Project Title: Decrease emergency room patients' visit suggested by fellows on call after office hours

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Institution: Allegheny Health Network Cancer Institute
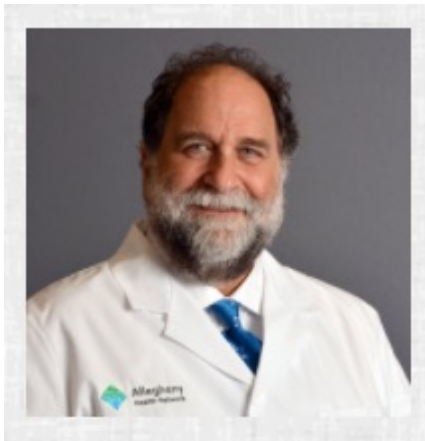
Date: June 17 2022

Institutional Overview

Team members: Dr. Finley and all fellows

Dr. Gene Finley

Pragnan Kancharla, MD
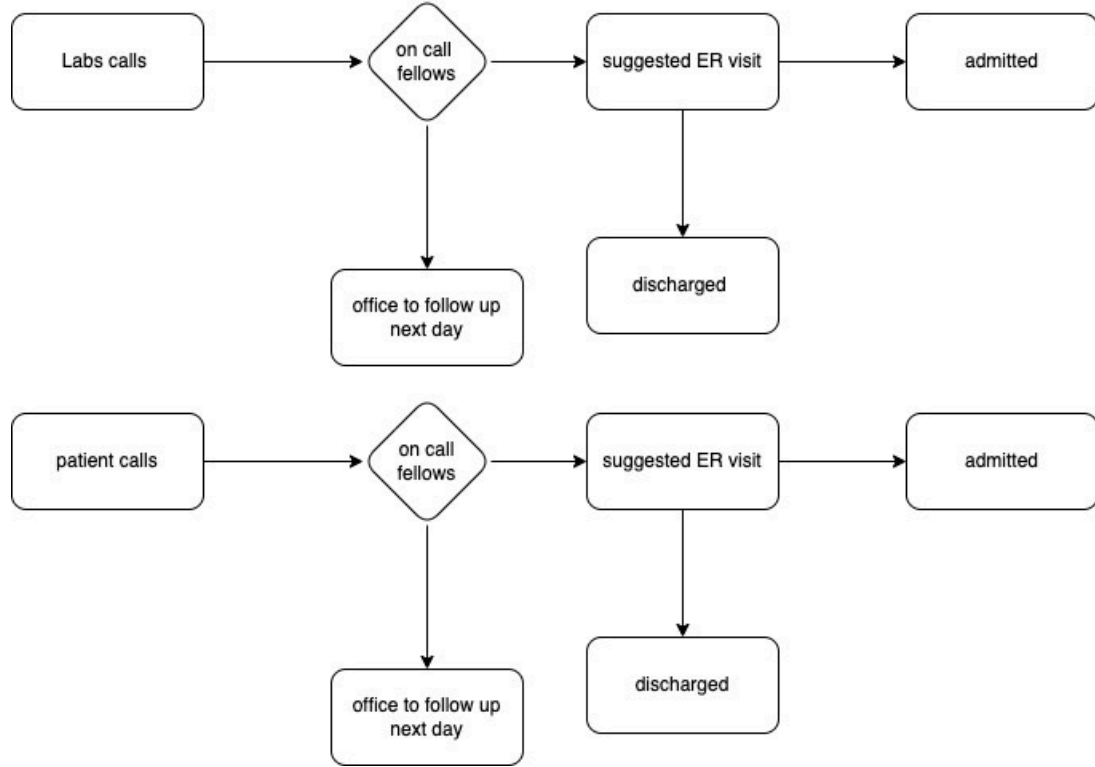
