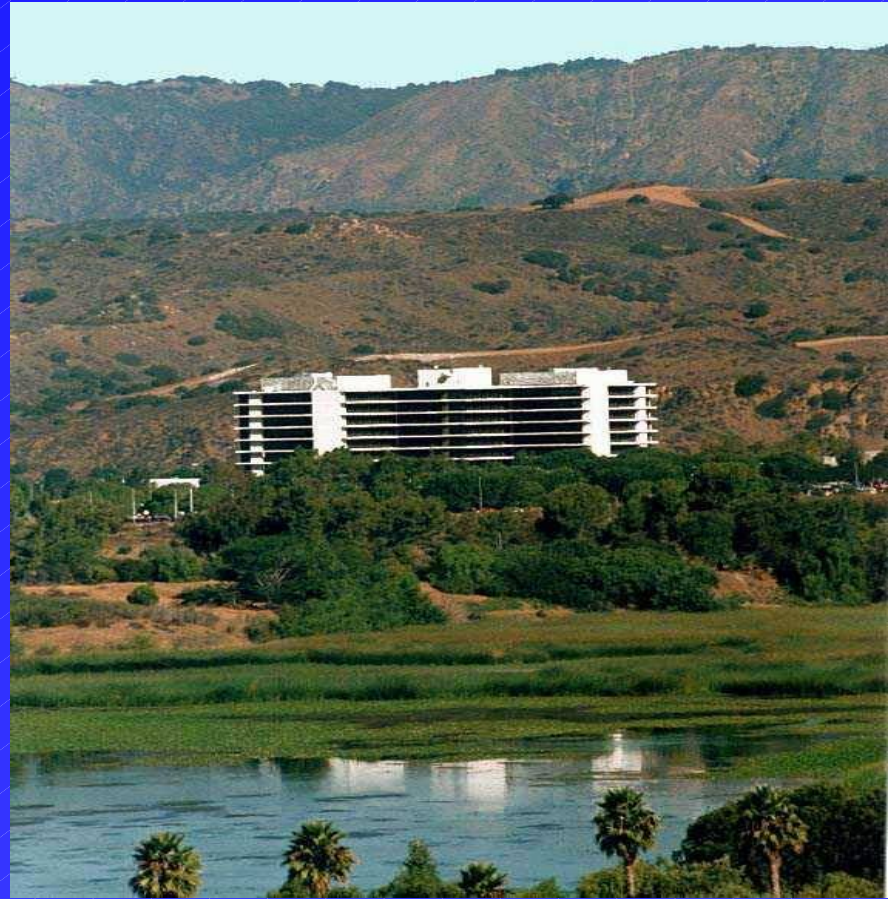


# Improving the Continuity of Maternity Care

Mike Polizzotto, MD  
Naval Hospital Camp Pendleton

# Naval Hospital Camp Pendleton



# Naval Hospital Camp Pendleton

- 82 Beds
- 5,676 Admissions (1500-1800 deliveries)
- 542,461 Outpatient Visits
- 3,215 Surgeries
- 91,180 X-rays
- 1,175,815 Prescriptions
- 698,528 Labs

# Project Description

The Naval Hospital Camp Pendleton Family Medicine Clinic is the site of maternity care provided to about 300 women by 35 residents and 8 staff on an annual basis.

Recently, both patients and physicians indicated dissatisfaction with the continuity of care.

The purpose of this project is to assess the continuity and take steps to improve it.

# Team members

- Mike Polizzotto, MD (Family Physician)
- Diane Snook (Pregnancy Registration Coordinator)
- Bea Smith, RN (Family Medicine Clinic)
- Carolyn Story, RN (Family Medicine Clinic)

