

# QUALITY IMPROVEMENT STORYBOARD



<b>Division/ Program:</b>	Curtis Tucker Public Health Center – STD Clinic
<b>Project Title:</b>	Improving Access to Lab Results for Patients
<b>Project Timeline:</b>	May 2018 to ongoing
<b>QI Specialist(s):</b>	Curtis Tucker Continuous Improvement Team (CIT)

## 1. Getting Started

The Curtis Tucker Public Health Center’s Continuous Improvement Team (CIT) sought to improve their patients’ access to lab results using Quality Improvement methods.

## 2. Assemble the Team

CITs have a labor-management partnership structure; the Curtis Tucker team is co-led by labor and management staff and consists of staff from all units (e.g., business office, nursing, physicians) in the Sexual Health clinic.

## 3. Define the Problem/ AIM Statement

**AIM:** After their visit, patients may make appointments to receive lab results by phone from the clinic staff. The CIT sought to improve this process by offering patients the option to access their lab results via a secure online patient portal (known as MyWellness Portal), which is linked to their electronic medical record.

**SMART Goal:** Increase enrollment to MyWellness Portal among patients at the STD clinic to 70% by August 2018.

## 4. Examine the Current Approach

Using the process map tool, the team examined its current approach to promote the portal and recognized that their efforts varied between staff. At baseline, 60% of patients enrolled in the portal.

## 5. Identify Potential Solutions

The team “brainstormed” ideas to increase portal enrollment and selected a primary strategy: create an internal protocol for staff to promote the portal.

## 6. PLAN

The CIT drafted an internal protocol where staff would ask patients at each step of their visit if they would like to enroll in the portal. Staff would also describe the benefits of using the portal and would be able to assist patients in the enrollment process. The team also planned to track portal enrollment data.

## 7. DO

The team tested their protocol, tracked enrollment data, and also began to track the time spent providing lab results to patients via phone.

## 8. STUDY

After week 1, portal enrollment rates increased and reached 85% by the end of the week. After week 2, enrollment rates began to vary.



Prior to using the MyWellness Portal, staff spent an **average of 8 hours/week** providing lab results via phone. This dropped to an average of **90 minutes/week** when more patients enrolled in the portal.

The team also recognized other technical challenges (e.g., dead phone battery or not receiving an email invitation).

## 9. ACT

The team determined that more staff training and visuals would help staff apply the new procedures so they developed additional materials (e.g., reminders, posters for patients, video-based visuals and tip sheets) to assist staff.



## 10. Next Steps

The Curtis Tucker CIT will continue to promote the portal and will monitor enrollment rates to identify and address new issues. Other DPH clinics are also working towards adopting and implementing this new process.