



Clinical Safety & Effectiveness Cohort # 9

**Improving rate of mammograms of the patients
of the Red Team in the UHS Medicine Clinic at
Downtown UHS.**



Educating for Quality Improvement & Patient Safety

Financial Disclosure

Deborah Cardell, MD has no relevant financial relationships with commercial interests to disclose.

The Team



- **UHS Downtown Medicine Clinic**

CS&E Participant : Deborah Cardell, MD

Team Members: Clinic Manager: Teresa Walsh, RN

Andrew Chavez, MA

Rita Mc Coy, LVN

Gerardo Montes, MA

UHS Quality Improvement, Senior Analyst: Carol Mancinas, MHA,
CHES

Facilitator: Amruta D. Parekh, MD, MPH

Sponsor Department

– Department of Medicine – David Hillis, MD

– Division of Gen Med – Andy Diehl, MD

What We Are Trying to Accomplish?



OUR AIM STATEMENT

Increase appropriate mammograms in women patients > 50 yrs , on the Red Team in the UHS Medicine Clinic by 10% by January 31st 2012.

Project Milestones



- Team Created August 2011
- AIM statement created August 2011
- Weekly Team Meetings Sept 2011 - Feb 2012
- Background Data, Brainstorm Sessions Aug 2011- Nov 2011
- Workflow October 2011
- Fishbone Analyses October 2011
- Interventions Implemented Nov 7th 2011
- Data Analysis Nov 2011- Jan 2012
- CS&E Presentation February 24th 2012