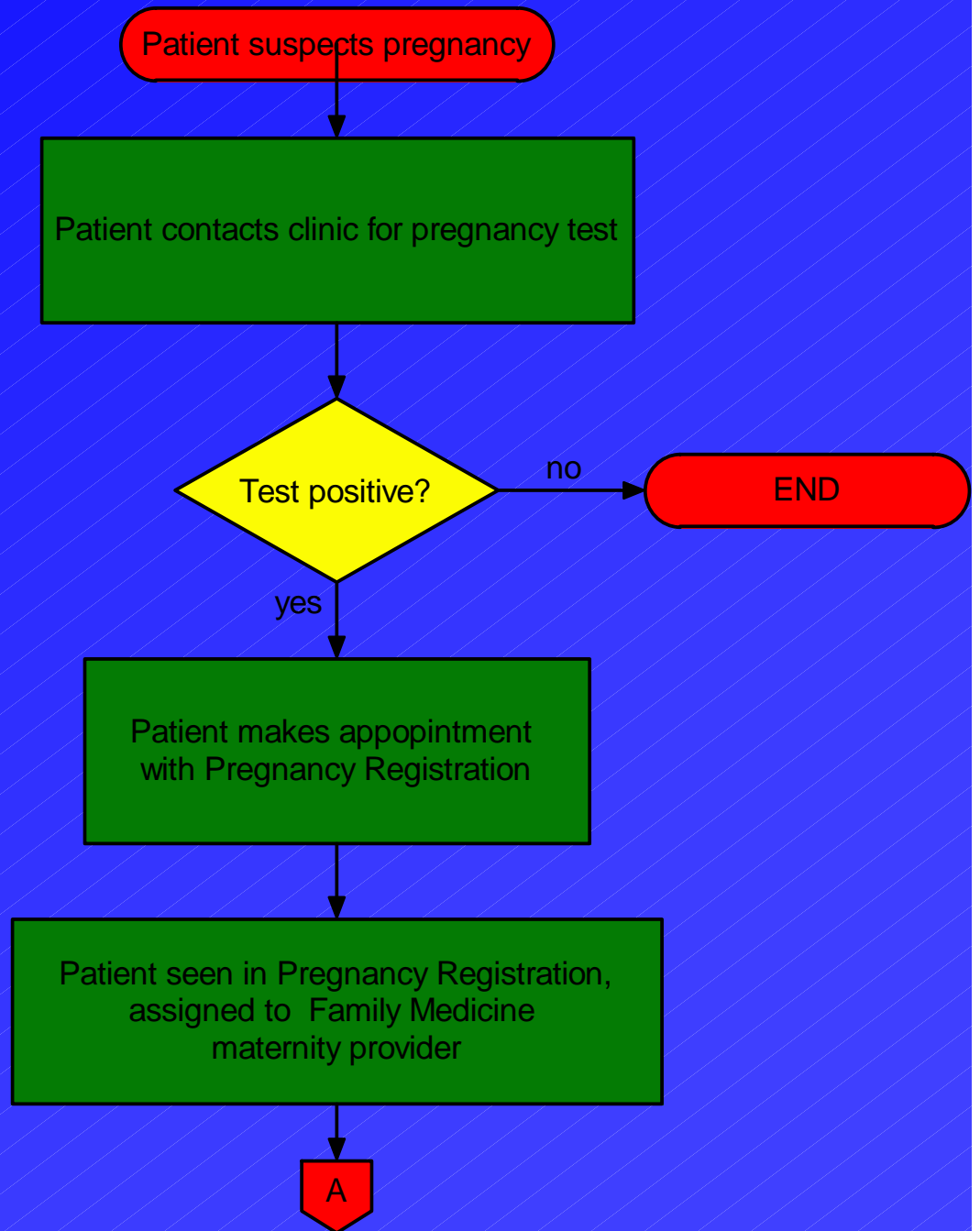
# Target population

Maternity patients assigned to receive care in the FP clinic

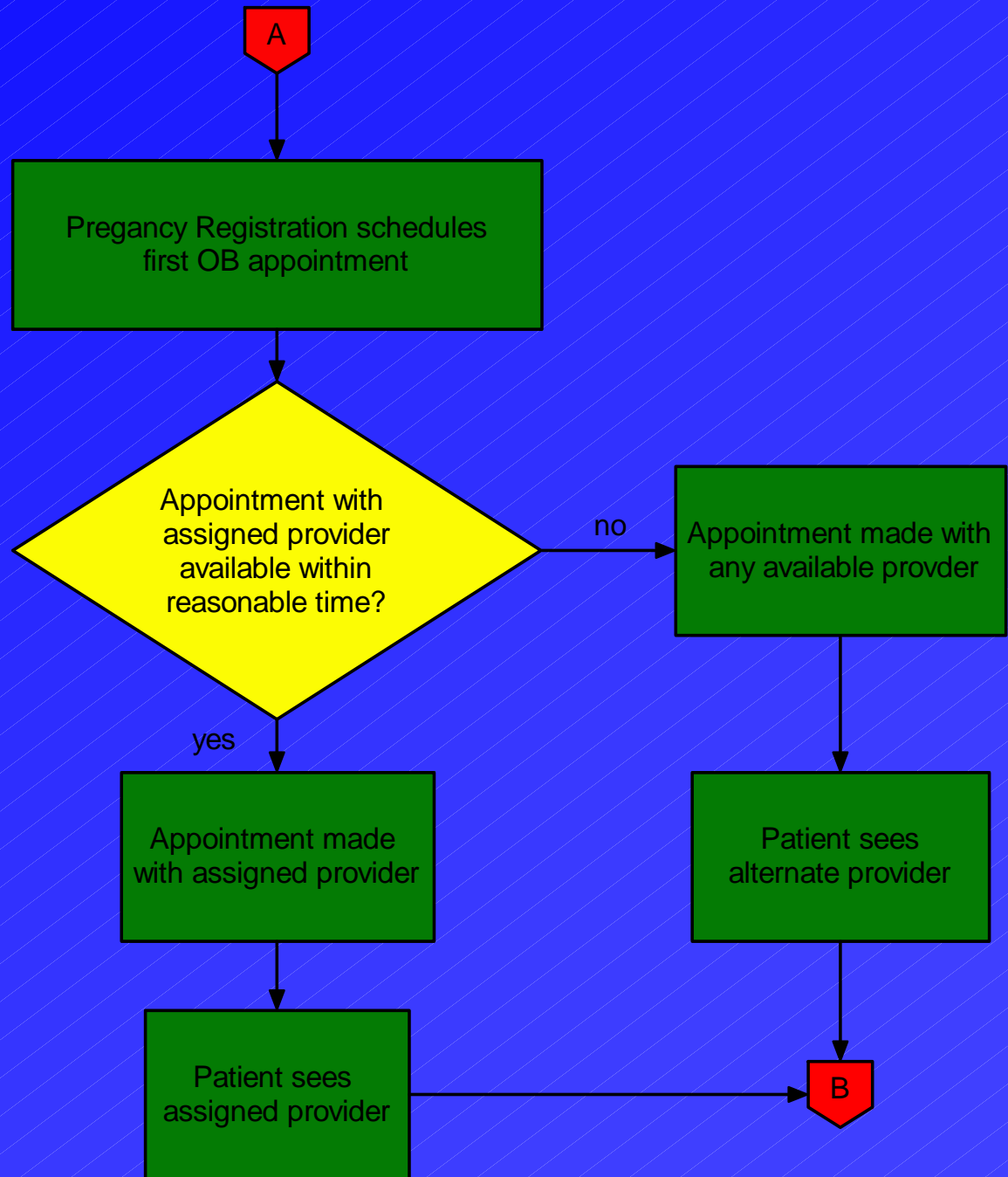
## Expectation

- To always see assigned provider  
(expectations determined by informal survey and consensus)

