



# Primary Care Renewal 4.0 The Patient Centered Medical Neighborhood

## Fortuna Family Medical / HMS Renner Ortho

### Purpose:

- To track referrals to prevent loss in the system and confusion. When we began FFMG had 51 referrals without any status information.
- To have consistent patient instructions about who to contact, when to contact and what to expect for a referral.

### AIM:

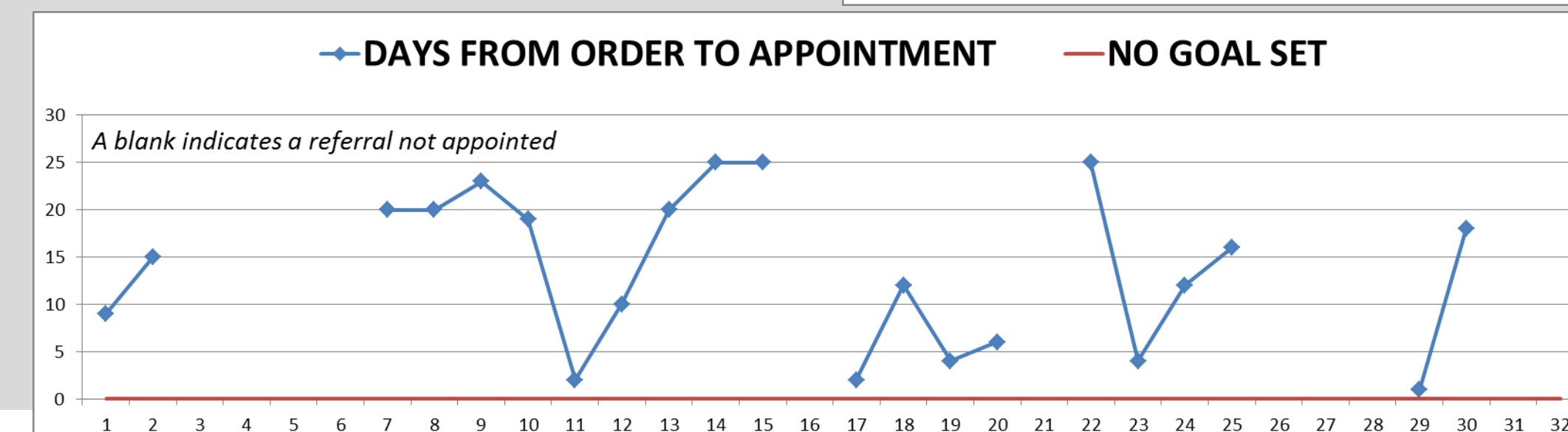
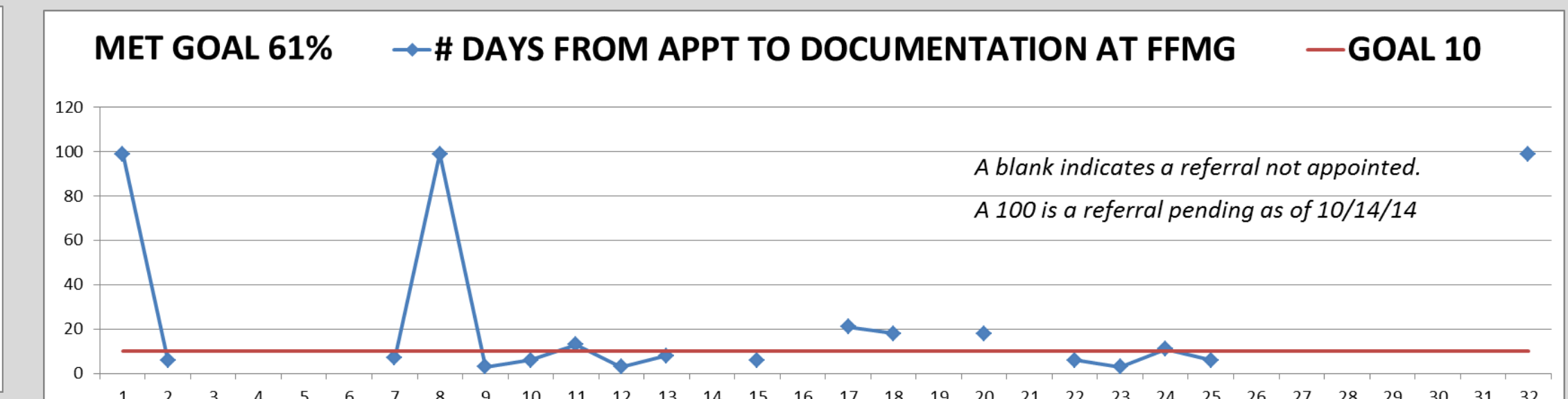
