

Changing Times: Strategies for Implementing the QFP

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shaping the future
of sexual + reproductive health.™

Objectives

- Demonstrate use of a process map for studying implementation
- Identify areas of improvement for your clinical workflow

Quality Family Planning (QFP)



QFP

Main areas of QFP

All about healthy reproduction!!

- Reproductive Life Plan (RLP)
- Tiered-effectiveness counseling
- Fertility protection:
 - Preconception health (well woman care)
 - STI screening and treatment
 - Infertility services (basic)

“One Key Question”

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One Key Question[®]

Would You Like to Become Pregnant in the Next Year?

**Do I want to become
pregnant in the next year?**



www.onekeyquestion.org

Providing Quality

Recommendations of CDC and



Morbidity

Recommendations and Reports

Revised Rec
of Adults, Adolescents, and Pregnant Wo
in Health-Care Settings



A Report of the CDC/ATSDR Preconception Care Work Group and the Select Panel on Preconception Care

Integration & operational efficiency

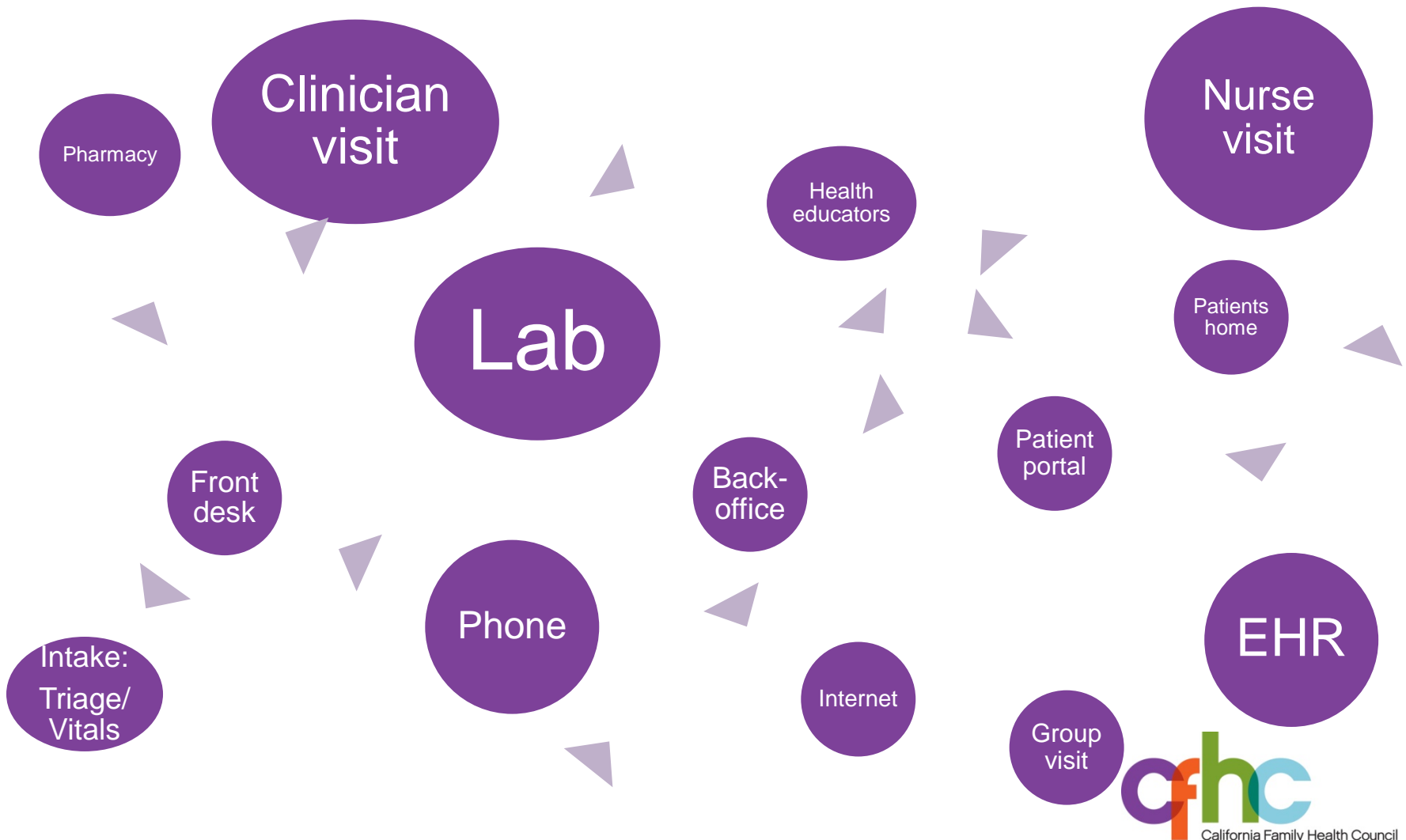
Process Mapping

- What is it?
 - A “walk through” of your current steps in a process
- Make a map of the smallest part of the process first
- Build a bigger map as you add layers of the process

Consider the following services

- Eligibility
- Registration
- Reproductive Life Planning
- Contraceptive Counseling
- Chlamydia Screening
- Pap Smears

Where are your “points of care”?



Where is the focus of your practice?



“High-touch”

- Clinician visit
- Nurse visit
- Front desk
- Coding/billing

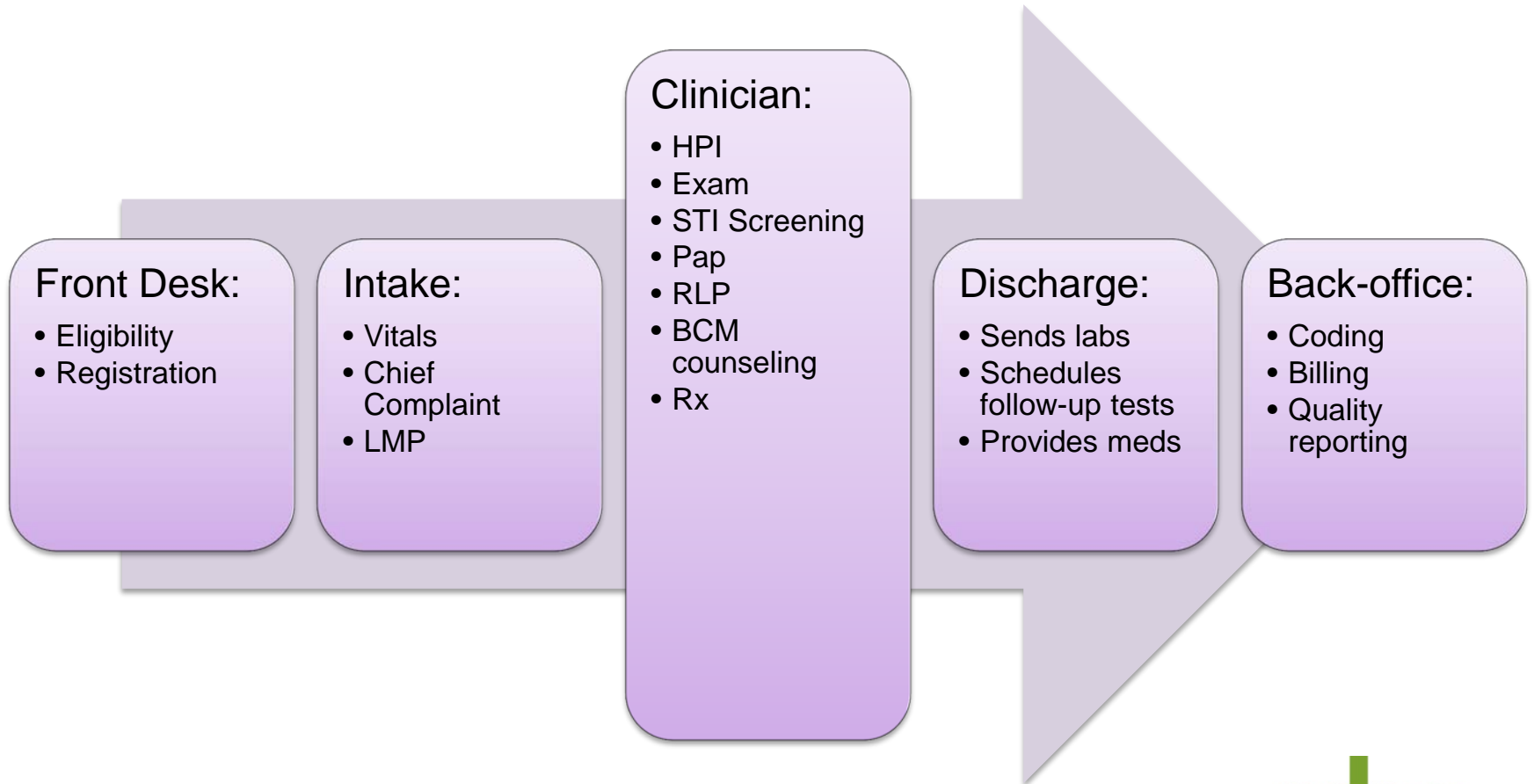
“Low-touch”