# Old Process (part 1)

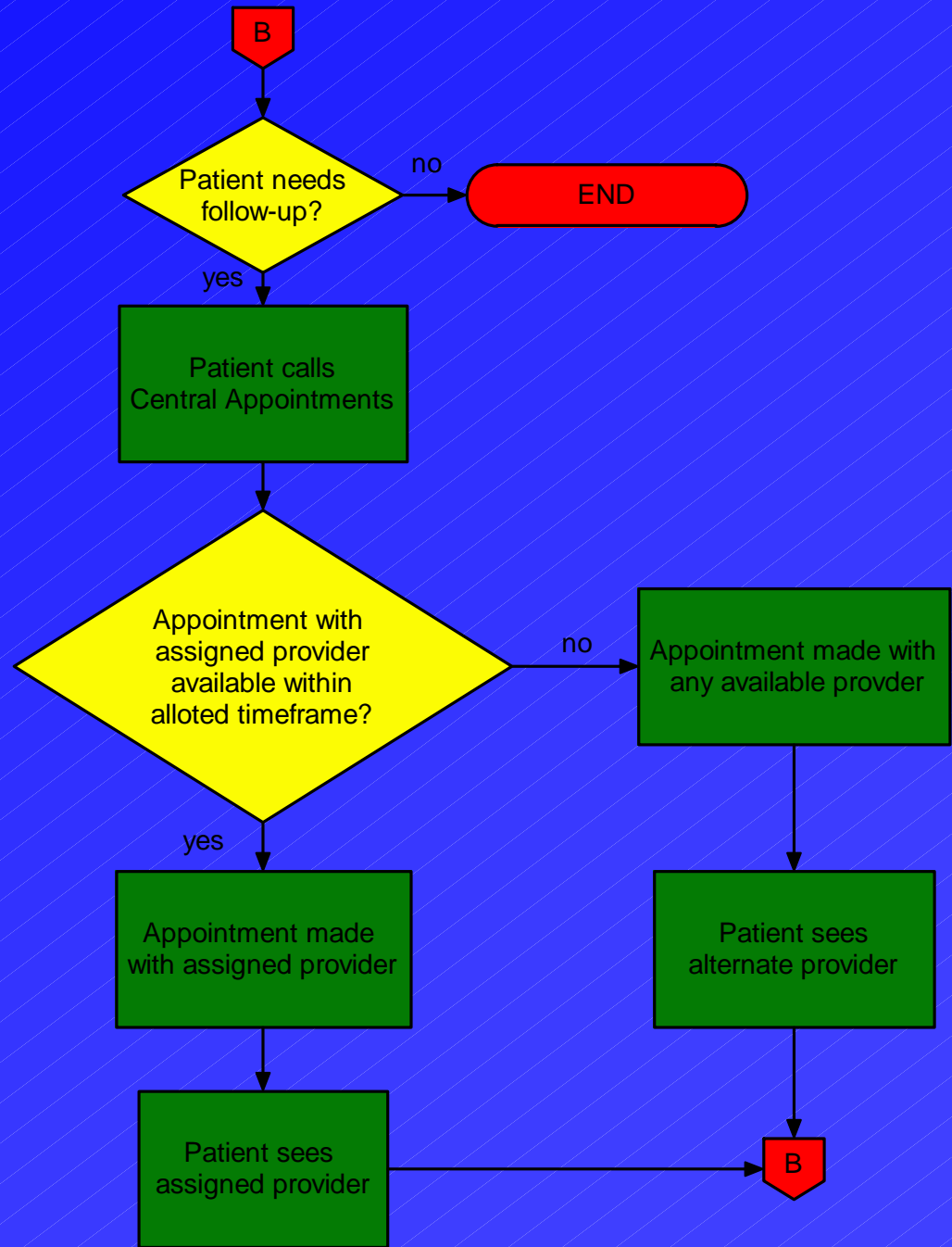


# Old Process (part 2)



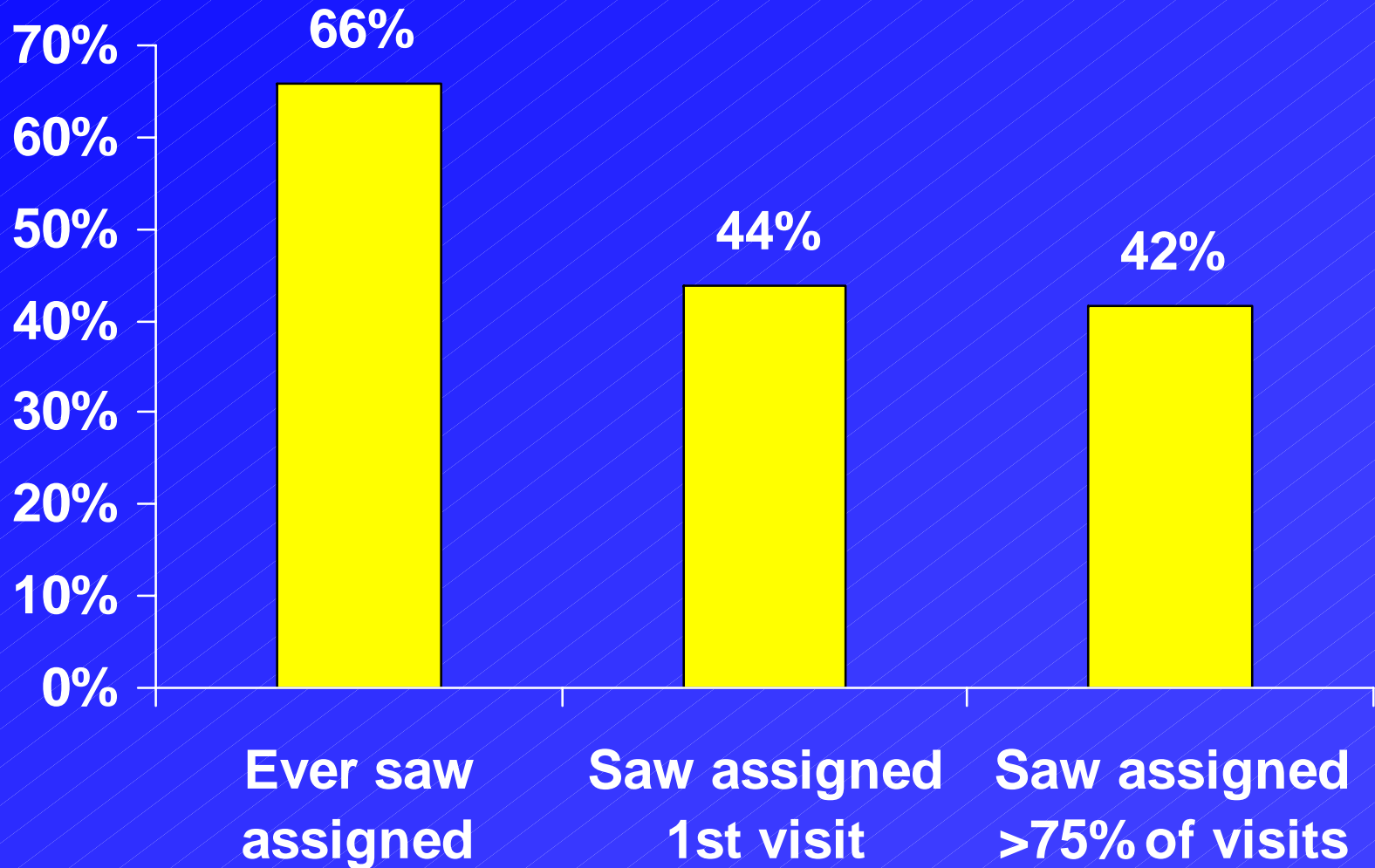


