

How to Link Your Practice to the Local Hospital – Cecil County's Experience

Quality Improvement and Care Transitions in a
Medical Home

Maryland Learning Collaborative

May 21, 2014

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Joseph Weidner, M.D., Stone Run Medical Practice

Case presentation

Link to our practice

Communication

admission notification
after discharge
to patients
other post discharge
barriers to care

Documentation

Challenges

Data integration
Medication Reconciliation

**How to Link Your
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Experience**

70 year old female

COPD, GERD s/p EGD 2/6/2014, HTN,
Hypothyroidism

Seen 2/14/2014 at Stone Run by PA-C

COPD exacerbations/ bronchitis.

Antibiotics and ipratropium/ albuterol

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2/24/2014 Admitted to Union Hospital of
Cecil County (UHCC)

COPD exacerbation, intractable
vomiting, dehydration

Stone Run Care Manager received call
(from patient's son)
faxed PMH and med list

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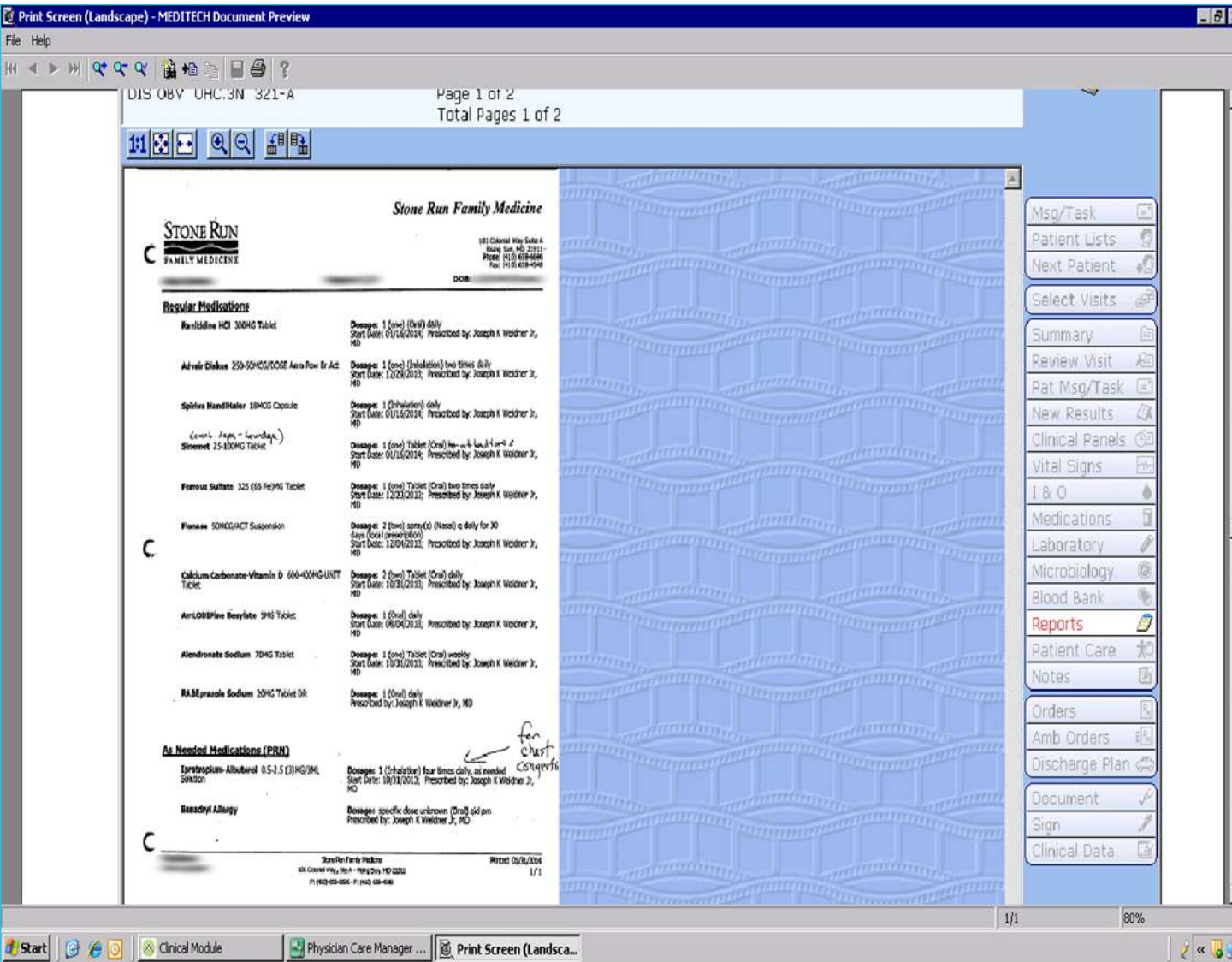
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Union hospital readmission manager
identified her