Timeline



September 22

Aim Statement and
Team created

October 2011

Flowchart/ Cause
and Effect
diagram

November 2011

Intervention
planned and
executed

**December –
January 2011**

Data
collection and
analysis

**February
2011**

Graduation

Background

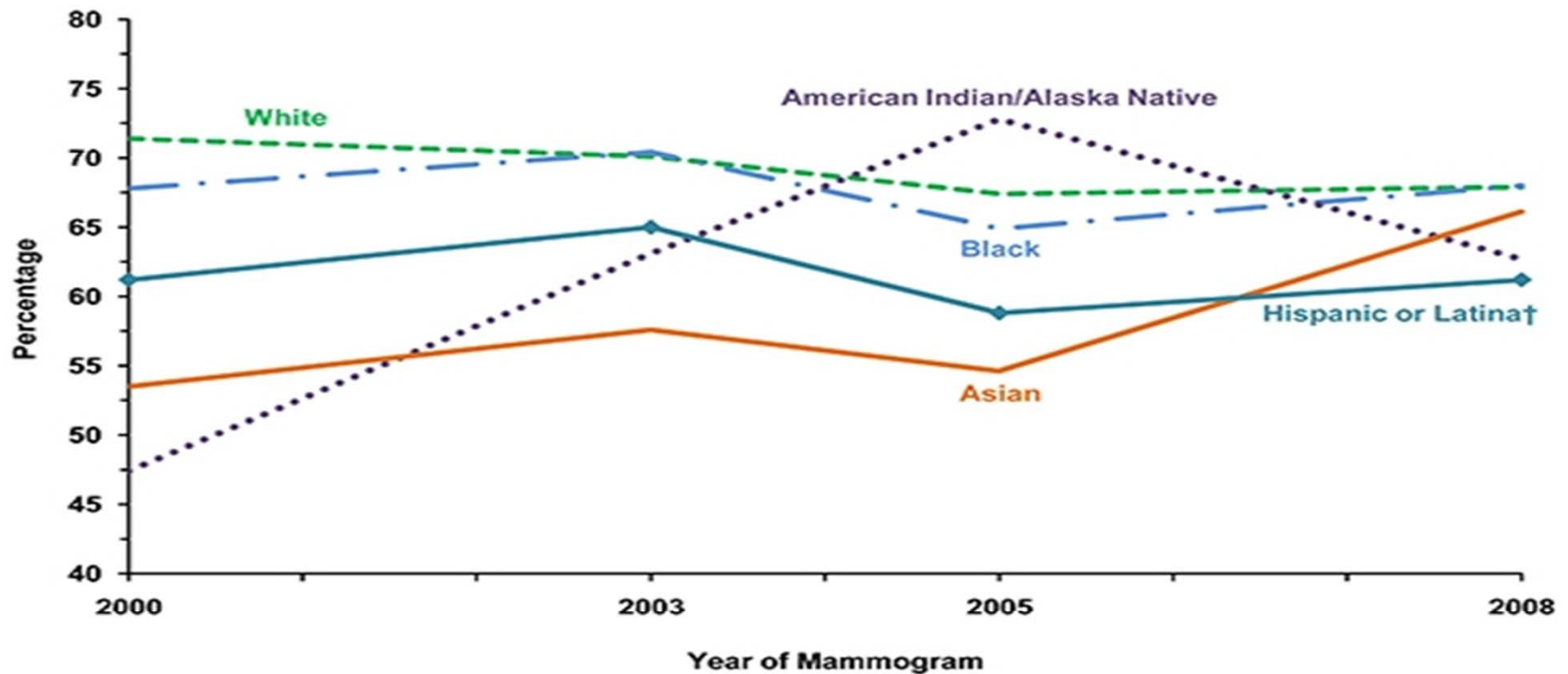


- USPSTF estimated that in 2009, 193,370 women in the United States would develop invasive breast cancer