# Old Process (part 3)

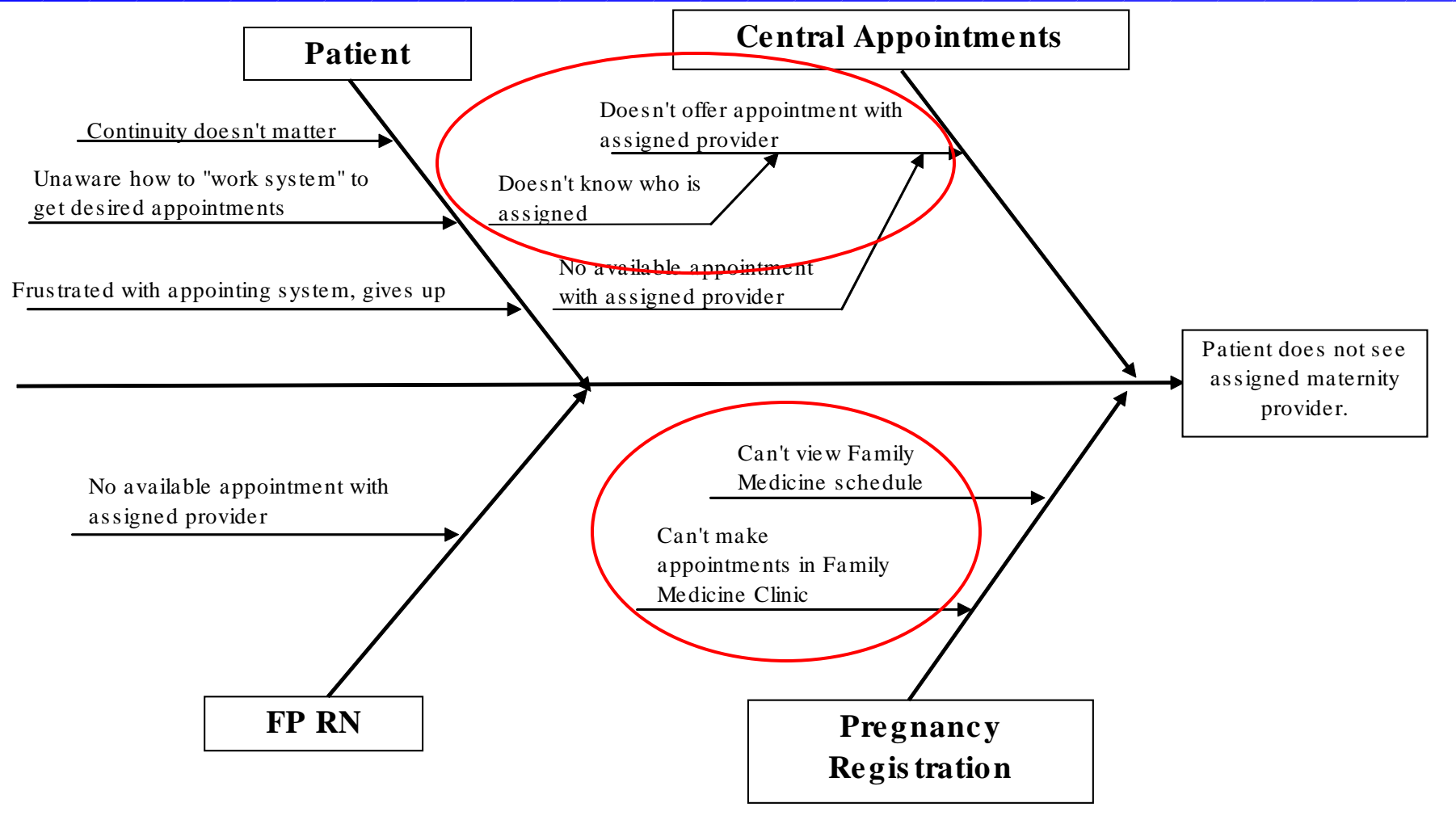


# Initial Findings

*Apr 2004*



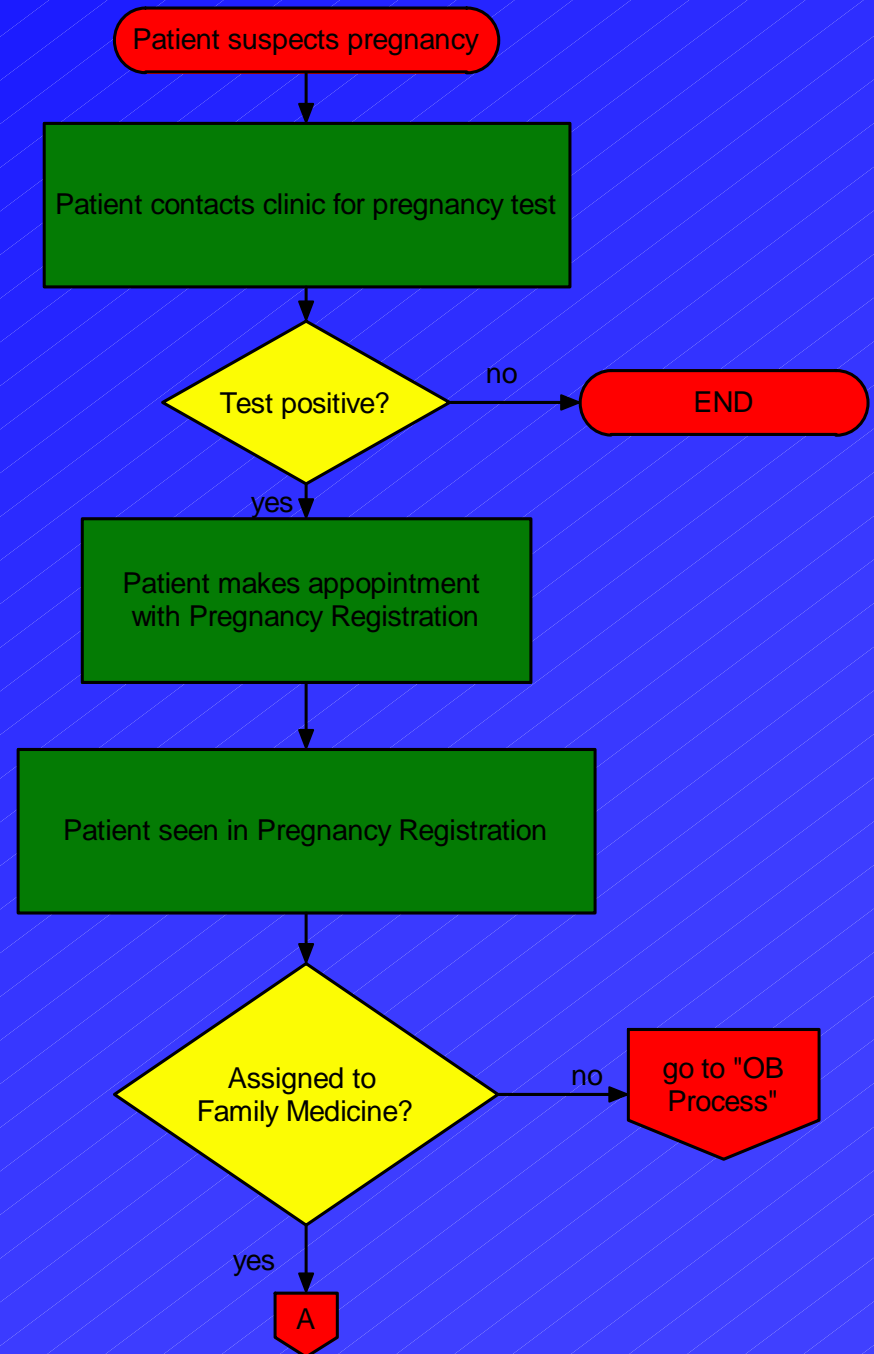