Community Case Manager provided
Medication education
Illness education
Utilization of Stop Light Tool
When to call her PCP

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Usual: Weidner Jr, Joseph K. MD Advanced Directives | No Web Account Guarantor: Self
 Most Recent Weight: 148.25 lb (4/21/2014) Allergies: Nexium, Ambien, Prevacid, Doxy

Face Sheet | Patient Manager | Medical History | Encounters | Medications | Orders | Care Plans & Goals

Encounters: By Date, Newest to Oldest

- 2/28/2014: Patient Message - PATIENT CAL
- 2/27/2014: Coorespondence (Danielle Rank
- 2/26/2014: Coorespondence (Joseph K We
- 2/24/2014: Patient Message - from pt's son
- 2/24/2014: Care Management - phone - (SI
- 2/14/2014: Office Visit - Bronchitis (490 | J
- Three Months Ago
 - 2/7/2014: Patient Message - Fwd: please c
 - 2/7/2014: Refill - Cyclobenzaprine HCl
 - 2/5/2014: Patient Message - Fwd: pt called
 - 2/5/2014: Patient Message - pt called
 - 2/3/2014: Patient Message - please call pat
 - 1/31/2014: Patient Message - sister called
 - 1/31/2014: Office Visit - Barrett's esophagi
 - 1/28/2014: Coorespondence (Barry O Bak
 - 1/21/2014: Office Visit - UTI symptoms (78
 - 1/16/2014: Nurse's Note - EKG faxed to Un
 - 1/16/2014: Patient Message - please call pt
 - 1/16/2014: Office Visit - Preop testing (V72
 - 1/16/2014: EKG (Danielle Randall)
 - 1/16/2014: Refill - Ranitidine HCl, Spiriva Ha
 - 1/15/2014: Coorespondence (Joseph K We
 - 1/15/2014: Coorespondence (Joseph K We
- Less Than a Year Ago
 - 1/10/2014: Refill - Triamcinolone Acetonide
 - 1/10/2014: Patient Message - Re: Refill req
 - 1/10/2014: Patient Message - Refill request
 - 01/08/2014: [Printed] *Gastroenterology (A-
 - 12/31/2013: Phone Encounter - SCABIES (1
 - 12/29/2013: Refill - Electronic Refill Approv
 - 12/23/2013: Office Visit - Anemia (265.9 | C
 - 12/4/2013: Office Visit - HYPERTENSION F

Encounter Details

Output: All pages | No cover page

Image | Details

01/25/2014 12:30 AM FAX # 2011000

FAX TRANSMITTAL SHEET
 UNION HOSPITAL OF CECIL COUNTY
 101 BOW STREET
 BLAYTON, MD 21501

MEDICAL MANAGEMENT DEPARTMENT
 FAX NUMBER: (410)430-1833

DATE: 2/25/14
 FAX NUMBER: 410.658.4548
 COMPANY: Dr. Weidner / Shenoy
 FROM: Donna Woods, Readmissions Consultant
 TELEPHONE NUMBER: 410.430.3794

Number of Pages including Transmittal Sheet: _____

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UNRECORDED

Page: 1/9 Zoom: Page Smooth Display Patient:

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HERE ARE SOME HELPFUL TIPS TO MANAGE YOUR COPD

Green Zone: Great Control

- My shortness of breath goes away when I rest and use my inhalers
- I don't have a fever or chills
- My mucus is clear and it doesn't hurt when I cough
- I don't have any swelling in my abdomen or ankles
- I can do all the things I need to do today without getting very short of breath.

