

# Improving Quality of the Urology Consult Service

Peter Steinberg, MD, Aria F. Olumi, MD, Lauren Tamburello, MPH

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## Introduction/Problem

When compared to other consult services at BIDMC, hospital medicine providers reported that the BIDMC Urology Consult service historically performed poorly. Issues included: difficulty identifying the responsible urology attending for a given consult and delayed urology consult response times.

Improving team work and integration across the network was a priority for the new chief, Dr. Aria Olumi, and the urology consult service was a good place to start these efforts. A new urology call scheduling system, with one urology attending on call per week, was implemented by in May 2018.

IOM Dimensions of Quality Care: timeliness, safety

## Aim/Goal

We aimed to see if changing the urology attending call schedule improved identification of the responsible attending and timeliness of the urology consult service, as judged by BIDMC hospital medicine providers.

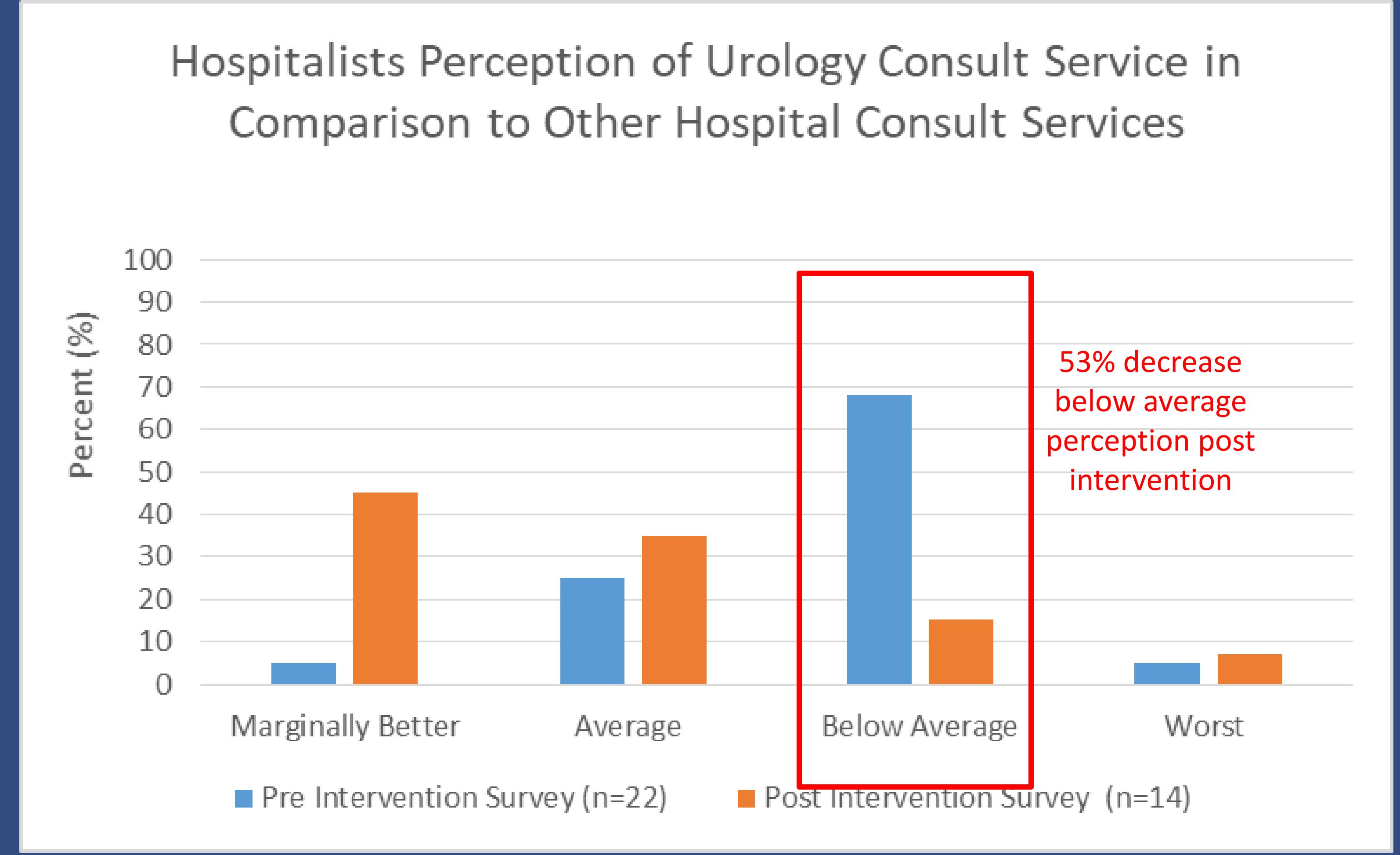
## The Team

- Peter Steinberg, MD
- Aria F. Olumi, MD, Chief of Urology
- Coleen Ryan, Division Manager
- Lauren Tamburello, MPH, Program Manager

