

Beth Israel Deaconess Hospital-Milton

Improving Patient Care Transition Communications between BIDM and Atrius PCPs

The Problem

Competition in the market place and service expectations of PCP's demand optimum communication of patient information across care transitions. Due to electronic system failures, provider knowledge deficits and lack of process surveillance, the following problems were identified:

- Atrius Primary Care Physicians were not reliably receiving inpatient summaries from BIDM, resulting in the perception of poor collaboration on care coordination
- In addition, BIDM physicians (primarily ED and Hospitalists) were not consistently accessing Atrius records as a means to acquire meaningful and key patient information to better manage care during the patient's hospitalization, negatively impacting the BIDM-Atrius relationship

Aim/Goal

Improve inter-agency communication by addressing system failures and by establishing provider expectations for the use of a bidirectional electronic medical record access portal, thereby improving patient care and perception of Atrius PCP providers relative to the hospital's commitment to collaboration and communication.

The Team

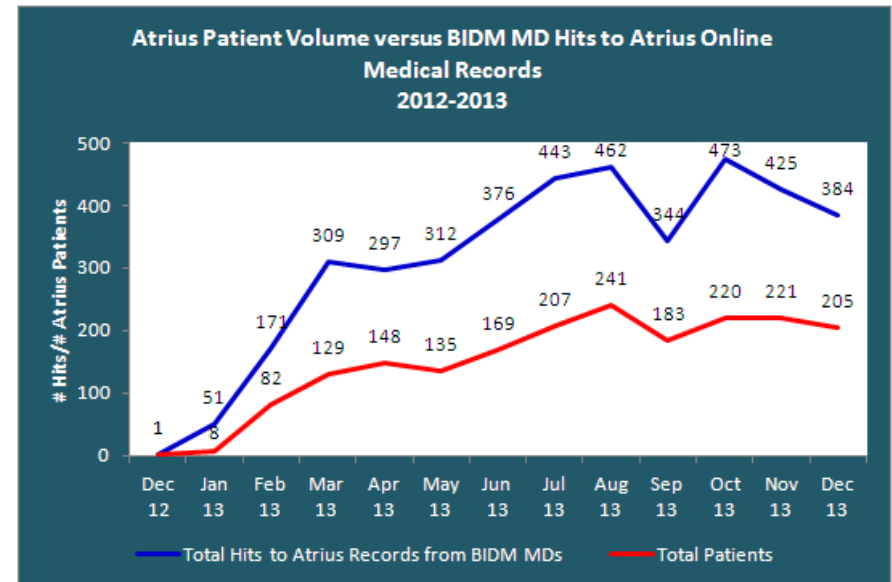
- Ashley Yeats, MD, FACEP: Chief Medical Officer
- Lynn Cronin MSN, RN, CNL: Interim Chief Nursing Officer
- Andrea Connors: Manager, IT Applications
- Jason Bouffard: Manager, Public Relations

The Interventions (Select Actions Taken)

- Tracked access by BIDM Hospitalist and ED Physicians to Atrius electronic patient records – transparent sharing of data - provider education provided
- Developed process to monitor and ensure flow of reports to Atrius PCPs
- Eliminated duplicate Atrius physician mnemonic entries into Meditech dictionary
- Visual Management: Practice affiliation posted to main ED Tracker so RN's can access both Medication & Problem Lists in Atrius record
- Regularly scheduled conference calls between BIDM team and Atrius representatives as a means to address identified opportunities for improvement

- Electronic 1-click access to Atrius charts from PCI (BIDM's electronic MR)
- Visual Management: Practice affiliation posted to inpatient Rounding and Consult Lists
- Visual Management: Atrius logo magnets created for I/P unit whiteboards

The Results/Progress to Date



Lessons Learned

- No complaints received regarding communication with Atrius PCP's and within network follow-up appointments/referrals since 5/2013

Next Steps/What Should Happen Next

- Continue to monitor compliance and respond to outliers/decreases in performance/activity.