# Fishbone diagram



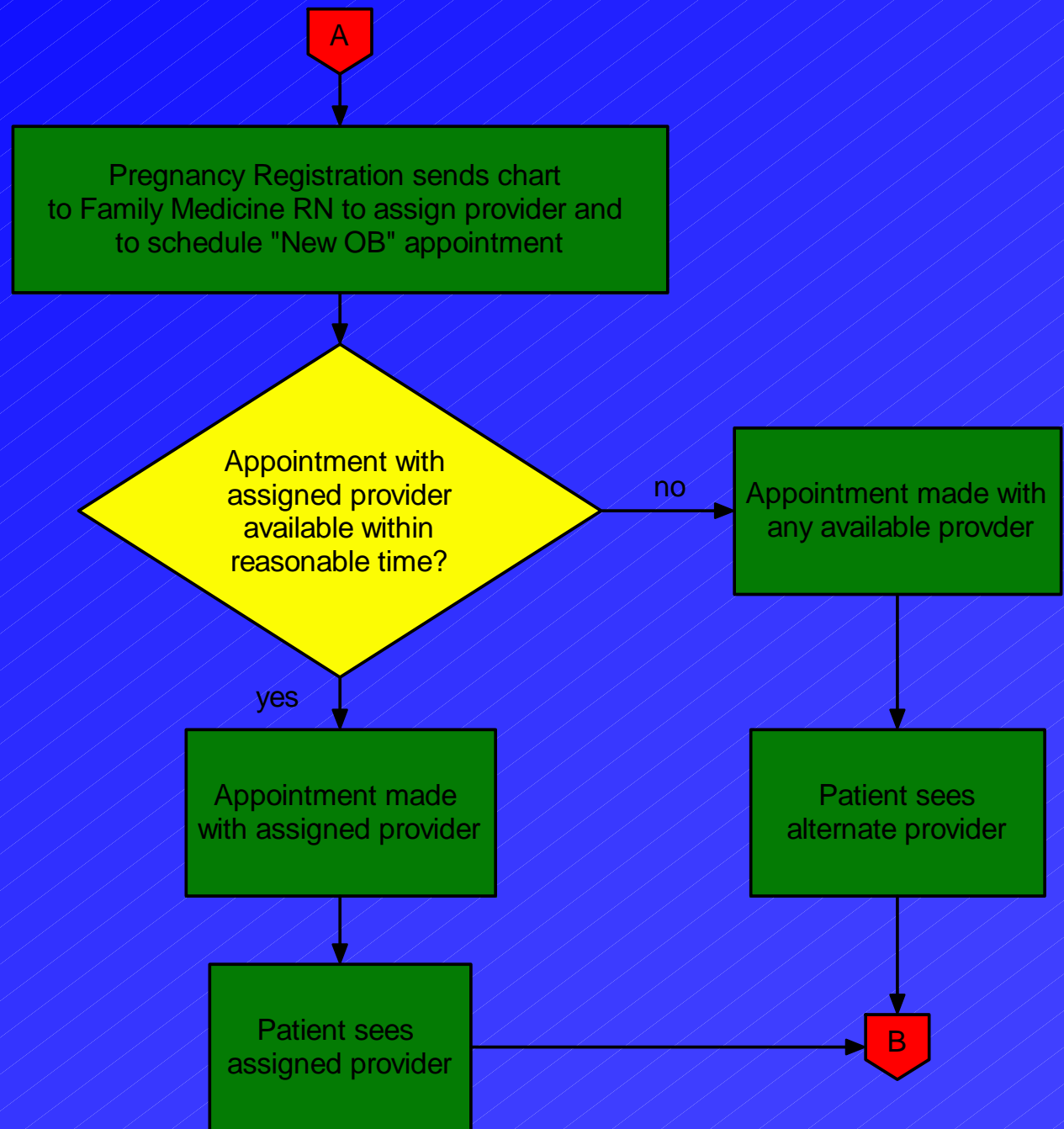
# Change ideas

1. Have FPC RN make the first appointment.
2. For follow-up