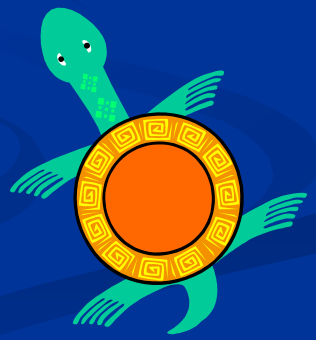
Improving Results: A Case Study

Colville Service Unit



Improving Your Performance: Colville SU's Experience

- Based on Portland Area Report for FY02, Colville Service Unit had met only 1 of 7 Portland Area Indian Health Service Clinical Objectives (including 5 GPRA Indicators).
- Identified their primary problem as difficulties in properly capturing data for the clinical reporting requirements based on new PCC+ Form

What Did They Do?

- Tasked PCC+ Committee to address the issue of not capturing pertinent data
  - find most simplistic way to capture this data when the patients presented themselves
- Developed specific data entry box on PCC+ "Penny's Box" with key clinical indicators
- Nursing Department must fill out before the Physician will even see the patient.

What Did They Do? (con't)

- Developed "GPRA Indicator Flow Sheet" to be placed on left hand side of the Medical Chart.
  - used as a check list for Provider to ensure proper documentation is taking place
- "Cascaded" accountability from Area to Service Unit to departments to individual clinical staff by including in PAS

Colville's FY03 Results

	Met	Not Met
Portland Area Office Clinical Objectives	7	0
GPRA Indicators	14	2
Total Reporting Requirements	21	2

«patient»
«hdr»
«timestamp»
«provider»

Colville Indian Health Center
P.O. Box 71, Hwy 155
Nespelem, WA 99155

Chief Complaint & Visit Plan

Injury Date: Place:
Cause: ___Etoh ___Work ____D.V.

Vital Signs & Measurements	
Temp	Pain (0 – 10)
Pulse	Ht
Resp	Wt
BP	BMI
Pulse Ox:	

Afl.	Discipline		Initials		

Allergies: «a1»
«a2»
«a3»
«a4»
«a5»

S/O «agesex»

▶

▶

▶

▶

PMH / FH / SH

LMP:

«grav» «para» «lc» «ab» «fpm»

ROS	Gen	Eyes	Ent	C/V	Resp	GI	GU	Sex Fxn
	M/S	Skin	Neuro	Psych	Endo	Hem/Lym	Immo	Other

Physical Exam

___General Appearance
EYES
___ Conj / Sclera
___ Pupils
___ Fundi
ENT
___ Ext inspection
___ Nose
___ Ext ear canal
___ TMs
___ Sinuses
___ Oral Cavity
___ Pharynx
NECK
___ Thyroid
___ ROM
RESP
___ Effort
___ Excursion
___ Auscultation
___ Percussion
HEART / CV
___ Rhythm
___ Auscultation
___ JVD
___ LE Edema
___ Carotid Bruits
___ PMI / palpation
___ Fem pulses
___ Pedal pulses
LYMPHATIC
___ Cervical
___ Axillary
___ Inguinal
___ Other
«X10»
___ «x11»
___ «x12»
___ «x13»
«x14»
___ «x1»
___ «x2»
___ «x3»
___ «x4»
___ «x5»
___ «x6»
___ «x7»
___ «x8»
ABDOMEN
___ Inspection
___ Bowel Sounds
___ Palpation
___ Liver/Spleen
___Rectal/hemoccult
MUSC/SKLTL
___ Gait/Station
___ Digits/Nails
___ Joints/Bones
___ Muscles
Area Examined
_____
___ Inspection
___ Palpation
___ Range motion
___ Stability
___ Strength/Tone
SKIN
___ Inspection
___ Palpation
NEUROLOGIC
___Cranial nerves
___DTR: UE LE
___Sensation UE LE
PSYCH
___ Mental status
___ Orientation
___ Judgment
___ Memory
___ Mood/Affect