Jiaxiang Liu, MD

Problem Statement

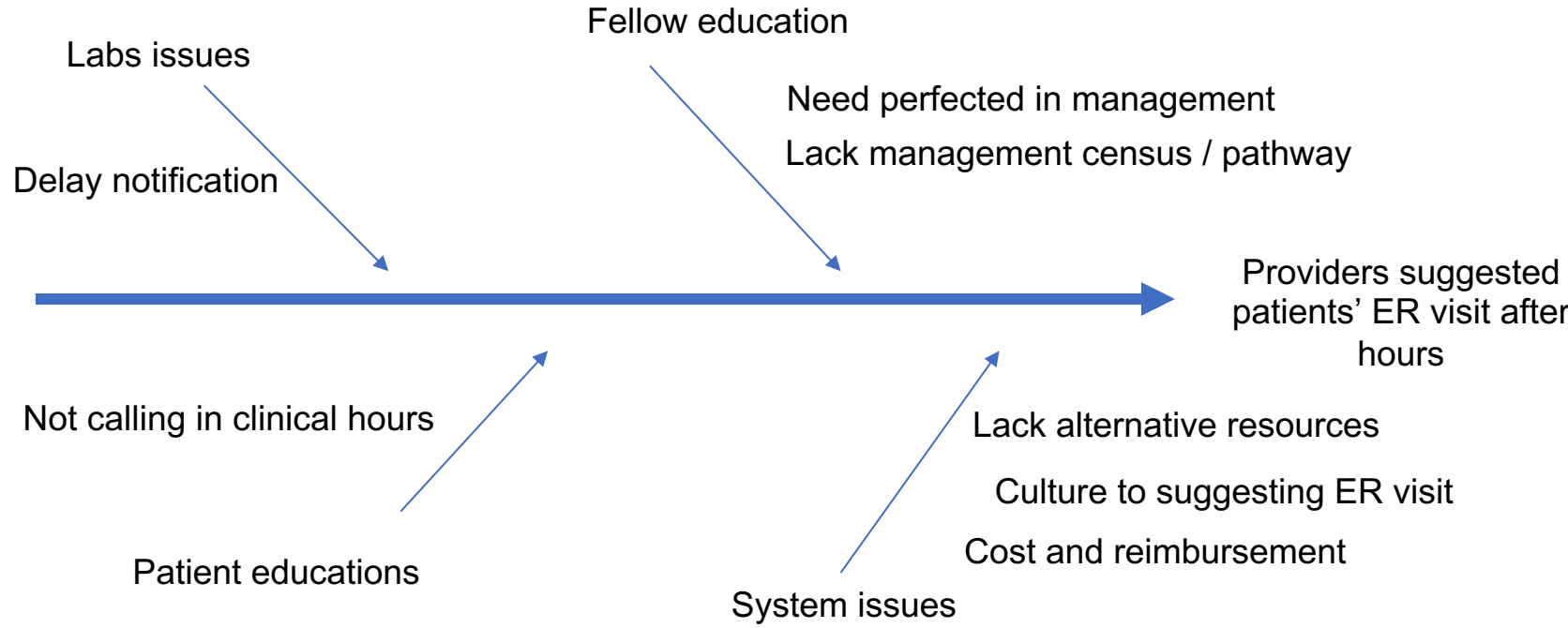ER visited suggested by fellows on call after office hours

From 10/2021 to 1/2022, there were 50 encounters noted that fellows on call suggested patients to have ER visit.

It increases ER burden especially during ongoing COVID pandemic, decreases patients' satisfaction, and increases the healthcare financial cost.