- ~40,170 of them would die of this disease
- Randomized trials of mammography have demonstrated reductions in breast cancer mortality associated with screening from ages 50 to 74 years. (21-32% reduction in mortality)

Background



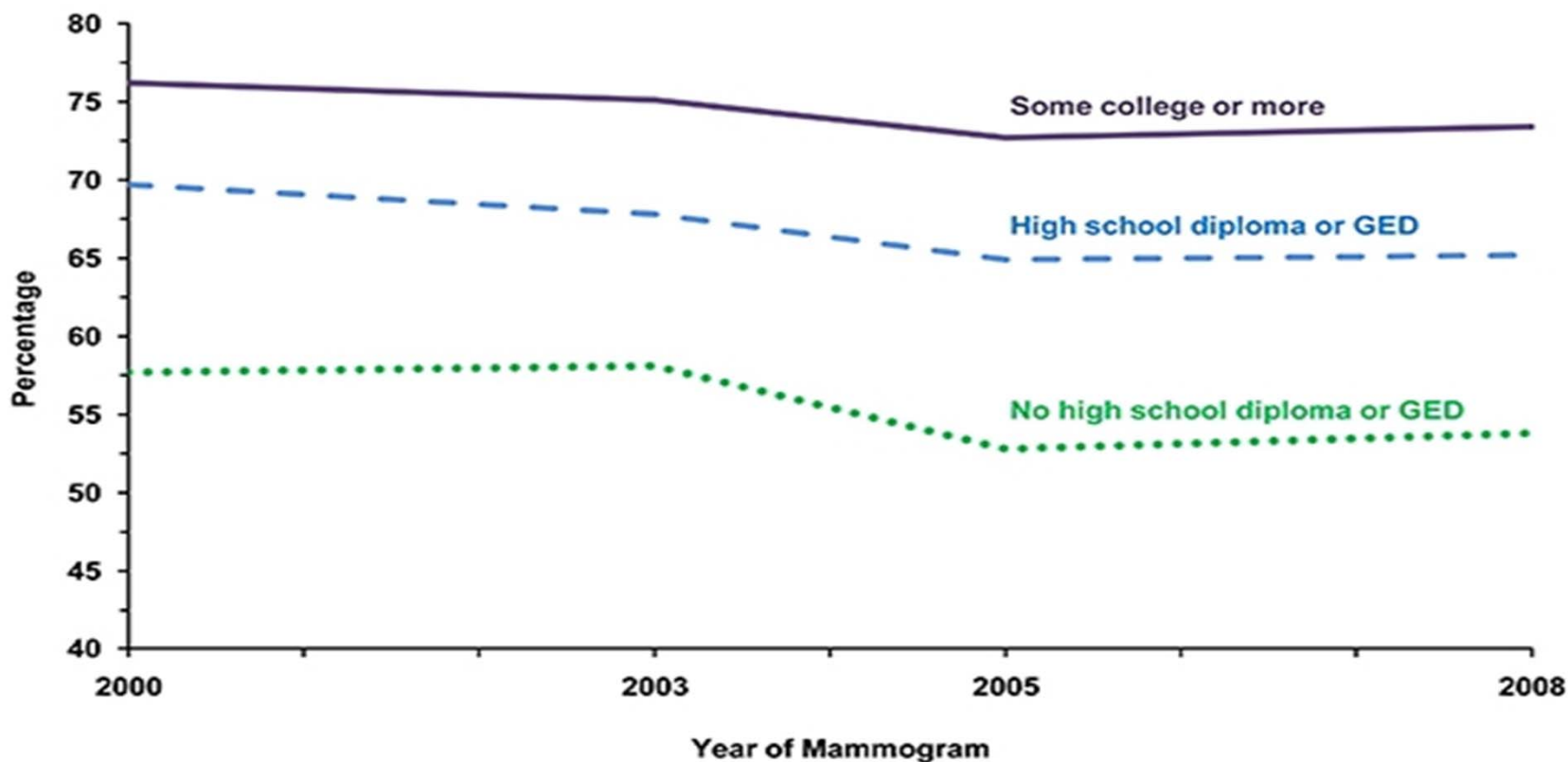
Percentage of U.S. Women Aged 40 Years and Older Who Have Had a Mammogram in the Last 2 Years by Race* and Ethnicity†