appointments, have patient make follow-up appointment in clinic before she leaves.

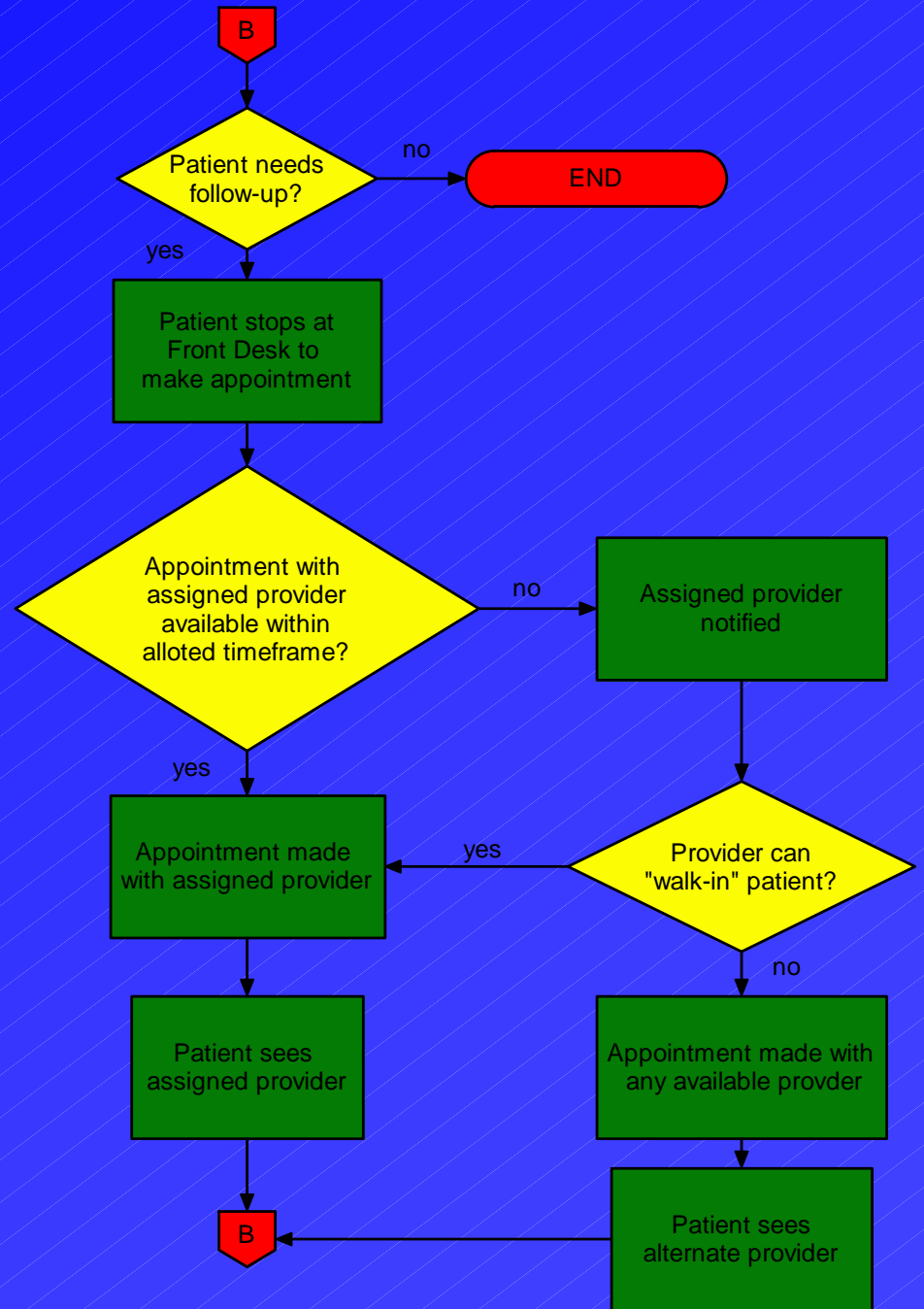
# New Process (part 1)



