



Primary Care Patient Safety: Ensuring Health Maintenance is Timely, Current, and Complete



Issue:

With schedules running behind in a clinic, patients regularly were not asked about preventative care needs. For example:

- Vaccines that could be given during the visit
- Early detection, eg, cancer or other chronic illness screening
- Mental health concerns



Approach:

Build the identification and discussion of health maintenance needs into every visit

- PSR flags these needs for the MA
- MA explains recommended maintenance with the patient & addresses most pressing concerns
- MA enters info in EHR and discusses with the clinician; patient, clinician & MA decide and act, and referrals are provided during the visit
- MA scribes so the clinician can focus on the patient



Results:

- Increased patients meeting all their recommended health maintenance needs from 49% to 72% (47% improvement)
- Improved patient satisfaction because clinicians could devote more focus and attention to the patient, thanks to the scribing of the MA



Staff Feedback:

“It was not efficient; we knew we could provide better quality and safety of care to our patients.”

“With the safety focus, staff began to see things differently.”

“I think patient care is definitely high [and we’re improving] health maintenance. The quality is just so much richer — it’s just built all in there.”