Race* or Ethnicity	2000	2003	2005	2008
White only	71.4	70.1	67.4	67.9
Black only	67.8	70.4	64.9	68.0
American Indian/Alaska Native only	47.4	63.1	72.8	62.7
Asian only	53.5	57.6	54.6	66.1
Hispanic or Latina†	61.2	65.0	58.8	61.2



Percentage of U.S. Women Aged 40 Years and Older Who Have Had a Mammogram in the Last 2 Years by Education Level



Education Level	2000	2003	2005	2008
No high school diploma or GED	57.7	58.1	52.8	53.8
High school diploma or GED	69.7	67.8	64.9	65.2
Some college or more	76.2	75.1	72.7	73.4

Red Team



- 2 Faculty: Cardell, Montemayor
- 6 Interns with ~55 pts each
- 4 PGY 2 with ~70 pts each
- 3 PGY 3 with ~75 pts each
- Rita McCoy LVN
- Gerardo Montes MA
- Andrew Chavez MA

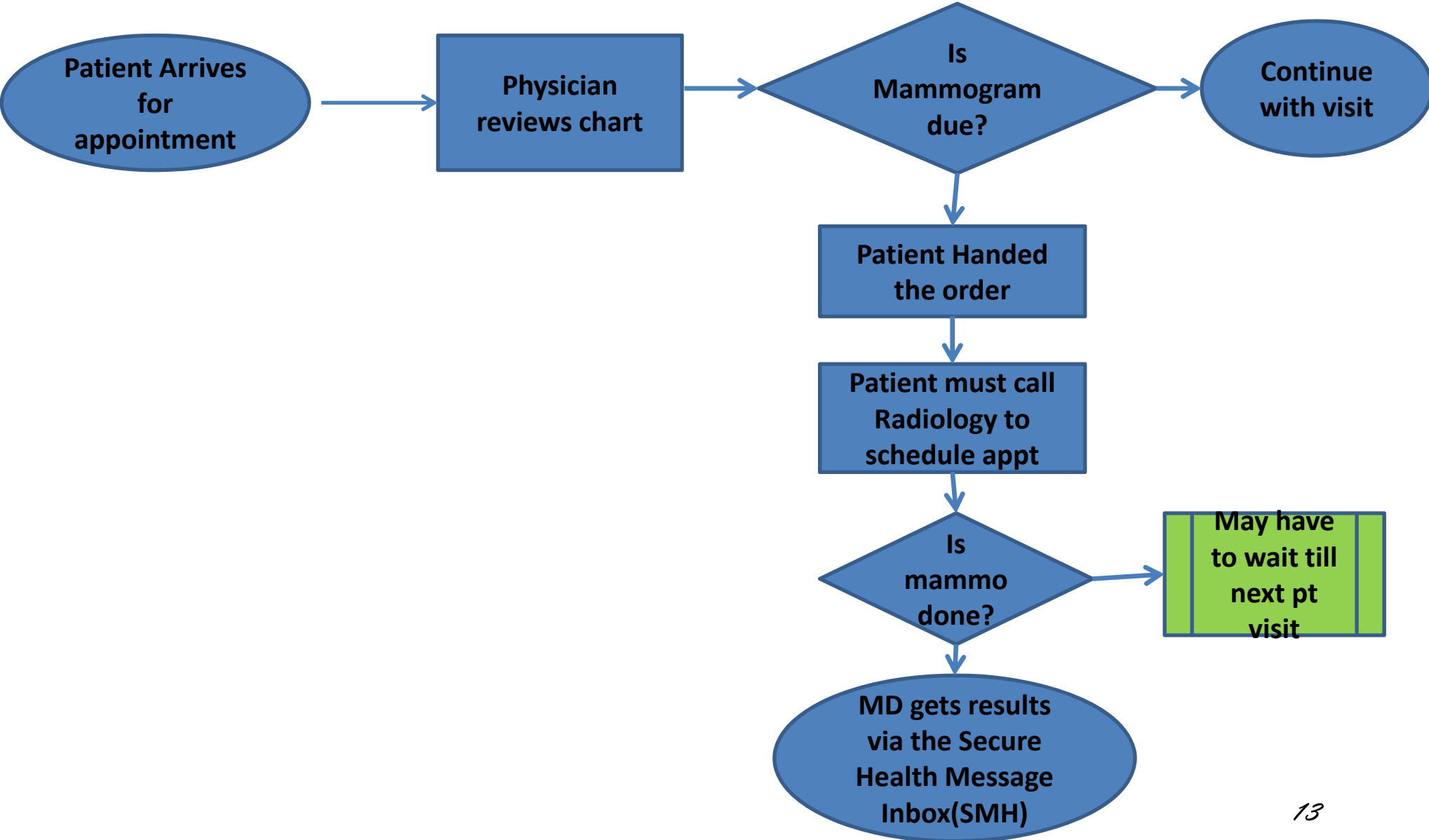
What Changes Can We Make That Will Result in an Improvement?

- Educating staff and patients of the importance of mammograms
- Reports of patients needing a mammograms were made available
- LVN/MA s used orderset to order mammograms outside clinic visit
- LVN/MA called patients and with a conference call with Radiology scheduled the visit