Chronic Medications	Refill	Chronic Medications	Refill
«md1» «mm1» **«mq1»** «ms1»		«md10» «mm10» **«mq10»** «ms10»	
«md2» «mm2» **«mq2»** «ms2»		«md11» «mm11» **«mq11»** «ms11»	
«md3» «mm3» **«mq3»** «ms3»		«md12» «mm12» **«mq12»** «ms12»	
«md4» «mm4» **«mq4»** «ms4»		«md13» «mm13» **«mq13»** «ms13»	
«md5» «mm5» **«mq5»** «ms5»		«md14» «mm14» **«mq14»** «ms14»	
«md6» «mm6» **«mq6»** «ms6»		«md15» «mm15» **«mq15»** «ms15»	
«md7» «mm7» **«mq7»** «ms7»		«md13» «mm13» **«mq13»** «ms13»	
«md8» «mm8» **«mq8»** «ms8»		«md14» «mm14» **«mq14»** «ms14»	
«md9» «mm9» **«mq9»** «ms9»		«md15» «mm15» **«mq15»** «ms15»	

«patient»
DOB: «dob»
«b27»

«agesex»
SSN:«ssn»
#«chart»

«provider»
«timestamp»
VCN: «uid»

«hdr» «timestamp» «provider»

A-I-R	ICD-9	Health Problem List
	«p1c»	«p1»
	«p2c»	«p2»
	«p3c»	«p3»
	«p4c»	«p4»
	«p5c»	«p5»
	«p6c»	«p6»
	«p7c»	«p7»
	«p8c»	«p8»
	«p9c»	«p9»
	«p10c»	«p10»
	«p11c»	«p11»
	«p12c»	«p12»
	«p13c»	«p13»
	«p14c»	«p14»
	«p15c»	«p15»
	«p16c»	«p16»
	«p17c»	«p17»
	«p18c»	«p18»
	«p19c»	«p19»

Orders

	Laboratory		*Vaccinations*	*Dose/Route*	*RN*
	Amylase		Influenza		
	AST / ALT		Pneumovax		
	BMP		Td		
	CBC		Hepatitis A #_____		
	CMP		Hepatitis B #_____		
	Creatinine		HiB #_____		
	CXR PA/LAT		DtaP #_____		
	ECG		MMR #_____		
	Glucose		IPV #_____		
	HbA1c		Prevnar #_____		
	Hepatitis Screen		Varicella		
	KOH Prep		***Injections***		
	Lipid Panel		PPD		
	Potassium		Lunelle		
	Sodium		Depo Provera		
	UA		Allergy Shot		
	Urine Beta HCG		Toradol		
	Wet Mount				

Supplies	Qty	CPT
Ace Wrap		A4460
Air Cast		L4350
Arm Sling		A4565
Conforming Gauze		A6426
Crutches		E0114
Finger Splint		A4570
Gauze 4x4 / 2x2 / ABD		A6402
IV Start (1st hour)		90780
Knee Sleeve		L1825
Knee Splint 14" / 21"		L1825
Nebulizer		E0571
Nebulizer Supplies		A7003
Wrist Splint		L3807

"Penny's Box" for GPRA and Clinical Objectives

		Please circle screening result	
1	SIDS	Correct position	Incorrect position
3	BBTD	Correct practice	Incorrect practice
4	Tobacco Use	Non-tobacco user Current smoker Cessation smoker Previous smoker	 Current smokeless Cessation smokeless Previous smokeless
5	ETS exposure	Yes	No
10	DM eye exam	Date done:	Declined
11	Pap smear	Date done:	Declined Hysterctomy
12	MMG	Date done:	Declined Bilat Mastectomy
13	Dom Violence	DV Screening	
14	Etoh Use in ♀	Yes No	
15	Influenza vac	Date done:	Declined
16	Pneumovax	Date done:	Declined
20	Exercise Ed	CAD CHF HTN LIP OBS PL RD TO WL _____**--EX codes**	
21	Colon CA screen **V76.41**	FOBT / DRE date: Sigmoidoscope / colonospcope date:	Declined
22	Medication Ed	DI FU I L PRX _____ _____ **--M codes**	
23	Diet Ed	CAD CHF HTN LIP OBS PN PL RD WL _____**--N codes**	

