**PGY 3 Practice Scenario/Annual QI Summary for 2019**

You are a Board-certified Family Physician working in an 8 provider independent group practice in a small city.

* Practitioners: 6 FPs and 2 NPs, all considered partners
* Staff: practice manager, nurse manager, 3 RNs, 3 MAs, and 3 front office staff
* You and your partners make decisions for the practice with staff and management input
* One of your partners is out on maternity leave for 3 months starting last week. You and the other providers are covering her desktop and patient issues on a rotating schedule.
* Providers see ~10 pts/session, for 8 sessions per week – clinic manages ~22,000 visits annually

*This is the 2018 summary of* concerns identified by patients, staff and providers AND through chart audit *(n=100 patients across the entire practice).*

**Prioritize them in order of importance to address from 1 – 8 (1 = most important) - place a number in front of each letter below, and briefly note strategies for each one on the back**

**Concern** **Frequency/# occurrences**

\_\_\_\_a) Condition on problem list but not treated/explained in chart 35

(*occurrences* *distributed across providers – no outliers*)

\_\_\_\_b) Patient notes not completed within 24 hour requirement weekly

(*2 FPs have 100% complete each day, other occurrences distributed*)

\_\_\_\_c) Provider time mgmt causes significant pt flow delays 1-2 times/week

(*4 providers have difficulty – 1 sig outlier, 3 who struggle*

*Multiple factors – staff efficiency, variable workflows)*

\_\_\_\_d) Patient complaints about delays in after-hours call return 10

*(reports are from several different patients about 2 providers,*

*occurrences exclusively on weekends)*

\_\_\_\_e) Patient not contacted regarding abnormal test results 15

*(includes blood tests, Paps, imaging – distributed across providers)*

\_\_\_\_f) Vaccination errors – given twice, given out of schedule 10

(*4 different providers, traced to 2 MAs and the RN supervising them*)

\_\_\_\_g) Provider communication style unpleasant (w/ staff & patients) 40

(*3 different issues, 30 instances from 1 provider, 8 from another, 2 from a 3rd*)

\_\_\_\_h) Prescription frequency\*

\*An issue repeated in this report from last year is a high frequency of opioid medications prescribed by one provider. The partners discussed this issue directly with the provider on two separate occasions since last year’s report. There has been only a small decline in the number of opioid prescriptions written by this provider.

**Proposed Strategies:** **Frequency/# occurrences**

a) Condition on problem list but not treated/explained in chart 35

(*occurrences* *distributed across providers – no outliers*)

b) Patient notes not completed within 24 hour requirement weekly

(*2 FPs have 100% complete each day, other occurrences distributed*)

c) Provider time mgmt causes significant pt flow delays 1-2 times/week

(*4 providers have difficulty – 1 sig outlier, 3 who struggle*

*Multiple factors – staff efficiency, variable workflows)*

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