Selected Decision Making Tools

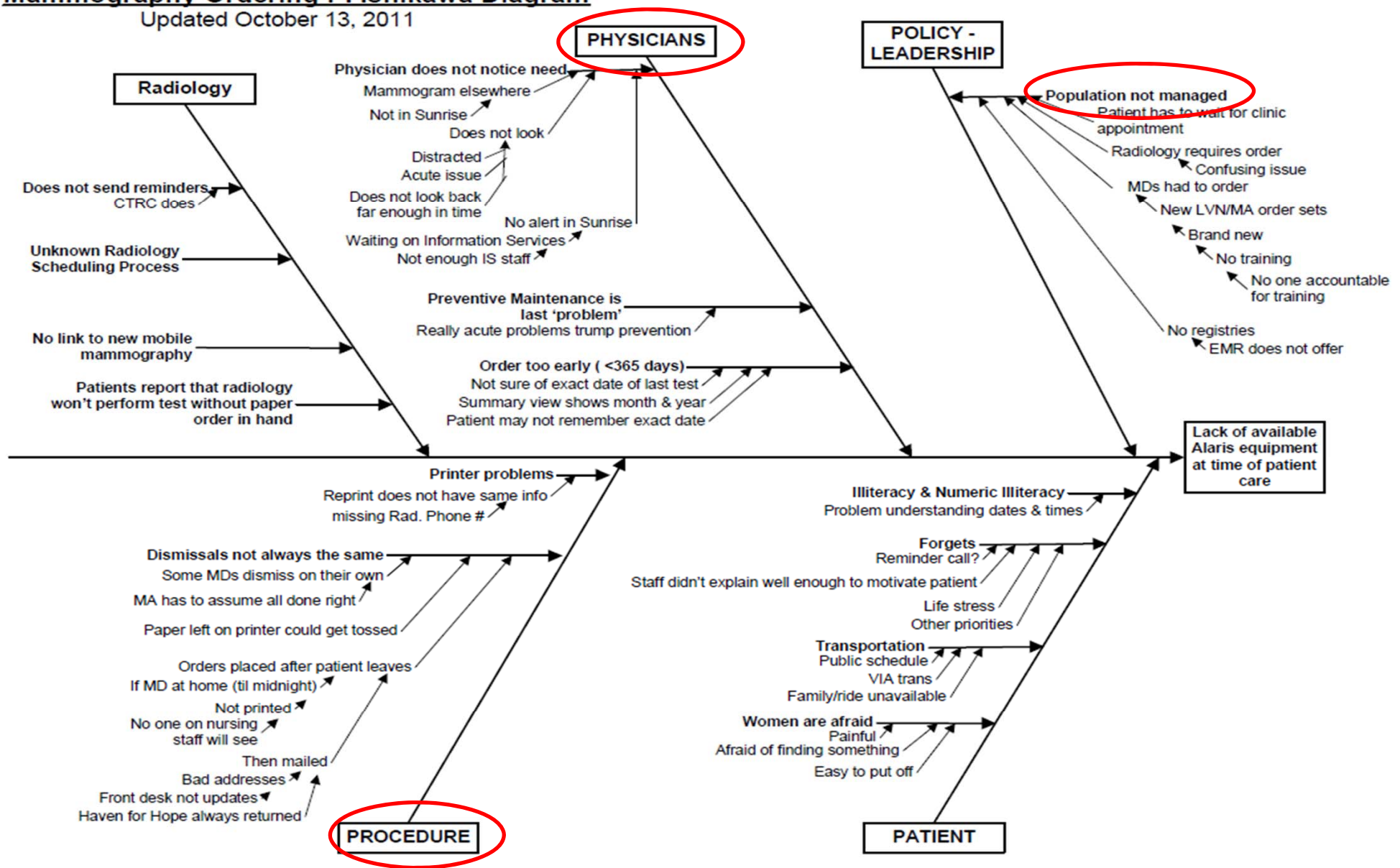
- Brainstorming as a team
- Ishikawa diagram
- Flowchart
- Pivot table for patient data entry