- Group visits
- Health Educator programs
- POCT
- Triage/vitals
- EHR

Indirect service

- Internet
- Patient Portal
- Phone
- Pharmacy
- Lab
- Self collect/submit tests

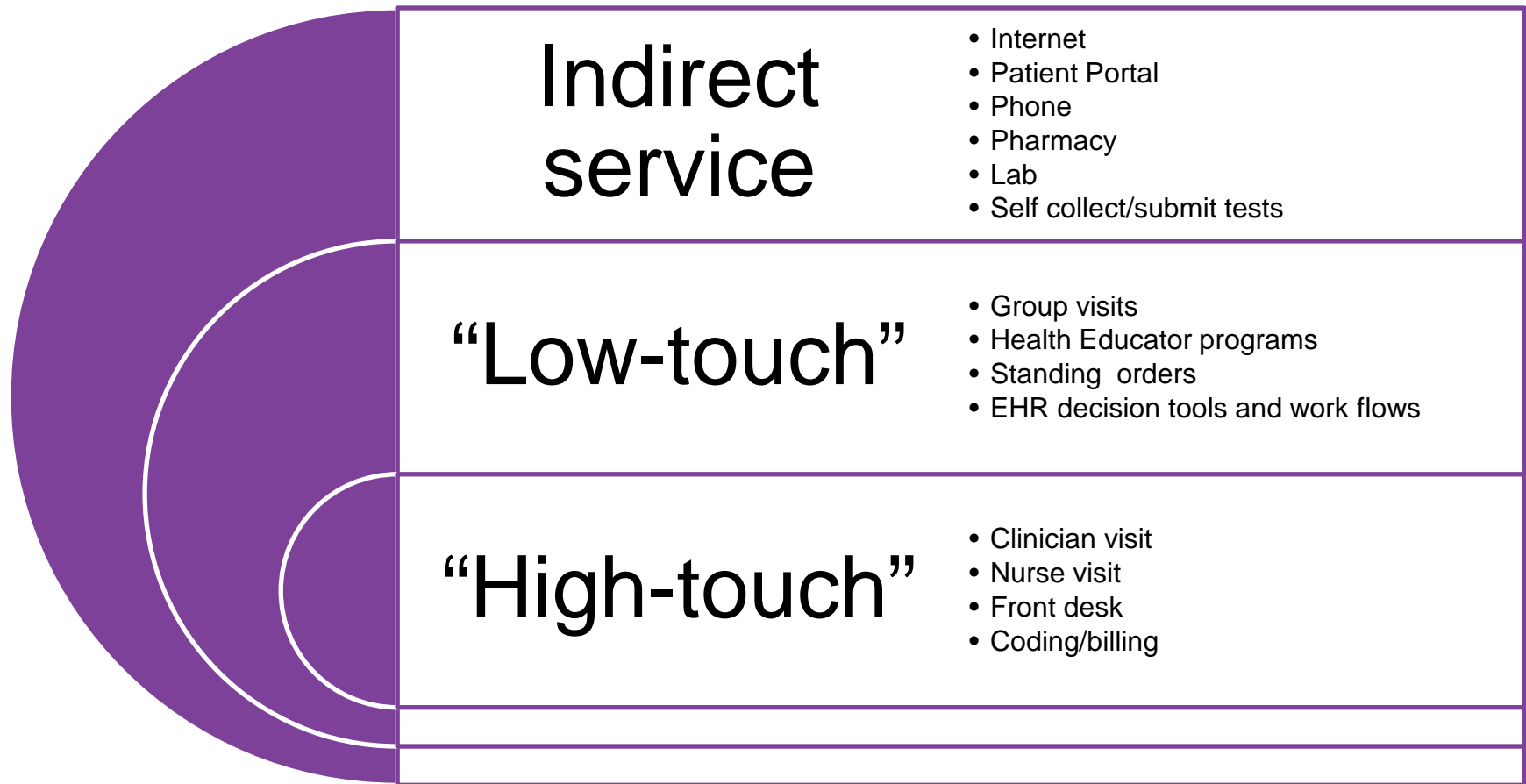
Standard Care Process



Operational efficiency

- Use the most “low-touch” methods to accomplish a task
- Task-shifting should improve performance and control costs
- The path of “least resistance” is the one that will be followed

Where is the focus of your practice?



“High-touch”





*Performed on: 12/16/2014 1321 PST

Menu

- Ambulatory Summary
- Hospitalist View
- Women's Health Summary
- Pediatric View
- Results Review**
- Diagnosis & Problems
- Orders + Add
- Documentation + Add
- View and I&O
- Clinical Notes + Add
- Allergies + Add
- Medications + Add
- Chart Search
- Delivery Record
- Form Browser
- Growth Chart
- Health Maintenance
- Histories
- Immunization Schedule
- LearningLIVE
- MAR Summary
- Patient Information
- OB Summary
- Reference
- Visit Summary

Results Review

Lab - Extended Vitals - Recent Vitals - Extended

Recent Results Delivery Record **Ambulatory** Lab - 7 Days Lab - 18 Months Microbiology Diagnostics

Flowsheet: Ambulatory View Level: Ambulatory View Table

June 16, 2013 14:57 PDT - January 16, 2015 13:57 P

Navigator

- ☒ Visit Information
- ☒ Measurements
- ☒ Vital Signs
- ☒ Consents
- ☒ Outpatient Notes
