

Interprofessional Learner-led Quality Improvement in a Primary Care Office

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Background

Transformative Care Continuum (TCC)

- Cleveland Clinic Lakewood Center for Family Medicine (CFM) is a primary care office and Family Medicine residency program
- Partnered with Ohio University Heritage College of Osteopathic Medicine (OUHCOM) to integrate TCC medical students into the office in a UME/GME six year curriculum
- An interprofessional team of educators, including physicians, a nurse and a pharmacist, was developed to build and execute a population health and quality improvement (QI) curriculum supported by Macy Grant funds

Methods

Creating a Culture

- Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS) was utilized to foster a culture that is supportive of learner growth

Assuring Success

- Projects aligned with enterprise goals
- QI request form was created to identify key stakeholders and office resources required

Fostering Autonomy

- TCC students received basic project management training taught by OUHCOM Health Systems Science faculty
- Consistent CFM interprofessional mentors available for coaching to promote project momentum and task delegation

Preparing the Team: Quality Improvement Education

Institute for Healthcare Improvement (IHI) Modules

- Online QI training Modules
- Team members:** medical students, residents, TCC faculty

Lean Six Sigma Yellow Belt Workshop

- Two day interactive session
- Team members:** TCC faculty, nursing, PSS, administration

Interactive Group Didactics

- Weekly interactive lectures led by Health Systems Science faculty member from OUHCOM
- Team members:** medical students, TCC pharmacy and nursing faculty

CFM QI Project Request Form

What Project Support Do You Need?

Resources Needed

Timeline of Project

Requested Start Date (Request Must be Submitted for Approval at Least 30 Days Prior to Requested Start Time)

Projected End Date

Support Staff Time (PSS, Med Rec, Nursing)

Materials

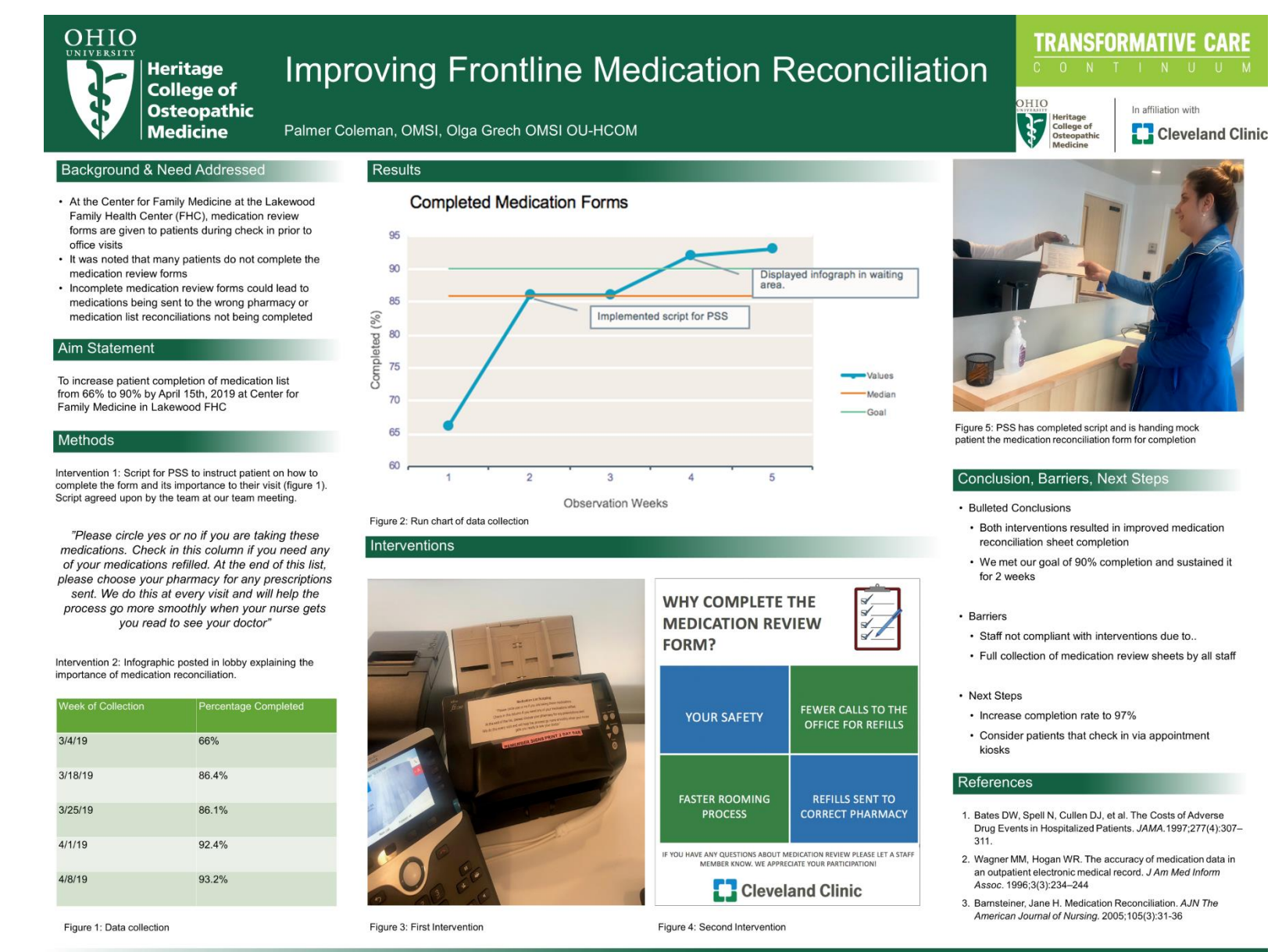
Operations Committee Review/Feedback

(Dr. Fred Jorgensen, Adam Miller, Alex Boyadijeva, Denise Stamper and Jan Patton)

Request Approved ☐ More Information /Amendments Needed ☐ Request Denied ☐

Results

- Two completed QI projects** focused on nursing intake process
 - Improved completion of medication reconciliation sheet from 66% to 93%
 - Improved completion of Hypertension follow-up sheet from 32% to 69%
- Four QI projects in process** focused on ACO measures including, colorectal cancer screening and diabetes management



Discussion

- Using a similar approach to enhance resident QI education and project success
- Prepared staff to participate in resident led, office wide QI projects
- Learners are prepared to lead interprofessional QI teams as future residents and physicians

References:

1. Parker, Antay L., et al. "TeamSTEPPS®: An Evidence-Based Approach to Reduce Clinical Errors Threatening Safety in Outpatient Settings: An Integrative Review." *The Canadian Journal of Chemical Engineering*, Wiley-Blackwell, 13 Sept. 2018, onlinelibrary.wiley.com/doi/full/10.1002/jhfm.21352.
2. Institute for Healthcare Improvement. Learning Management System. <http://www.ihl.org/>