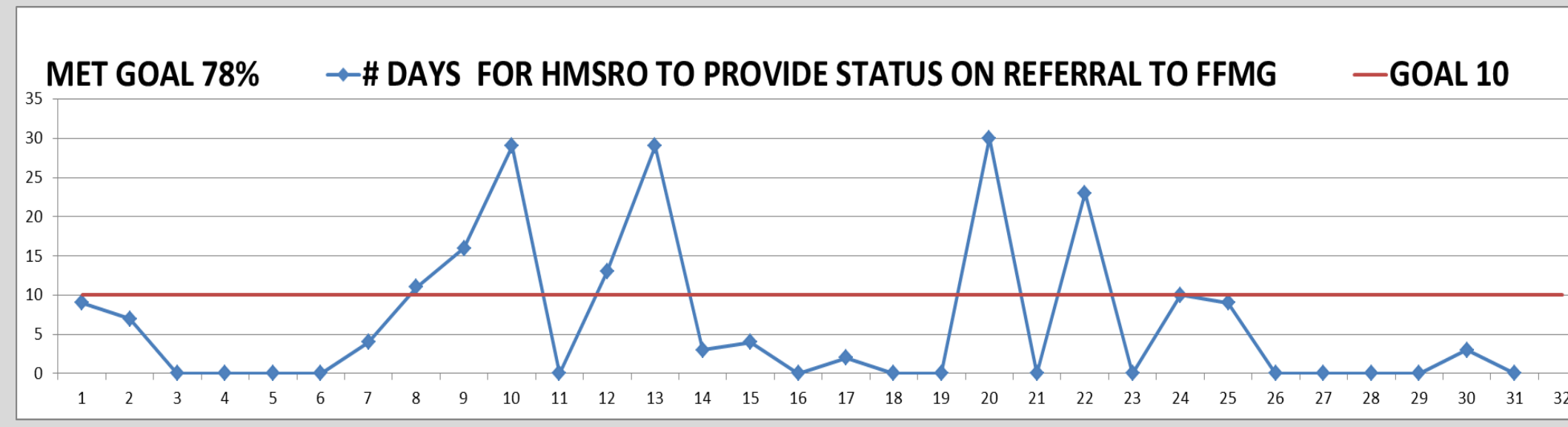
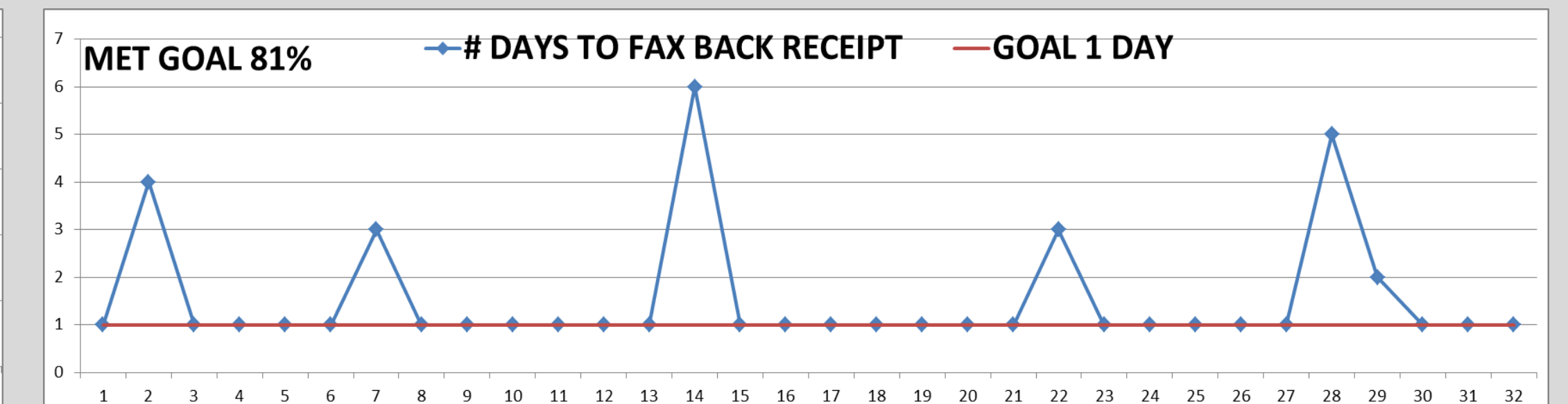
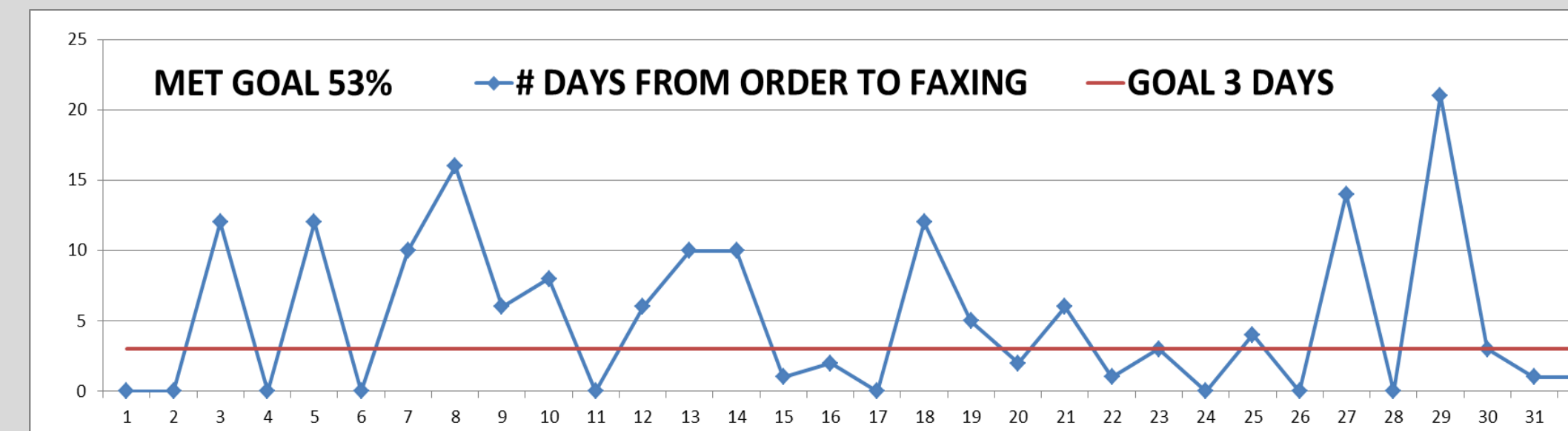
To have 75% of the percent of non-urgent referrals completed within the following time frames, from FFMG to HMS Renner Ortho by November 2014.