# New Process (part 2)



# New Process (part 3)



# Stretch goals

- 100% of patients will see their assigned provider for their first visit (service quality)
- At least 75% of patients will see their assigned provider for at least 75% of their visits (service quality)



# Metrics

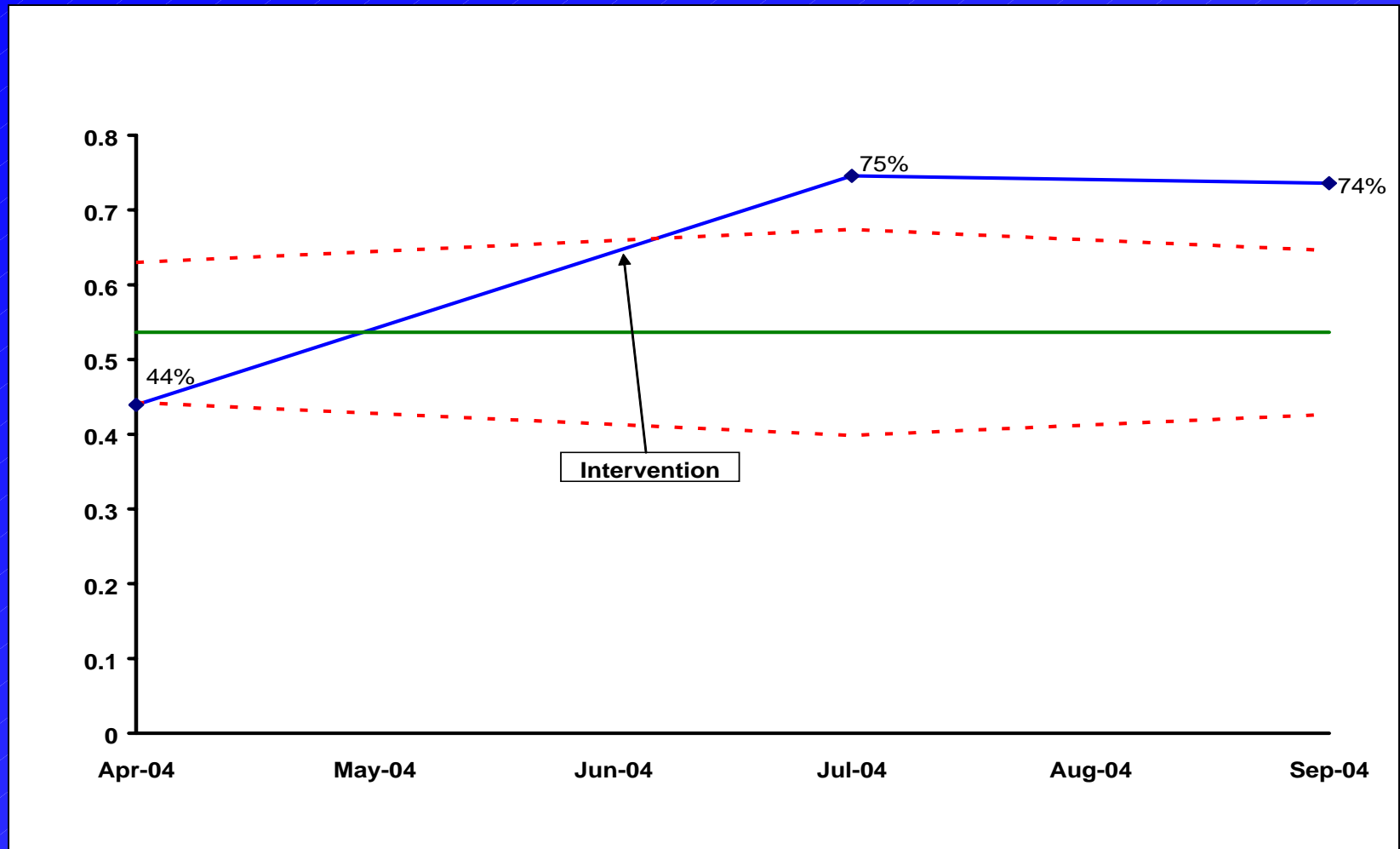
- % of patients seeing assigned provider for **1st visit**
  - Numerator – # of patients enrolled to FP Clinic for maternity care this month who saw assigned provider for their 1st appointment
  - Denominator – total # of patients enrolled to FP Clinic for maternity care this month

# Metrics

- % of patients seeing assigned provider for **at least 75% of their visits**
  - Numerator – # of patients enrolled to FP clinic for maternity care this month who saw assigned provider for  $>$  or  $=$  75% of their appointments
  - Denominator – total # of patients enrolled to FP Clinic for maternity care this month