Process Map

Cause and Effect diagram

Labs issues

Delay notification

Fellow education

Need perfected in management

Lack management census / pathway

Providers suggested patients' ER visit after hours

Not calling in clinical hours

Patient educations

Lack alternative resources

Culture to suggesting ER visit

Cost and reimbursement

System issues
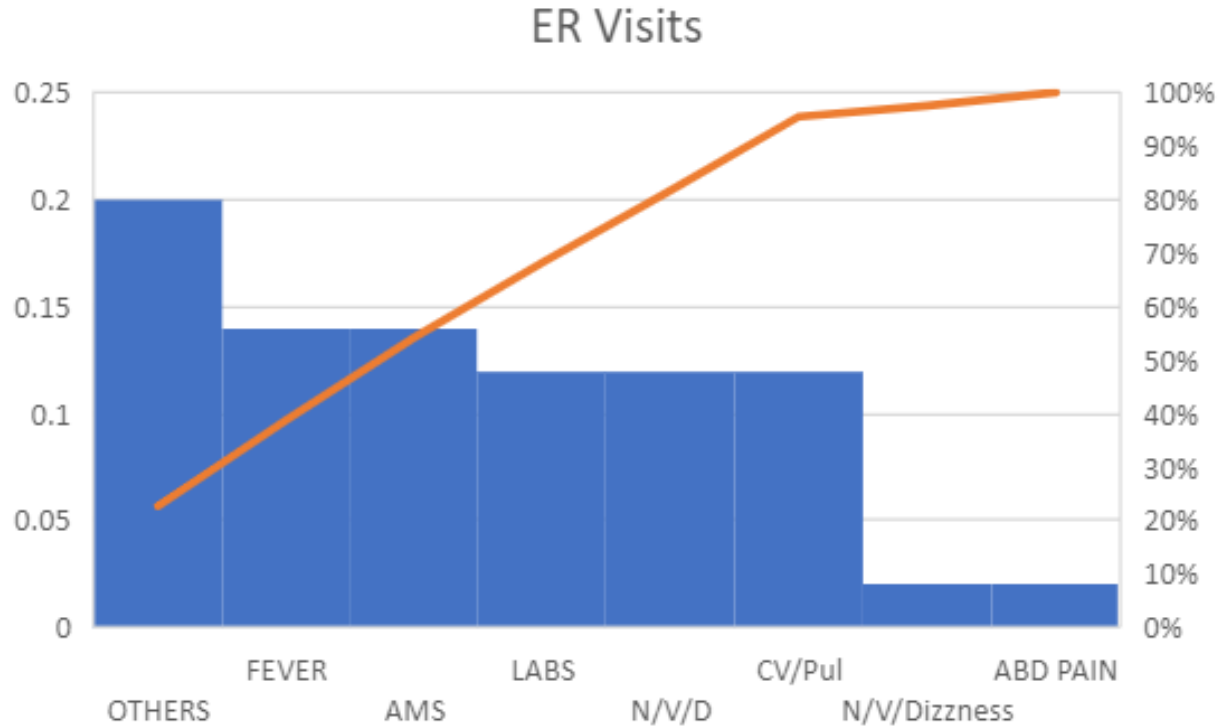
Diagnostic Data

- Provider suggesting ER visit

- Time frame:

- 10/2021 – 1/2022

- Providers:

- 12 fellows on call

- 50 encounters visit

ER Visits

Aim Statement

To decrease one third of these provider suggested ER visit encounters

Measures

- Measure: Patients' ER visit encounters suggested by on call fellows

- Patient population: established oncology patients
  -Exclusions (if any)

- Calculation methodology: percentage patients referred to ER
  -Numerator & Denominator (if applicable)

- Data source: Internal fellows on call sign out emails

- Data collection frequency: weekly

- Data quality(any limitations): variation of signing out details

Baseline Data

Fever 7 out of 7

Abnormal labs: 2 cases Hb 6-7; 2 cases K>6;

Nausea/vomiting/Diarrhea: 6 out of 6

Prioritized List of Changes (Priority/Pay –Off Matrix)

	Easy	Difficult
High	Fellow's education Draft protocol guideline	Implore oncology care protocol
Low		Re established oncology home after hours clinic

Impact

Ease of Implementation

PDSA Plan (Test of Change)

Date of PDSA Cycle	Description of Intervention	Results	Action Steps
March – April	Explore management of patients with fever, abnormal labs, nausea/vomiting after clinic hours	Fever need infectious work up; nausea/vomiting subjective pending on comfortable level both providers/patents/caregivers	To focus on management of patients with abnormal labs: mainly focus on Hb and PLT
March – April	Identified variation among fellows management of anemia and thrombocytopenia; drafted algorithm to triage these calls	Hb 6-7 managed as outpatients; Identified patient with low potassium advised ER visit	To focus on management of patients with needing of electrolytes supplement
May	Provided handout about institution protocol of management of electrolytes supplements	Asymptomatic low electrolytes managed as outpatient.	To focus on timely labs to avoid late notifications of labs

Materials Developed (optional)

- Fellow education on management of neutropenia prophylaxis, abnormal labs;

- Fellow education on value based care and available resources used to be part of oncology care model;

Conclusions

- Value based care

- Providers initiate quality improvement

Next Steps/Plan for Sustainability

- Continue refining overnight triage algorithm
- To identify potential underneath issues
- To arrange appropriate lectures / talks accordingly
- To present at monthly fellows meetings

Name, credentials, job title
Name, credentials, job title

Entity

Project Title

AIM: **Should be SMART (specific, measurable, attainable, relevant and time bound)**

INTERVENTION: Should be described in such a way that someone not familiar with the project has a clear understanding of what you did…changes you tested.

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TEAM: Be sure to include both the department and names. If too many names to list, list just the departments represented
- Department 1: names
- Department 2: names
- Department 3: names

PROJECT SPONSORS:

RESULTS: Should be related to your AIM statement. Be sure to title the graph, identify the SPC chart used, label the x & y axis, include a legend

Graph title

Insert graph

CONCLUSIONS: Should summarize the data in the results section, state whether or not the AIM was met. Conclusions are different than lessons learned.

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NEXT STEPS: Describe additional plans for tests of change, how the intervention will be incorporated into standard workflow, etc

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