A / I / R	**Additional Diagnoses or Edit of Diagnoses**

Preventative Med

Patient In uctions and Plan for Next Visit

Return Visit:

Health Maintenance
«h1»
«h2»
«h3»
«h4»
«h5»
«h6»
«h7»
«h8»

Immunizations:
«h9» «h17»
«h10» «h18»
«h11» «h19»
«h12» «h20»
«h13» «h27»
«h14» «h28»
«h15» «h29»
«h16»

Signature:

«patient» «agesex» **«provider»**
DOB: «dob» SSN:«ssn» «timestamp»
«b27» **#«chart»** VCN: «uid»

Key For Physical Exam and ROS Notation
[*blank*] Not done [✓] Normal [**X**] Abnormal *(Describe findings)*

Plate stamp

Colville I.H.S. Service Unit

Combined GPRA and Clinical Objectives 2003

DATE:_____ Nurse Initials:_____

	OBJECTIVES	CODE	GOALS & NOTES	✓ or date or "N/A" for objective completion	Action plan as indicated
Pediatric & Dental Objectives					
1	SIDS prevention counseling	co	> 80% of all children below 12 months of age will be in the supine rather than prone position		
2	Immunization for all children up to age 24 months	co G24	> 90% of children age 24 months will be up to date	Month up to date: ☐2 ☐4 ☐6 ☐12 ☐15 ☐24	
3	Baby bottle tooth decay counseling, ages 6-23 months	co	> 75% will use correct feeding practices of: 1. Not used a baby bottle in past two weeks 2. Uses bottle, but not given at bedtime for past 2 wks 3. If bottle used at bedtime, it only contains plain water		
Tobacco Objectives					
4	Documentation of tobacco use in all patients > age 6	co, gH	Note if patient has been counseled on tobacco cessation or is in a program		
5	Environmental tobacco exposure	co			
Diabetes Objectives (skip if not diabetic)					
6	At least two DM visits in past 12 months	G1	If not, POV will include DM control and maintenance		
7	HbA1c performed in past 12 months	G2	Goal < 7.0		
8	Three blood pressure measurements in past 12 months	G3	Goal BP < or = to 130 / 80		
9	Urine microalbumin performed annually unless proteinuria on UA in past 12 months	G5			
10	Dilated retinal eye exam within past 12 months	G6, co			
Woman's Health and CMH Objectives					
11	Pap smear screening in past 36 months in women ages 18-70	G7, co			
12	Screening mammogram in past 24 months in women ages 40-69	G8			
13	Documentation of domestic violence screening in all females ages 12 and older (in past 12 months)	GF, co			
14	Screening of alcohol use in females ages 25-40	GG	Screening for alcohol related birth defects		
Adult Immunization Objectives					
15	Influenza vaccination in past year for all patients ages 65 and older OR diabetic of any age	G25			
16	Pneumovax in patients 65 years and older OR in a diabetic of any age	G26			
Cardiovascular Disease Objectives					
17	Fasting lipid panel: annual in all diabetics, annual in age 45 and greater. TChol q5yrs 18-45 year old	GD,G4 G30-1			
18	Blood pressure measured twice in past 24 months in all patients ages 45 and older	G30-2, GJ-2	Goal BP <= 130/85		
19	BMI calculated within the last two years in ages 2 and older	G-31, GJ-4	Goal BMI < 25. Height and weight must be taken at same visit if age <18. Otherwise, height every 2 years. Overweight BMI is 25-29; Obese is 30 and greater		
20	Provided with exercise education in the past year	GJ5,C1			
Cancer Screening Objectives					
21	Colorectal screening in ages 49 and older	GA	In the past 24 months by FOBT, DRE In past 5 years with sigmoidoscopy In past 10 years with colonoscopy		
Patient Education Objectives					
22	All patients (who receive medications) must receive medication information and education in the past year		Topics include medication information, and drug interactions. Literature may be used		
23	Diet education given in past year	GC-1			

"co" = clinical objectives of the NW Tribal Epidemiology Center "G" codes = GPRA objectives

Must record <u>all</u> updates in the GPRA / Clinical Objectives Box on page 2 of the PCC+ encounter form.