- 3 days from order to faxing to HMS Renner Ortho
- 1 day to **FAX BACK** to FFMG receipt of referral
- 10 days for HMS Renner Ortho to respond to FFMG on referral status
- 10 days after the appointment to send notes to FFMG

### Changes:

- Changed documentation to make **FAX BACK** easy.
- Established an agreement on communicating referrals.
- Updated referral handout for patients.
- Cooperated in Meaningful Use project to initiate use of the patient portal.
- Changed the EHR to allow providers access to referral status information.

### Measures



### Conclusions:

- FAX BACK** of referral receipt reduced confusion and loss of referrals .
- All other processes need further review.
- Other processes depend on factors out of this team's control.

### Next Steps:

- Encourage the spread of the first step in a Care Compact for Humboldt County by inviting other practices to join **JUST FAX BACK!**
- Continue to participate in quality efforts focused on developing a Care Compact for Humboldt County.

Special thanks to :

Dr. Jones, Dr. Walters and the entire staff of HMS Renner Ortho; Dr. Jutila, Dr. Brinkhaus and the entire staff of Fortuna Family Medical Center; Jessica Osborne-Stafsnes, Aligning Forces Humboldt at the California Center for Rural Policy; Erica Dickinson and the staff of the Humboldt IPA.



### Team Members

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Column 1	PT ID	ORDER CREATED	REF LEAVES PCP	Time at PCP	corrected for workdays	REFERRING MD	SPECIALTY	RECEIVED AT SPECIALTY	PCP gets receipt of referral	Time till PCP get receipt 24 HRS	corrected to working days	DATE RESULTS OF REFERRAL RECEIVED AT PCP	Time till PCP knew action on referral <10 WORKING DAYS	APPT DATE	DURATION IDEA TO APPT	APPT DOCUMENTATION RECEIVED.	Time from appointment to documentation at PCP < 10 DAYS	
1	308851	4/1/2014	4/1/2014	1		FFMG	HMSRO	4/1/2014	4/1/2014		1	4/10/2014	9	4/10/2014			1/0/0099	
2	188557	4/2/2014	4/2/2014	1		FFMG	HMSRO	4/2/2014	4/10/2014	8	4	4/17/2014	15	4/17/2014			4/23/146	
3	4513	4/4/2014	4/18/2014	12	1	FFMG	HMSRO	4/18/2014	4/21/2014	3	1	4/21/2014		RESUBMITT		RESUBMITT		
4	304007	4/4/2014	4/18/2014	12	1	FFMG	HMSRO	4/18/2014	4/21/2014	3	1	4/21/2014		RESUBMITT		RESUBMITT		
5	3024850	5/5/2014	5/6/2014	12	1	FFMG	HMSRO	5/6/2014	5/6/2014		1	PT DECLINED		PT DECLINED		PT DECLINED		
6	DA	5/5/2014	5/6/2014	10	1	FFMG	HMSRO	5/6/2014	5/6/2014		1	DECLINED SPEC		DECLINED PT		DECLINED PT		
7	RH	5/5/2014	5/16/2014	10	8	FFMG	HMSRO	5/16/2014	5/22/2014	6	3	6/26/2014	44	6/26/2014	20		9/1/147	