## The Interventions

- Assign urology attending on call for one week at a time
- Build teamwork and integration with affiliate faculty (including Atrius and BID-Needham) related to call scheduling and consult staffing
- Hold quarterly urology faculty teleconference to discuss call schedule and consult service expectations and work through issues related

## Results/Progress to Date



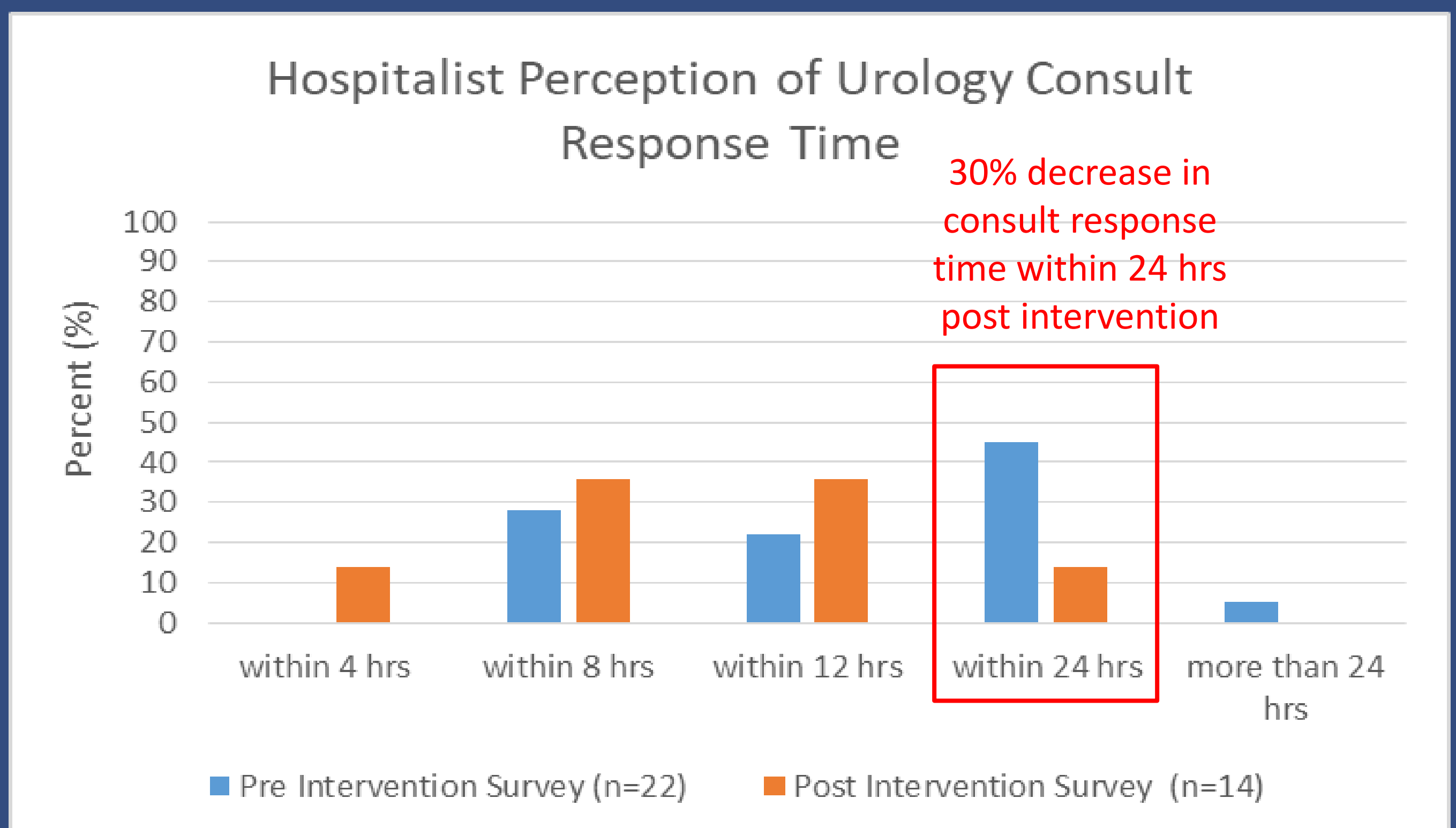
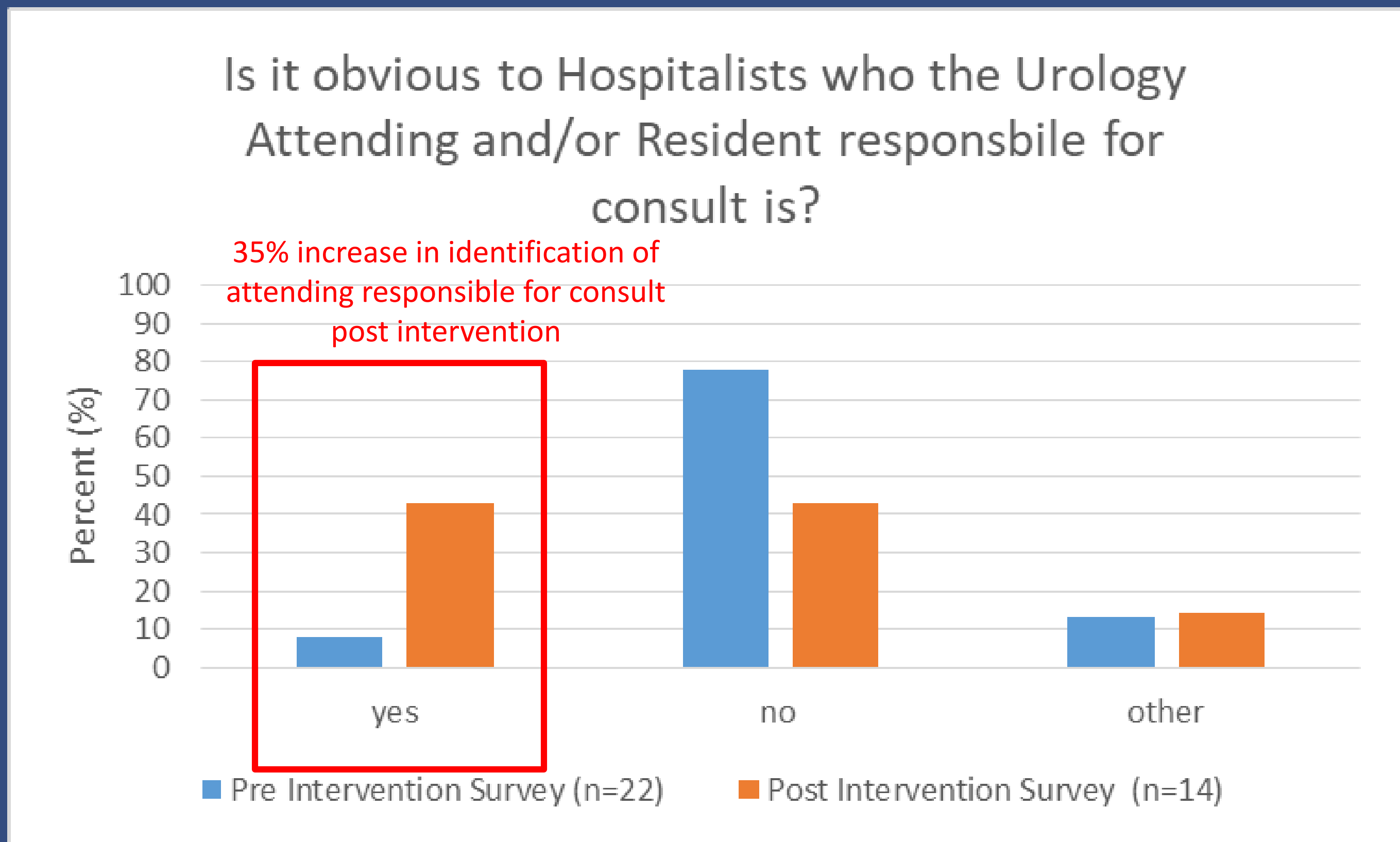
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## More Results/Progress to Date



*\*potential for implementation POE order entry system to confound consult response time perception*

1. The perception of the urology consult service as below average dropped by nearly 55% after changing the call schedule.
2. Identification of who the responsible consult attending is increased significantly after the intervention.
3. Response time for consults improved in all measures of timeliness.

## Lessons Learned

- Having one attending on call per week has improved
  - the perceived timeliness of urology consult service
  - identification of the responsible attending for consults
  - the perceived quality of the urology consult service

## Next Steps

- Continue quarterly faculty teleconferences to improve teamwork with affiliate faculty and address issues related to urology call schedule/consult service
- Incorporate new urology residents into urology consult service
- Enhance clinical communication related to urology consults by engaging in Mobile Heartbeat pilot
- With improved consult quality, we will begin to improve consult follow-up expectations and workflows

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