**PGY 3 Practice Scenario/Annual QI Summary for 2019 – Faculty Key**

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 for the entire practice identified by patients, staff and providers and through chart audit (n=100 patients from the entire practice).

**Prioritize them in order of importance to address from 1 – 8 (1 = most important) by placing a number in front of each letter below, and briefly note strategies under each one**

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

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

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

**7**  b) Patient notes not completed within 24 hour requirement weekly

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

**6** 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)*

**5** d) Patient complaints about delays in after-hours call return 10

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

*occurrences exclusively on weekends)*

**1** e) Patient not contacted regarding abnormal test results 15

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

**3** f) Vaccination errors – given twice, given out of schedule 10

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

**4** g) Provider communication style unpleasant (w/ staff & patients) 40

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

**2** 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 with the provider in question

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.