Green Zone Means:

- Your COPD is under control
- Continue taking your medicine as ordered
- Keep all appointments with your doctor

Yellow Zone: Careful, Warning Zone

- Wheezing or shortness of breath that is becoming worse
- Pain with breathing or cough that is becoming worse
- You are bringing up more mucus than usual or it looks green, yellow or rust colored.
- The inhalers you use aren't helping you catch your breath
- Fever above 100.5 with chills or flu-like symptoms
- Swelling in your ankles or abdomen

Yellow Zone Means:

- Your troubled breathing might mean that your medicines need to be adjusted
- Call your doctor to find out more information

Name: _____

Number: _____

Red Zone: Call 911!

- I have chest pain and my medications aren't helping.
- I have blood in my mucus.
- I can't catch my breath!

Red Zone Means:

- You need to be seen by a doctor and get more help at the hospital??

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3/7/2014 seen in Stone Run office, 10 days post discharge

2/6/2014 EGD showed candida esophagitis;
noted in GI specialists, started in hospital
recommended to be placed on Nystatin for
2 weeks

no prescription given

not noted on discharge summary, CCM, HHN

3/11/2014, where JKW called in these

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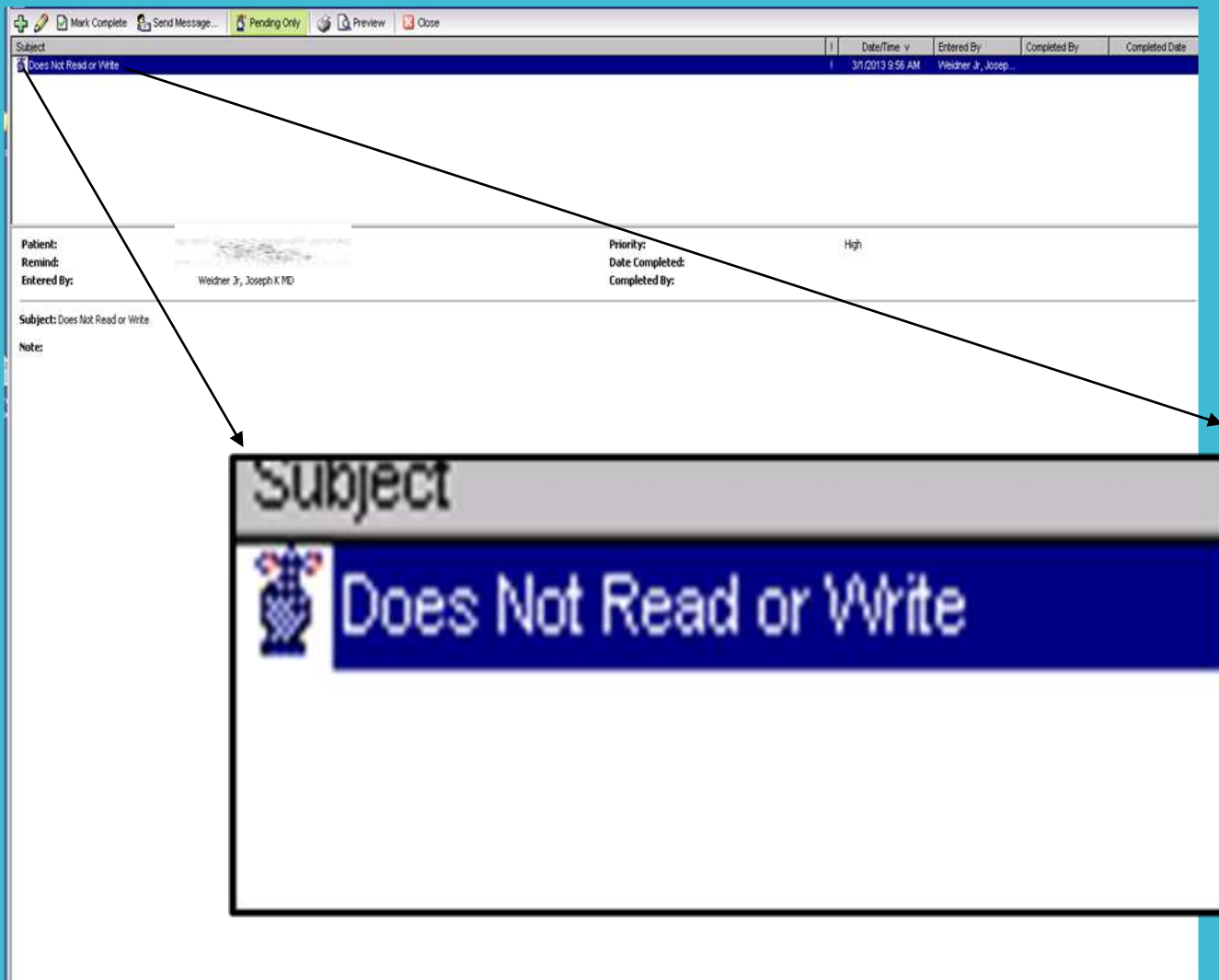
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Admission notification at Stone Run

