



## [Worksheet] Learning from Our Successes and Challenges

### KP Transformation Accelerator: Mid-Atlantic Region

**Organization Name:** Mary's Center for Maternal and Child Care, Inc

**Project Aim:** To improve cervical cancer screening rate by identifying, developing and implementing a point of access system to identify care gaps for patients. This system would in real time alert anyone interacting with the patient, from the schedulers to other care team members of all overdue and coming due care needs for the patient.

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#### 1. What changes have you tried to help you achieve your aim?

For each change, please share whether you are still testing (change is being tested with a few patients and/or with a few providers, for example) or have implemented the change (you're doing the change most of the time with most patients and providers at the pilot site).

We are still in the testing phase of our project. We have tested some EMR level alerts and have tested some workflow improvements. Our next step is to test a huddle flowsheet to identify care gaps. We anticipate testing this at the end of March. Also during this time Mary's Center tested then rolled out the Health Passport to assist patients in scheduling additionally needed care.

#### 2. What have you learned from doing these changes?

How are patients, staff, clinicians experiencing these changes? Please give us a glimpse of the data you have collected.

We have learned several things from the current testing. The mechanism to alert staff to gaps in care needs to be less embedded in the electronic medical record than our current alert system allows. The new flowsheet we are currently working on would take this out of the EMR and into the hands of the staff working with the patient that day.

#### 3. What are your top 2 challenges in achieving your aim?

Our main challenge is identifying a system that integrates with the current workflow, but also provides the information to the largest group of staff interacting with patients. The huddle flowsheet will only impact patients who already have a scheduled appointment, but we are hoping the tableau report that sits behind it we can expand to be searchable by others interacting with patients.

#### 4. What do you want to learn from your peers to help you reach your aim?

We would like to hear more from our peers about their best practices around pre-visit planning, especially when it comes to cancer screening.