**Rapid Improvement Event Scope & Objectives**

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| **Project Name** | Decrease time from receipt of diagnostic test results to provider/nursing staff follow up with patient. |
| **Facility and Facility Location** | St. Luke Community Healthcare  107 6th Ave SW, Ronan MT 59864 |
| **Event Dates** | June 6th – 17th |
| **Project Point of Contact** | **Name**: Carly Ryther  **Contact Info**: [cryther@stlukehealthcare.org](mailto:cryther@stlukehealthcare.org) 406-676-4441 ext 201 |
| **Sponsoring Department(s)** | Ronan Clinic |
| **Issue/problems experienced with current process** | Patient complaints about timeliness of getting test results and the interpretation of results.  *Primary care clinics (RHC) (4 clinics). Ronan Clinic has about 10 providers, the other three clinics have just 2-3. Providers are mostly MDs, a couple NPs and 1 PA). Need to identify if the problem is in the process or staff education.*  *The problem addresses in house and send out testing. Majority of volume is in-house. Primary lab and imaging.*  *Patient expectations set by staff varies regarding timeline and contact (ie will we call if its abnormal AND normal). Generally the nurse/MA would call with results.*  *St Luke would like patients to receive test results regardless the results.*  *The way the system works, the documentation does reflect if the patient actually received the results as well.*  *More patients are using the portal after the pandemic.* |
| **Objectives** | Reduce turnaround time to contact patients with meaningful results.  *Ideal (test feasibility) once results hit the patient portal, the patient should be contacted within 2 days via phone or mail (normal results).* |
| **Metrics** | Date order placed, date specimen collected, date results available, date task completed.  *+ Notification Rates/Timeline*  *Will not track patient complaints for this project.* |
| **In Scope** | Diagnostic tests – *in house*.  *Primary care providers, in the RHC, in Ronan Clinic.*  *Since there are two students we may be able to look at one other site that may be the largest outlier and can do that one also, but not all 4.* |
| **Out of Scope** | Tests order outside the system. *If process identified and tested and then can apply to outside system tests and across the 4 clinics.* |
| **Existing Data** | See Metrics  *Patient complaints – documented via patient calls/complaints, complaints at subsequent visits, etc.*  *St Luke will provide data prior to students coming onsite.*  *+ Notification Rates/Timeline – CY 2021 and YTD 2022* ***EXCLUDE COVID***  *+ stratify test category and result status (ie critical, etc)*  *+ Date notified/completed* |
| **Participants** | *Person(s) participating in the event*   |  |  |  | | --- | --- | --- | | Name | Department | Availability during event? | | Carly Ryther | Quality | yes | | Brooke Wegner | Clinic | yes | | Chris Ellingson | Clinic | Yes | | Paul Soukup | Admin | Yes | | Joel Onsager | Admin | Yes | | Joe Sampsel | IT | yes | |

**Logistics – Hosting both students ☺**

1. What is the student housing arrangements? Does the student need to bring any supplies such as their own bedding? *St. Luke will provide house and bedding. – Student housing – everything is provided. It is community type living and housekeeping is provided.*
2. What is the meal arrangements?   
   *St. Luke will supply meals in the Café. Check daily for hours. Will be set up through Administration.*
3. Who will be the student’s main point of contact – someone they can contact Sunday when they arrive?   
    *Name and phone #. Liane Clairmont 406-261-1474* ***must call at least an hour before arrival.***
4. Student(s) will be arriving in town on Sunday. What time should they arrive to the facility on Monday morning and who should they see upon arrival?

*Should be at facility 8:30 AM Monday and they should see Paul. Paul will take them to HR and get them a name badge, etc.*

1. Has a workstation or desk been arranged for the student use during the two weeks? Internet access? *Yes to both of the above*
2. What forms or requirements from the facility?

**Will need Covid vaccine, flu vaccine, PPD and MMR. Will visit HR for badges and other forms.**

* 1. *immunization/testing is required and what documentation?*
  2. *HIPAA?*
  3. *Any other forms from facility?*

**Approximate Timeline:**

1 day: orientation, introductions and project scoping

3 days: data collection and analysis of current system

3 days: solution development

2 days: implementation and tweaking

1 day: report out and finalization

*Goal is an implemented solution!*