CRISP email notifications

Stone Run Care Manager

encounter notification by email

Harford, UCHC, UHCC, Christiana, others

Call patient after notified – as inpatient, or family

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CRISP Production
 Patient: [Name] | Logout

Navigation: Home, Back to List, Download EDD, Download Summary PDF, Configure Layout

Summary | View Patient Information

Laborders (20) | Other Orders (0)

Date	Name	Source
Apr 24	UAC	UHCC
Apr 24	UAC	UHCC
Feb 26	PROSTATE	UHCC
Feb 26	PROSTATE	UHCC
Feb 26	SWP	UHCC
Feb 26	CBC	UHCC
Feb 24	PROSTATE	UHCC
Feb 24	SWP	UHCC
Feb 24	CBC	UHCC
Feb 24	PVI	UHCC
Feb 24	LABOR	UHCC
Feb 23	LAB	UHCC
Feb 23	LAB	UHCC
Feb 23	LAB	UHCC
Feb 23	LAB	UHCC
Feb 23	LAB	UHCC

Imaging (12)

Date	Name	Source
Feb 26	CT (Orbita)Polar Cap	UHCC
Feb 23	Rad (Cervical Spine)	UHCC
Feb 23	Rad (PNS) UNILATERAL	UHCC
Feb 23	Rad (Chest) CT W/ENH	UHCC
Feb 23	Rad (Neck) US B+	UHCC

Medications (9)
No Medications to Share

Documentation (12)

Date	Name	Source
Apr 29	EGD	UHCC
Apr 29	*OR ONLY* Pathology Specimen	UHCC
Feb 26	Discharge Summary	UHCC
Feb 24	History and Physical Report	UHCC
Feb 24	Emergency Room Visit Note	UHCC
Feb 24	Consultation Report	UHCC
Feb 24	Consultation Report	UHCC
Feb 07	Surgical Pathology	UHCC
Feb 06	EGD	UHCC
Feb 06	Misc. Source	UHCC

Arbitrating: [Name], [Address], [Phone], [Fax], [Email]

Referring: [Name], [Address], [Phone], [Fax], [Email]

Location: UHCC (UHCC) (02/01/04)

Source: Union Hospital of Cecil County

Order: 02/24/2014 by [Name]

Type/Class: CWF / Outpatient

Ordering: 02/24/2014

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Ambulatory Encounters (0) | Inpatient Encounters (45) | Problems