8	MT	5/5/2014	5/22/2014	16	12	FFMG	HMSRO	5/22/2014	5/22/2014		1	6/2/2014	11	6/26/2014	20		1/0/0099	
9	MR	5/6/2014	5/12/2014	16	3	FFMG	HMSRO	5/12/2014	5/12/2014		1	5/28/2014	16	5/29/2014	23		6/1/143	
10	DS	5/8/2014	5/16/2014	18	5	FFMG	HMSRO	5/16/2014	5/16/2014		1	7/15/2014	29	8/26/2014	19		9/1/146	
11	MP	5/13/2014	5/13/2014	10	1	FFMG	HMSRO	5/13/2014	5/14/2014	1	1	5/14/2014		5/15/2014	2		5/28/1413	
12	DB	5/16/2014	5/22/2014	16	4	FFMG	HMSRO	5/22/2014	5/22/2014		1	6/4/2014	13	6/26/2014	10		7/30/143	
13	PH	5/20/2014	5/30/2014	10	8	FFMG	HMSRO	5/30/2014	6/2/2014	3	1	7/1/2014	29	7/10/2014	20		7/18/148	
14	ES	5/30/2014	9/8/2014	10	8	FFMG	HMSRO	9/8/2014	9/17/2014	9	6	9/20/2014	43	9/23/2014	25		9/27/14	
15	GG	6/4/2014	6/5/2014	11	1	FFMG	HMSRO	6/5/2014	6/5/2014		1	8/8/2014	44	8/28/2014	25		9/3/146	
16	RE	6/10/2014	6/12/2014	12	2	FFMG	HMSRO	6/12/2014	6/12/2014		1	DECLINED SPEC		DECLINED SPEC		DECLINED SPEC		
17	HM	6/25/2014	6/26/2014	10	1	FFMG	HMSRO	6/26/2014	6/26/2014		1	7/29/2014	42	7/29/2014	42		8/19/1421	
18	JMC	6/25/2014	7/7/2014	12	8	FFMG	HMSRO	7/7/2014	7/8/2014	1	1	8/7/2014	30	8/7/2014	12		8/25/1418	
19	LG	6/25/2014	8/29/2014	15	5	FFMG	HMSRO	8/29/2014	8/29/2014		1	8/29/2014		8/28/2014	44		8/28/14	
20	JM	7/1/2014	7/3/2014	12	2	FFMG	HMSRO	7/3/2014	7/8/2014	5	1	8/7/2014	30	8/7/2014	46		8/25/1418	
21	KM	7/8/2014	7/14/2014	16	4	FFMG	HMSRO	7/14/2014	7/15/2014	1	1	DECLINED SPEC		DECLINED SPEC		DECLINED SPEC		
22	JM2	7/9/2014	7/10/2014	11	1	FFMG	HMSRO	7/10/2014	7/15/2014	5	3	9/3/2014	19	9/3/2014	25		9/9/146	
23	HE	7/11/2014	7/14/2014	13	1	FFMG	HMSRO	7/14/2014	7/15/2014	1	1	7/15/2014		7/15/2014	44		7/18/143	
24	WR	7/23/2014	7/23/2014	10	1	FFMG	HMSRO	7/23/2014	7/28/2014	5	1	8/7/2014	10	9/4/2014	12		9/15/1411	
25	TL	7/24/2014	7/28/2014	14	2	FFMG	HMSRO	7/28/2014	7/28/2014		1	8/6/2014	9	9/9/2014	16		9/15/146	
26	LR	8/11/2014	8/11/2014	10	1	FFMG	HMSRO	8/11/2014	8/11/2014	0	1	DECLINED SPEC		DECLINED SPEC		DECLINED SPEC		
27	SK	8/25/2014	9/8/2014	14	9	FFMG	HMSRO	9/8/2014	9/8/2014	0	1	DECLINED SPEC		DECLINED SPEC		DECLINED SPEC		
28	RG	8/29/2014	8/29/2014	10	1	FFMG	HMSRO	8/29/2014	9/9/2014	11	5	RESUBMITT		RESUBMITT		RESUBMITT		
29	CS	9/5/2014	9/26/2014	21	15	FFMG	HMSRO	9/26/2014	10/1/2014	5	2	10/1/2014		10/7/2014	11		1/0/00	
30	RL	9/19/2014	9/22/2014	13	2	FFMG	HMSRO	9/22/2014	9/23/2014	1	1	9/26/2014		10/7/2014	18		1/0/00	
31	LP	9/23/2014	9/24/2014	11	1	FFMG	HMSRO	9/24/2014	9/24/2014	0	1	DECLINED SPEC		DECLINED SPEC		DECLINED SPEC		
32	BG	9/30/2014	10/1/2014	11	1	FFMG	HMSRO	10/1/2014	10/2/2014	1	1						99	
					<b>32</b>								<b>21</b>		<b>21</b>		<b>21</b>	<b>18</b>