Aim

• Improve annual LDL measurement in diabetic patients to 95% among the resident and nurse practitioner student patient panels in Medical Practice Clinic by June 2012.
• This project also aimed to demonstrate how to use panel management tools to improve all performance measures in Primary Care.

Background

• No current procedure in place for panel management in SFVA Medical Practice Clinic.
• Literature shows that an increasing number of reimbursement companies use a pay-for-performance method.¹
• Further research still needed to determine effects of pay-for-performance on patient outcomes.²

PDSA Cycles

Cycle #1 - Data Collection from 8 trainee panels
Cycle #2 - Test Team-Based Intervention on Small Sample
Cycle #3 – Educate Medical Practice Trainees on Process
Cycle #4 (future) - Integrate Material into New Trainee Orientation

Progress to Date

Baseline data from sample population:
• Diabetic patients meeting annual LDL measure = 83.5% (76/91)

Reasons for no annual lipid panel per chart review:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss to follow up</td>
<td>9</td>
</tr>
<tr>
<td>Provider forgot</td>
<td>2</td>
</tr>
<tr>
<td>Ordered, not drawn</td>
<td>4</td>
</tr>
</tbody>
</table>

Interventions used a team based approach:

• Providers identified why lab not done.
• Medical support assistant called patients to schedule appointments.
• RN and LVN obtained co-managed data and notified patients of need to go to lab.

Outcomes

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removed from panels</td>
<td>4</td>
</tr>
<tr>
<td>Re-engaged in care</td>
<td>2</td>
</tr>
<tr>
<td>Comanaged data obtained</td>
<td>3</td>
</tr>
</tbody>
</table>

After interventions, 81 out of 87 diabetic patients now meeting annual LDL measure = 93%

Working in Progress

• Currently educating all trainees on process of panel management as developed during this project for real-time use.
• Baseline data obtained for each trainee before training sessions.

Lessons Learned

• Team approach to panel management allows work to be distributed making process more sustainable.
• In addition to population care, panel management involves identifying when patients are no longer considered part of a provider’s panel.

Next Steps

• Obtain post data at the end of June to evaluate for improvements in meeting annual LDL measurement.
• Integrate training into new trainee orientation to sustain process.
• If successful, share information with attendings and other providers in Medical Practice to incorporate into their own practice.

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UCSF Department of Medicine and School of Nursing