Date	Type	Source
Feb 24	ER	UHCC
Feb 24	ER	UHCC
Feb 23	ER	UHCC
Feb 23	ER	UHCC
Feb 08		UHCC

Documentation (12)

Date	Name	Source
Apr 29	EGD	UHCC
Apr 29	*OR ONLY* Pathology Specimen	UHCC
Feb 26	Discharge Summary	UHCC
Feb 24	History and Physical Report	UHCC
Feb 24	Emergency Room Visit Note	UHCC
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Post Discharge at Stone Run

Try to get appointment within 7-10 days,

Postsurgical discharges refer to surgeons

Arrange specialist visit soon, if needed

Office visit if urgent follow-up needs to be arranged

Specialists visits

Physical therapy

Home health nurse

DME

Education for home care (ie glucometer use)

Barriers (ie. meals on wheels, transportation)

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Post Discharge at Stone Run

Medication Reconciliation

by phone

at times with family member,

if any confusion or change, bring in all medicine,

follow discharge sheet/discharge summary from hospital

If on medication prior to hospital but not on discharge summary/sheet will message provider in EMR to clarify

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Post Discharge at Stone Run

- Documentation in continuity of care protocol
- Leave chart open
- At patient visit, nursing staff utilize the open encounter,
gives the provider the basis to start the encounter
- Transition of Care documentation

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- 1 1 0
- Summary
- Face Sheet
- Patient Manag
- Demographics
- Reminders
- Flow Sheets
- Immunizations
- Medication Ac
- Chart Attacher
- Results
- Contact
- Reason for Vi
- Review of Sy
- History
- Vitals
- Physical Exar
- Assessment/
- History & Phy

Details for: The patient requires coordination for continuity of care.

Explore... Demographics... Reminders...

Care setting...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reason for Seeking Medical Attention...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	adhering to dietary restrictions
Time...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	bathing
Emergency room chief complaint...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	cooking
Discharge diagnosis...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	dressing
Primary Caregiver...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	driving
Self Care...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	foot care
care needs...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	home blood glucose monitoring
Follow-up For...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	home blood pressure monitoring
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	home exercise program
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	household cleaning
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	meal preparation
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	medication administration
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	obtaining daily weights
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	taking medication
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	use of medications
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	weighs self daily
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	other

Changing the current information will cause free-text comments to be removed.

ABC ABC
 ✓ ✓

The care setting for the patient's visit was a hospital admission. The discharge diagnosis(s) from the facility included exacerbation of COPD and other (ileus, with protracted vomiting, now resolved). The primary caregiver(s) is/are self. Care provided by the patient include bathing, cooking, dressing, medication administration and taking medication. Needs for care include arrangements for office visit, arrangements for specialist care (to have followup EGD) and communication devices but do not include home physical therapy. The patient is to have an appointment with us

Restricted Disclosure:

- MD
- Allscripts
- Menu
- Send Message
- Launch
- Print
- Appointments
- Open Encounters
- Result Notifications
- Messages
- Refill Requests
- Refill Requests
- Documents
- Action Items
- Received Charts

