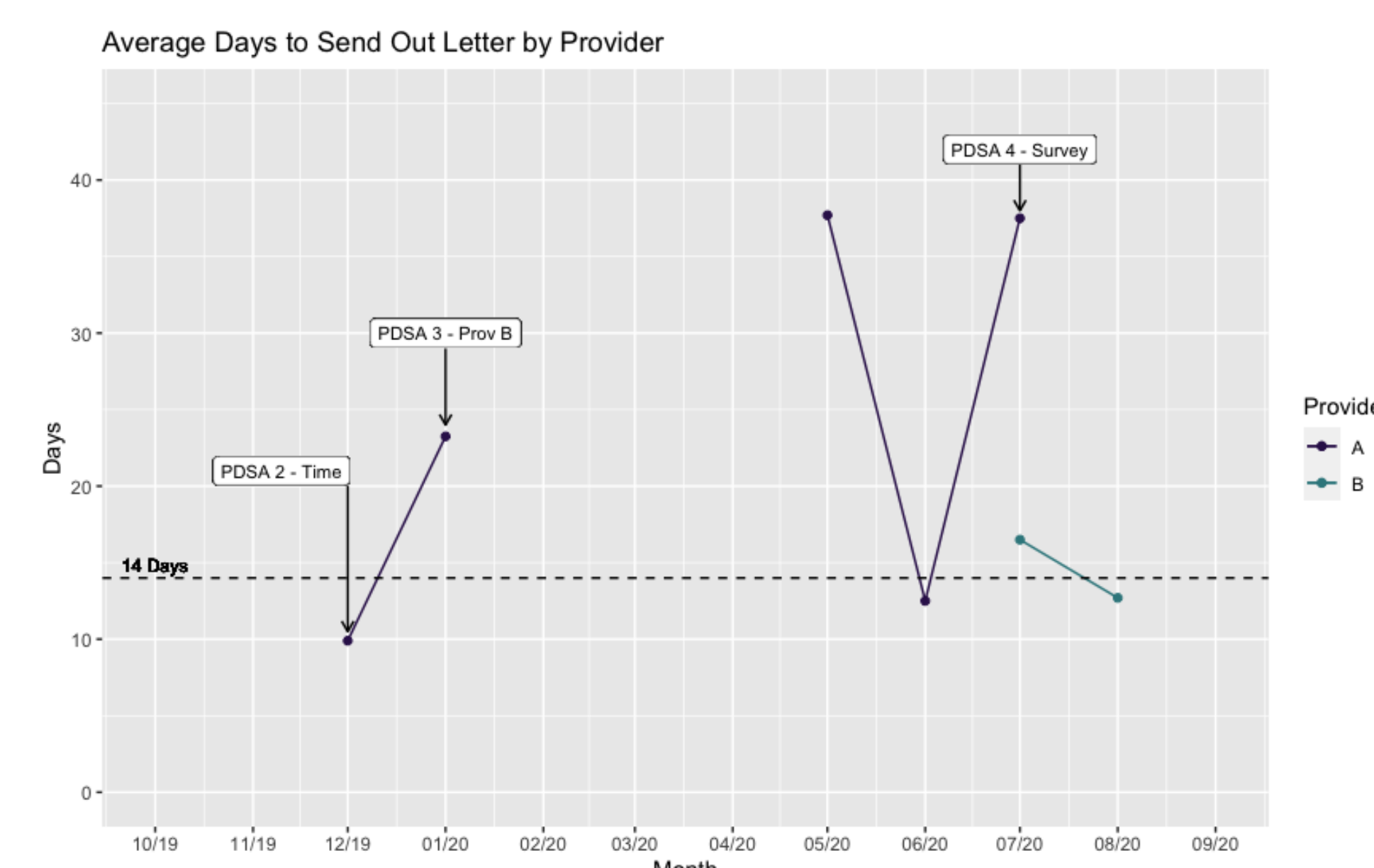
PROCESS MAP



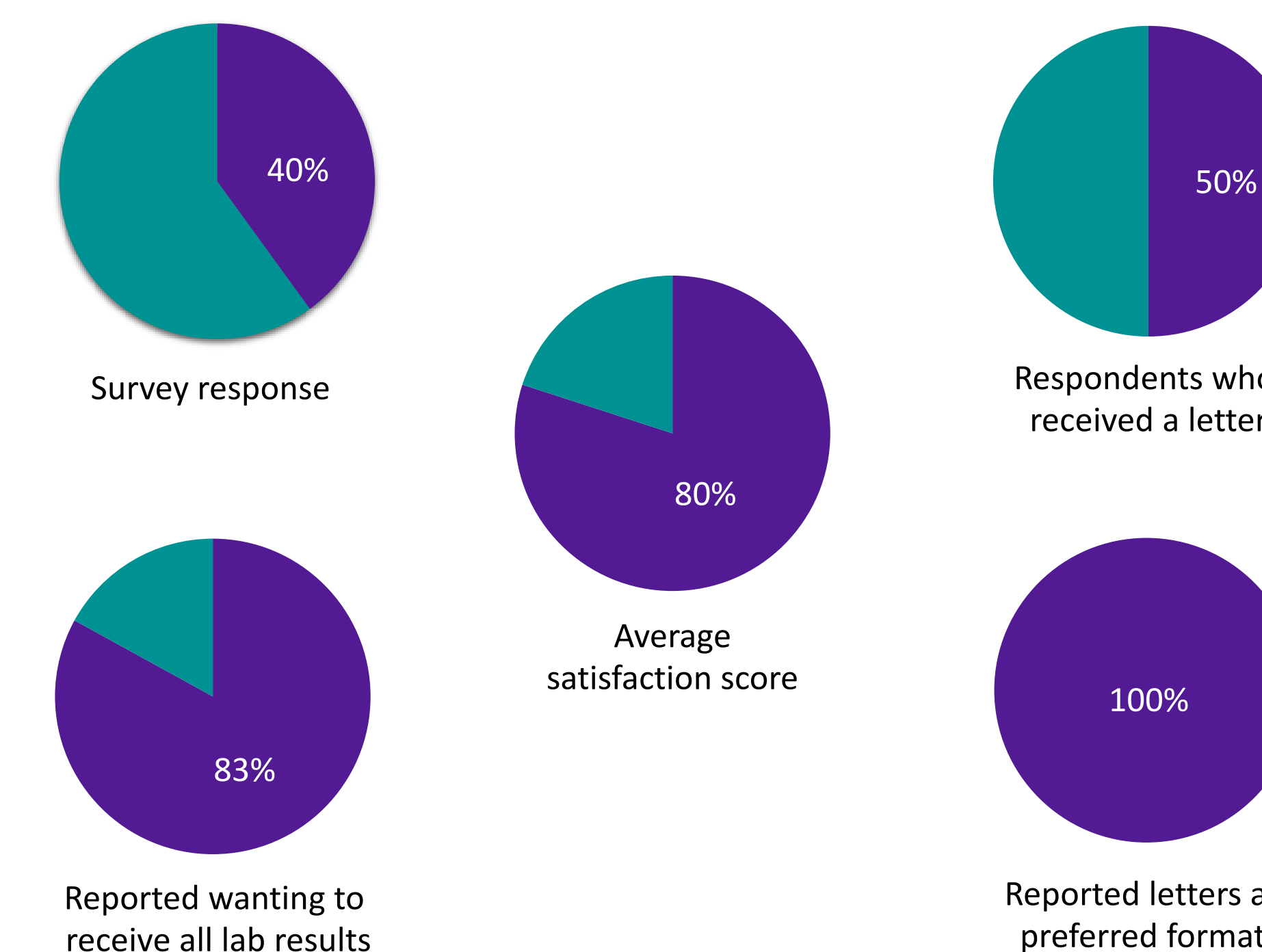
RUN CHART



PROCESS MEASURE



PATIENT FEEDBACK SURVEY



LESSONS LEARNED

- **Run Chart:**
 - Goal rate of letter completion was accomplished in 7 of 11 months by Provider A and in 1 of 7 months by Provider B
 - Average letter completion rate was 92% for Provider A and 73% for Provider B
- **Strengths:** Simple, inexpensive, easy to modify
- **Limitation:** Provider-dependent process
- **Process Measure:** Documentation was not consistent
- **Patient Feedback Survey:**
 - Parents of pediatric patients reported satisfaction with receiving lab results
 - Some parents did not receive or do not remember receiving a letter

NEXT STEPS: ACHIEVE SUSTAINABILITY

- Improve system of documenting process measure
- Improve timely notification of patients with goal to send letters within two weeks of visit
- Further assess patients' receipt of letter, satisfaction with letter, and understanding of their lab results
- Improve provider workflow to make letters easier to create
- Add a reminder in provider note template
- As balancing measure, assess if process has increased the time spent per patient for MDs and CMA
- Assess if follow-up rates are improving
- Extend process to established patients

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