

End of Visit Care and its Effect on Patient Compliance

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End of Visit Care and its Effect on Patient Compliance.

*Kyle Correll & Pamela Grover, MD

Abstract: The goal of this study was to assess if the end of the visit wrap-up and summary was sufficient in properly informing the patients of their overall health status and on the steps needed to complete their care.

After spending several weeks observing the clinical team at Dunedin Primary Care (a level 3 Patient-Centered Medical Home) it appeared that the coordination between the clinical team at the end of the visit was slightly disrupted. A possible explanation for the minor disruption at the end of the visit was an inconsistent use in the EMR vs. paper forms in order to complete the patients' care. While some medications, lab tests, consultations, immunizations, etc. were being entered into the EMR, others were completed in the paper form. This seemed to cause some overlap in roles between the physician and medical assistant and effective communication was sometimes hindered when it came to wrapping up the patients' visit.

In order to examine this further, an anonymous survey was created. The five question survey, which was to be completed after each patient encounter, aimed at assessing the patients' level of understanding and confidence in completing the necessary follow-up procedures. In addition, the survey asked patients for any suggestions that would improve their future visits. The overall goal of this study was to assess the patients' knowledge and confidence in completing the recommended treatment plan, while also gaining valuable insight into what specific areas of the patient experience could be improved.

HYPOTHESIS: If the end of the visit is fragmented by inconsistency in the use of EMR vs. paper forms and excessive communication among the health care team, than the patient's understanding of their care plan will be negatively affected.



April 23, 2012

Materials and Methods:

Measuring Patient Understanding of Care plan

End of Visit Survey – Anonymous

- 1) After you leave today's visit, how confident are you in your ability to complete the necessary follow up (i.e. filling prescriptions, getting lab tests, consults etc.)?

| | | | | |
|-------------------|------------------|---------------------|---|---|
| 1 | 2 | 3 | 4 | 5 |
| Little Confidence | Fairly Confident | Extremely Confident | | |
- 2) How clear are the steps you need to take in order to complete your care?

| | | | | |
|------------------|--------------|-----------------|---|---|
| 1 | 2 | 3 | 4 | 5 |
| Not clear at all | Fairly Clear | Extremely Clear | | |
- 3) In order to conclude your visit, how beneficial would you find it to be given a written summary of your visit?

| | | | | |
|----------------|---------------------|----------------------|---|---|
| 1 | 2 | 3 | 4 | 5 |
| Not beneficial | Somewhat beneficial | Extremely beneficial | | |
- 4) After this visit, your overall understanding of your complete health status is:

| | | | | |
|------------------|--------------|-----------------|---|---|
| 1 | 2 | 3 | 4 | 5 |
| Not clear at all | Fairly Clear | Extremely Clear | | |
- 5) If you were to recommend one change that would improve your future visits, what would that be?

Discussion:

Based on the patient reports:

→ Although the system, when it comes to the end of the visit may seem at times slightly convoluted by the inconsistency of EMR use and proximity of multiple health care providers in a small facility, **patients appear to have a good understanding as to their overall health status and feel confident in their ability to complete the necessary care.**

→ Being a small facility, Dunedin Primary Care has found a system that fits their personal preferences and a way of wrapping up patient care that works best for them.

→ After interviewing 49 patients, almost all of the patients reported that they **would not change a thing** in the way they are receiving care. When asked what makes this practice stand out, several responses were consistently given:

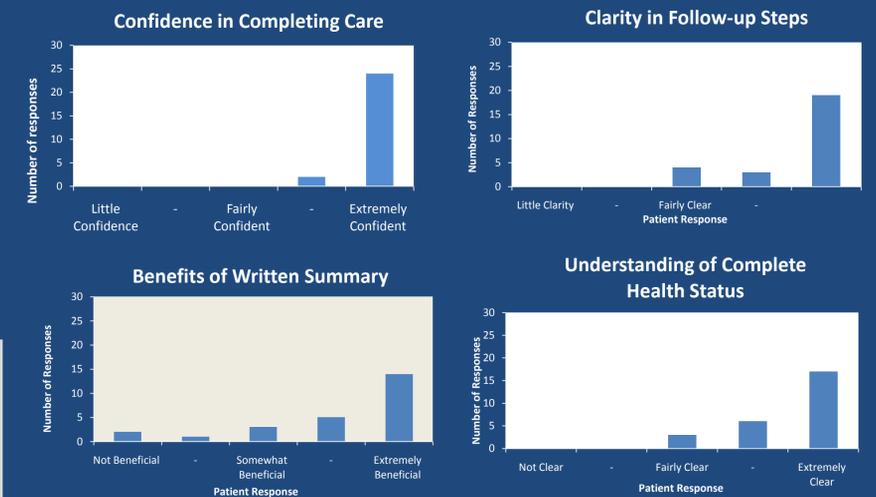
- Faculty listens to me
- Dr. Grover does a great job explaining personalized treatment plans
- Very empathetic, treats me like a human being
- Organized and efficient care

→ In general, the patients reported having a strong understanding of how to complete their care. In most cases (73%), the steps needed to take after leaving the office were **extremely clear**, and 92% of patients surveyed said they were **extremely confident** in their ability to complete their care. In addition, 53% of patients said that their complete health status was **extremely clear**.

→ Surprising, there was a mixed reaction to whether or not a written summary would be beneficial to concluding the patient visit. Although patients may not always find the written summary useful, it is required that every patient receives a copy (PCMH).

- Limitations:
- 1) Time
 - 2) Patients like their doctor too much to give critical feedback.

Results:



Part 2: One suggestion that may improve future visits – verbatim comments

- "I am very happy with how my doctor explains everything to me! Dr. Grover is the best."
- "Clone doctor Grover!!"
- "Nothing – Staff and Doctor always are supportive and dedicated to patient care."
- "Nothing - everyone here treats me well and is very patient with me."
- "Time factor – wait."
- "Very efficient office and staff. Lab work at site is helpful."
- "Dr. Grover and her nurse, Andrea are fantastic. I can't imagine anything they could do better."
- "Great services."
- "Nothing – Dr. Grover is awesome. She takes the time to listen to me and treats me like a human being. She is spot on and always understands me. I have been with many, many doctors and she is the best by far."
- "None. Staff is pleasant and very empathetic."
- "No change. Keep the same. The practice is very organized and there is no wait time."
- "Very satisfied with service and care provided. Cannot think of what could be done differently."
- "Any important information that we need to remember Dr. Grover gives us in written form now- visits here are great – we see no need for any improvements at this time."
- "Sometimes when you call, you are not able to get through to a live person that day. It would be helpful if you could talk to someone on that business day."

Recommendations:

-Increase use of patient summaries via EMR.

*Problem = the summaries are too lengthy. Therefore, a future project may be to find a way to highlight or bullet specific changes in a patient care (meds, consults, life-styles habits, etc.), making it more simplistic for patients' sake.

-Before leaving the office, ask the patient if they have any questions pertaining to their treatment plan.

Follow up study: Monitor patients' compliance to their treatment plan. Secondly, create a survey investigating why the patients are not complying – financial, time constraints, etc.

What I gained from my CCM experience: Evident why this facility is a Level 3 Patient-Centered Medical Home. Throughout my observations it has been obvious that what matters most to Dr. Grover and the staff at Dunedin Primary Care is maintaining a continued relationship with the patient. As evident by the survey comments, people are extremely responsive to a physician who spends time getting to know you as a person and truly listens to your concerns. I hope to one day emulate these qualities as a future physician. Thank you Dr. Grover!