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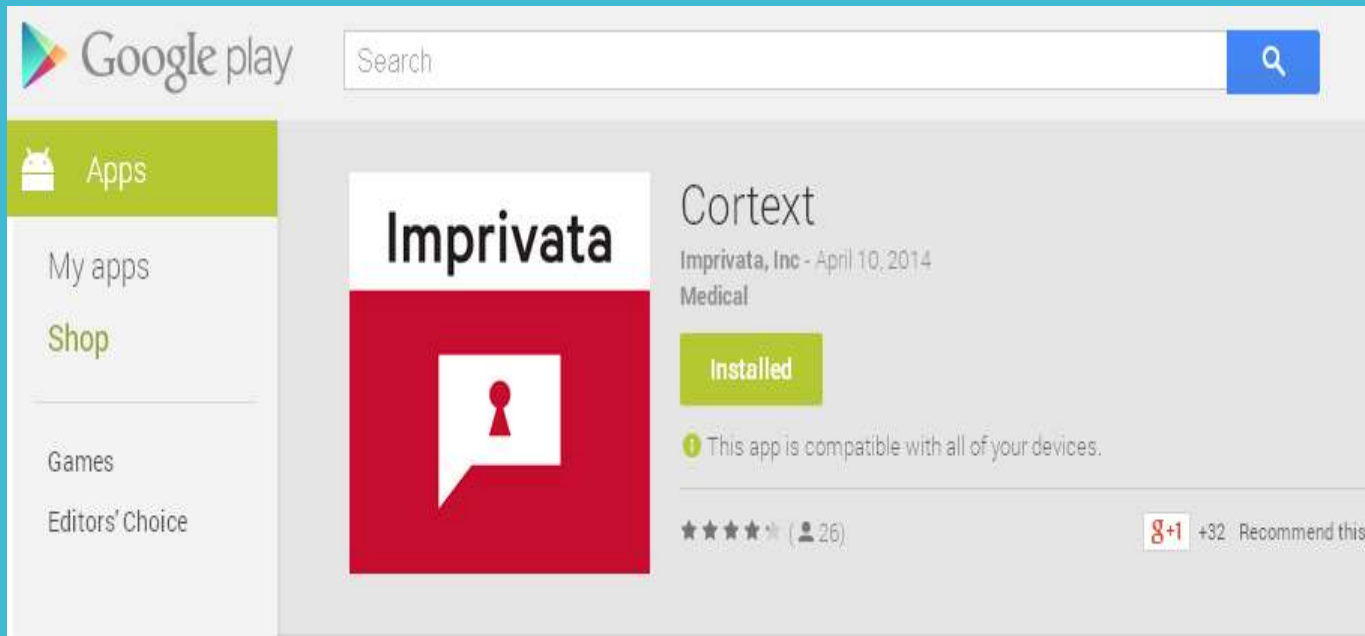
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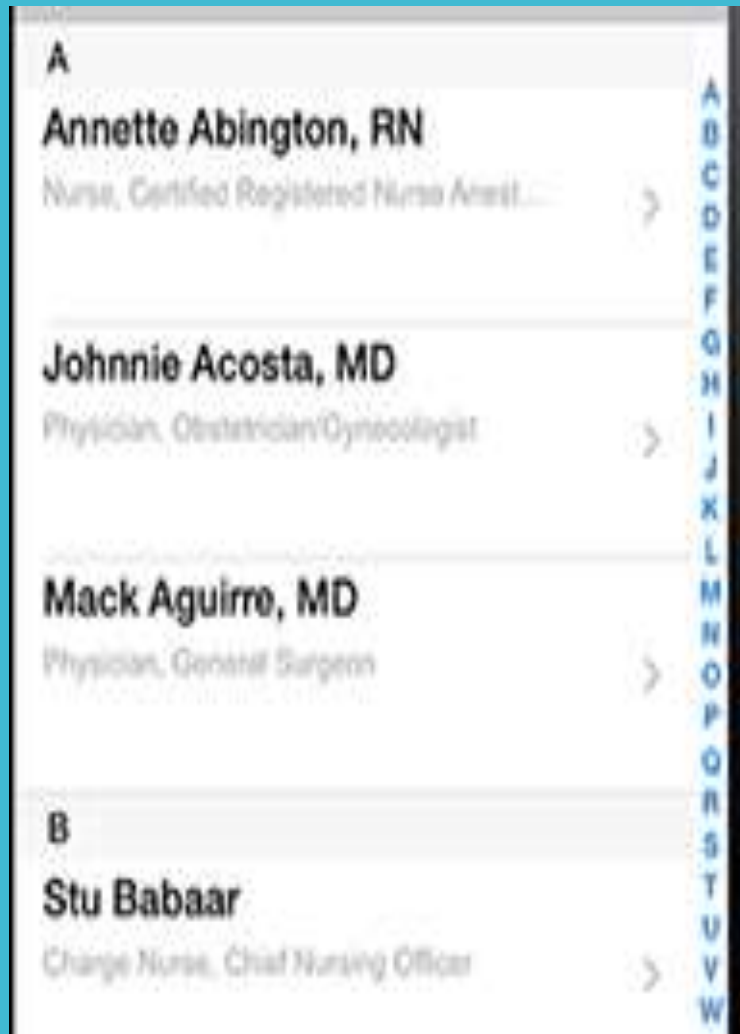