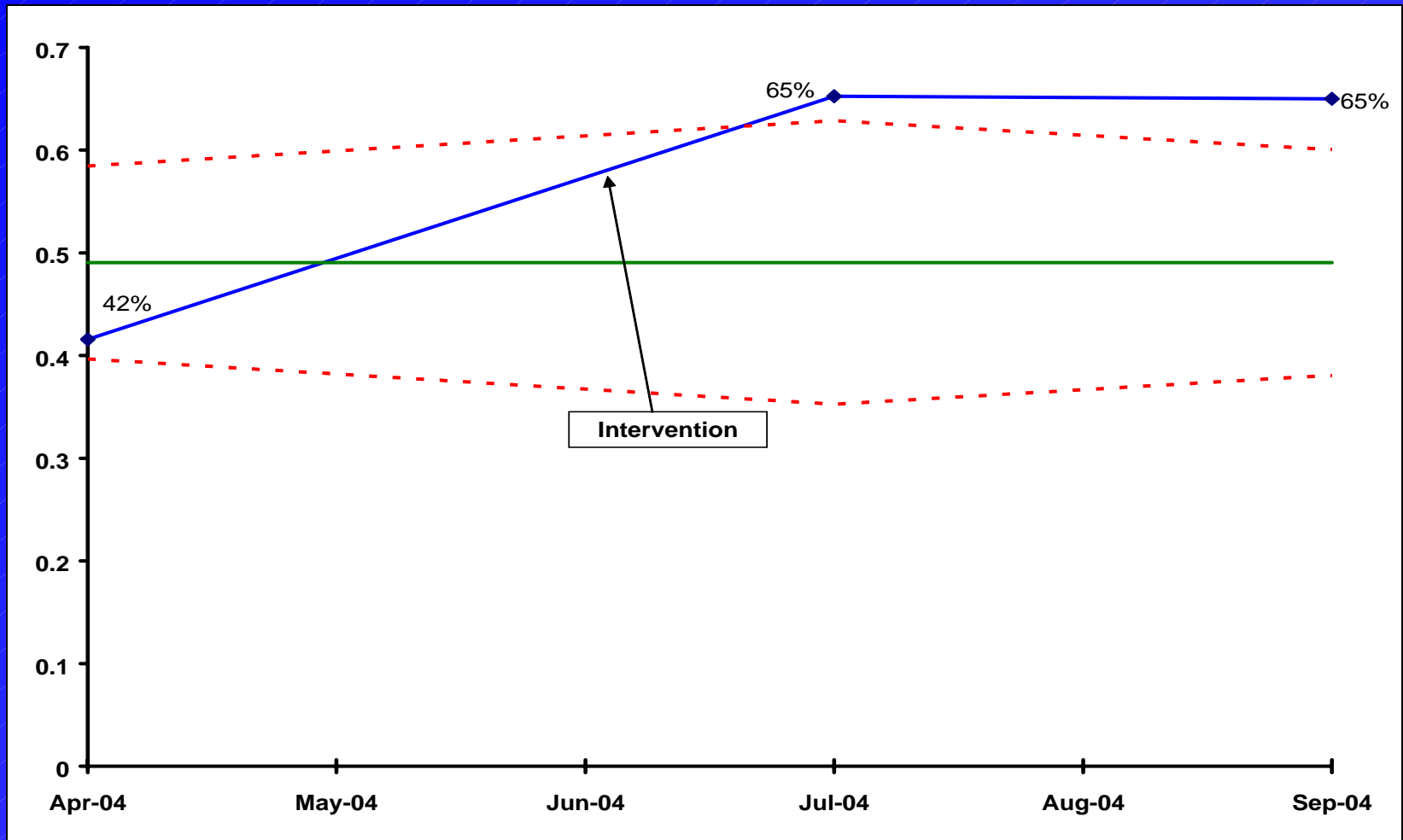
# RESULTS

# 1<sup>st</sup> Appointment with Assigned Provider



	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04
Saw assigned	112			88		103
Total # pts	255			118		140
Percent	44%			75%		74%

# >75% Appointments with Assigned Provider



	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04
>75% assign'd	106			77		91
Total # pts	255			118		140
Percent	42%			65%		65%

# Lessons Learned

- Performance improvement isn't always complicated!
- LEVERAGE – small process changes can have significant effects

# Future Directions

- Why aren't we at 100% for first visits?
- What role do patient preferences play in achieving the goals?
- What about patient and provider satisfaction?

## **miniATP Project: Improving the Continuity of Maternity Care**

The Naval Hospital Camp Pendleton Family Medicine Clinic is the site of maternity care provided to approximately 300 women annually. Recently, both patients and physicians indicated dissatisfaction with the continuity of care. The purpose of this project was to assess the continuity and take steps to improve it.

### **Mission Statement**

Because we believe that both patient satisfaction and the best clinical outcomes are associated with continuity of care, 100% of Family Medicine maternity care patients will see their assigned provider for their first visit and at least 75% of patients will see their assigned provider for at least 75% of their follow-up visits.

### **Team members**

Mike Polizzotto, MD (Staff Family Physician)  
Diane Snook, LVN (Pregnancy Registration Coordinator)  
Bea Smith, RN (Family Medicine Clinic Nurse)  
Carolyn Story, RN (Family Medicine Clinic Nurse)

### **Change ideas**

We produced flowcharts and a fishbone diagram to review the appointing process. Based on our findings, the following change ideas were implemented.

1. For the first appointment, have FP RN make the appointment.
2. For follow-up appointments, have the patient make the follow-up appointment in clinic before she leaves.

### **Results**

	Pre-intervention	1 month post -intervention	3 months post -intervention
Saw assigned provider for 1 <sup>st</sup> appointment	112 / 255 (44%)	88 / 118 (75%)	103 / 140 (74%)
Saw assigned provider for ≥75% of appointments	106 / 255 (42%)	77 / 118 (65%)	91 / 140 (65%)