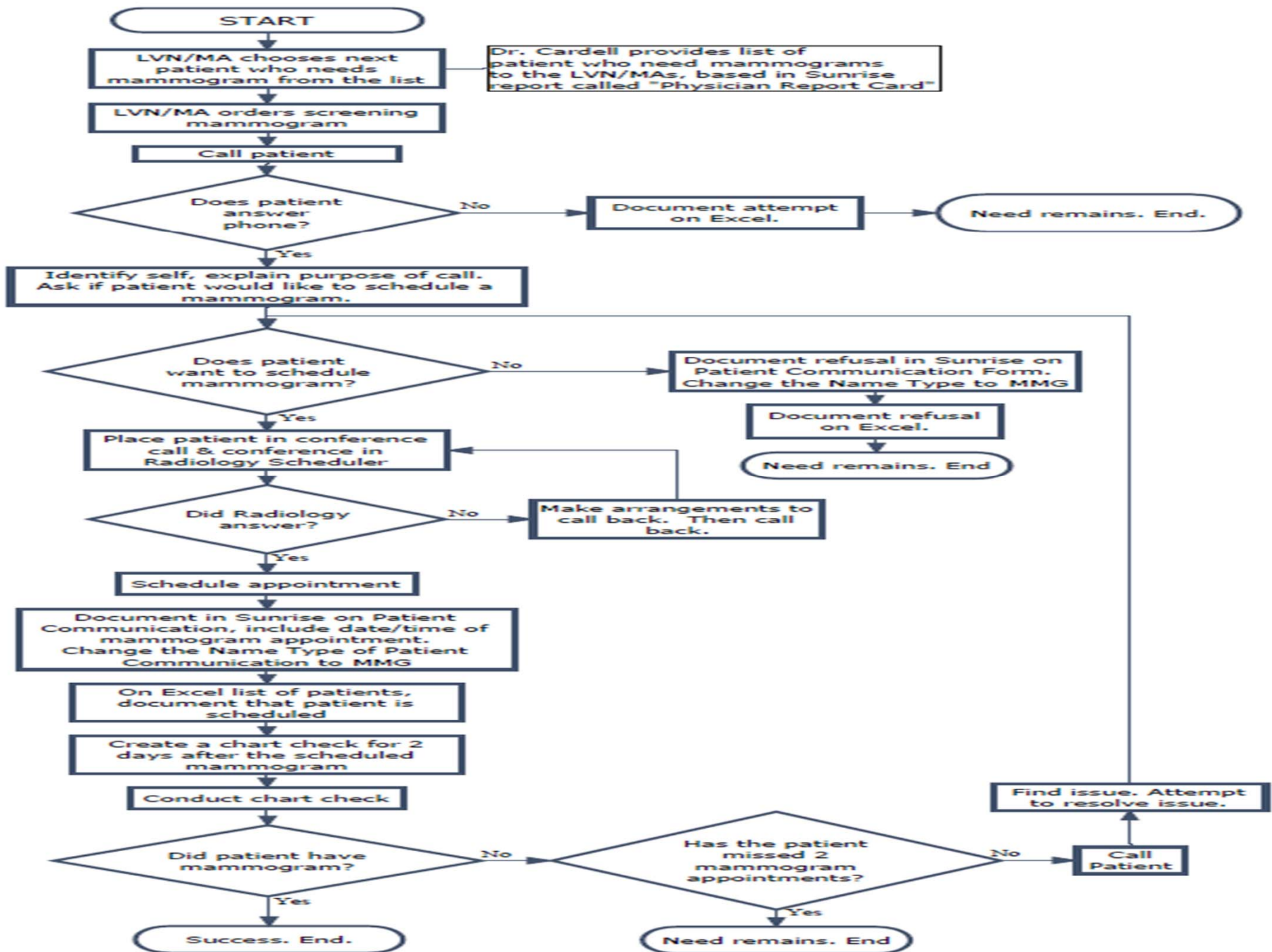
Pre-Intervention Process



Mammography Ordering PI Ishikawa Diagram

Updated October 13, 2011





Data Collection by the MAs



A	D	E	N	O	P	Q	R	S	T	U	V	W	X
PCP	AgeTex	Gender	Age	Over 50	CalculationBaseDate	MMG Need To Order	Phone Contact Date	MMG Appointment Date	MMG Refusal	Date of 1st Unsuccessful Attempt	Date of 2nd Unsuccessful Attempt	Date of 3rd Unsuccessful Attempt	Chart Check Outcome
PCP: 16405	Age: 71	Female	71	Yes	11/1/2011	Order				12/23/2011	1-26-2012; Not a working number		

Challenges/changes



- EMR does not allow registry function
- EMR does not have a direct reporting function
- Report had to be pulled for each doctor and then compiled for the whole team
- Not all MAs had access to the sharedrive
- Pivot table was read only
- LVN/MA order set did not work on dismissed visits
- Radiology could not see orders written by the MA/LVN

Snapshot of patients extracted for the study on 11/1/11

Total no. of patients on Red Team	560
Women over the age of 50	382
Require mammogram #/%	68/17.8%
# Contacted during the intervention period #/%	20/28%
# of women who completed mammogram	4

Results/Impact



Nov 1-Jan 31: 51 phone calls made

20 calls made contact with patient

6 women agreed to mammo

7 women declined

1 was canceled by radiology

1 missed her appt

4 scheduled and completed the mammogram

This decreased the number of women needing a mammo from 68/382
to 64/382

A decrease of 17.8 → 16.6%