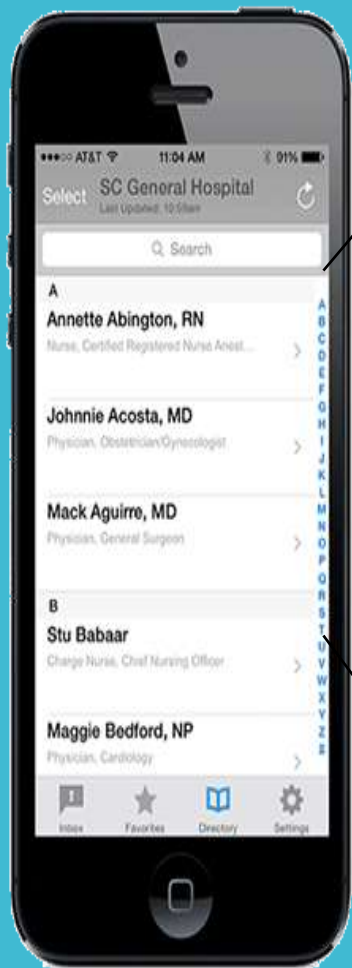
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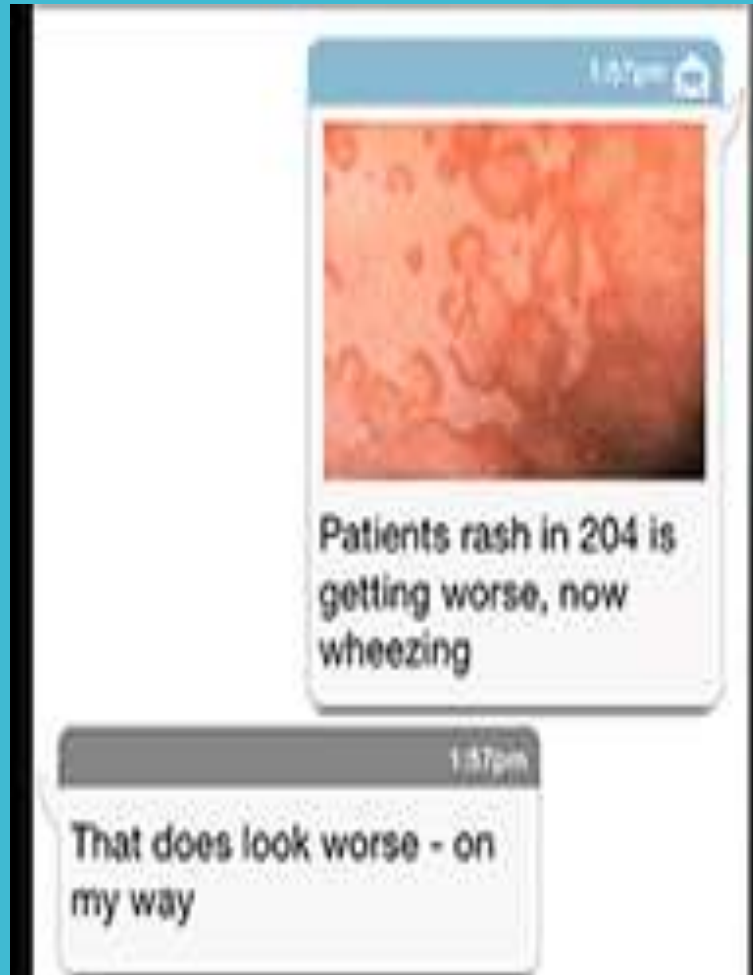
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