- ☒ Sexuality
- ☐ Intake
- ☐ Vital Signs
- ☐ Measurements
- ☒ Reproductive Life
- ☒ Patient Language and Interpreter Need
- ☒ Domestic Violence Screen - Amb
- ☐ Respiratory Pretreatment Assessment

Ambulatory View	12/16/14 08:31 PST	12/16/14 08:31 PST
Measurements		
<input type="checkbox"/> Height/Length Measured		156
<input type="checkbox"/> Weight Measured		54.5
<input type="checkbox"/> BSA Measured		1.54
<input type="checkbox"/> Body Mass Index Measured		22.39
Vital Signs		
<input type="checkbox"/> Temperature Oral		36.8
<input type="checkbox"/> Peripheral Pulse Rate		73
<input type="checkbox"/> Systolic Blood Pressure		107
<input type="checkbox"/> Diastolic Blood Pressure		64
<input type="checkbox"/> Mean Arterial Pressure, Cuff Calc		78
Consents		
Condition of Admission/Clinic Visit		
Outpatient Notes		
Gynecology - Provider Note		Gynecology - Provider Note
Sexuality		
Contraception Type		Birth control injection
Temperature Oral		
Peripheral Pulse Rate		
Systolic Blood Pressure		
Diastolic Blood Pressure		
Mean Arterial Pressure, Cuff Calc		
Height Measured		
Weight Measured		
BSA Measured		
Body Mass Index Measured		
Reproductive Life		
Seeking to be pregnant?		No
Unprotected sex with the past month?		No
Patient Language and Interpreter Need		
Preferred Language		English
Domestic Violence Screen - Amb		
Domestic Violence History		No

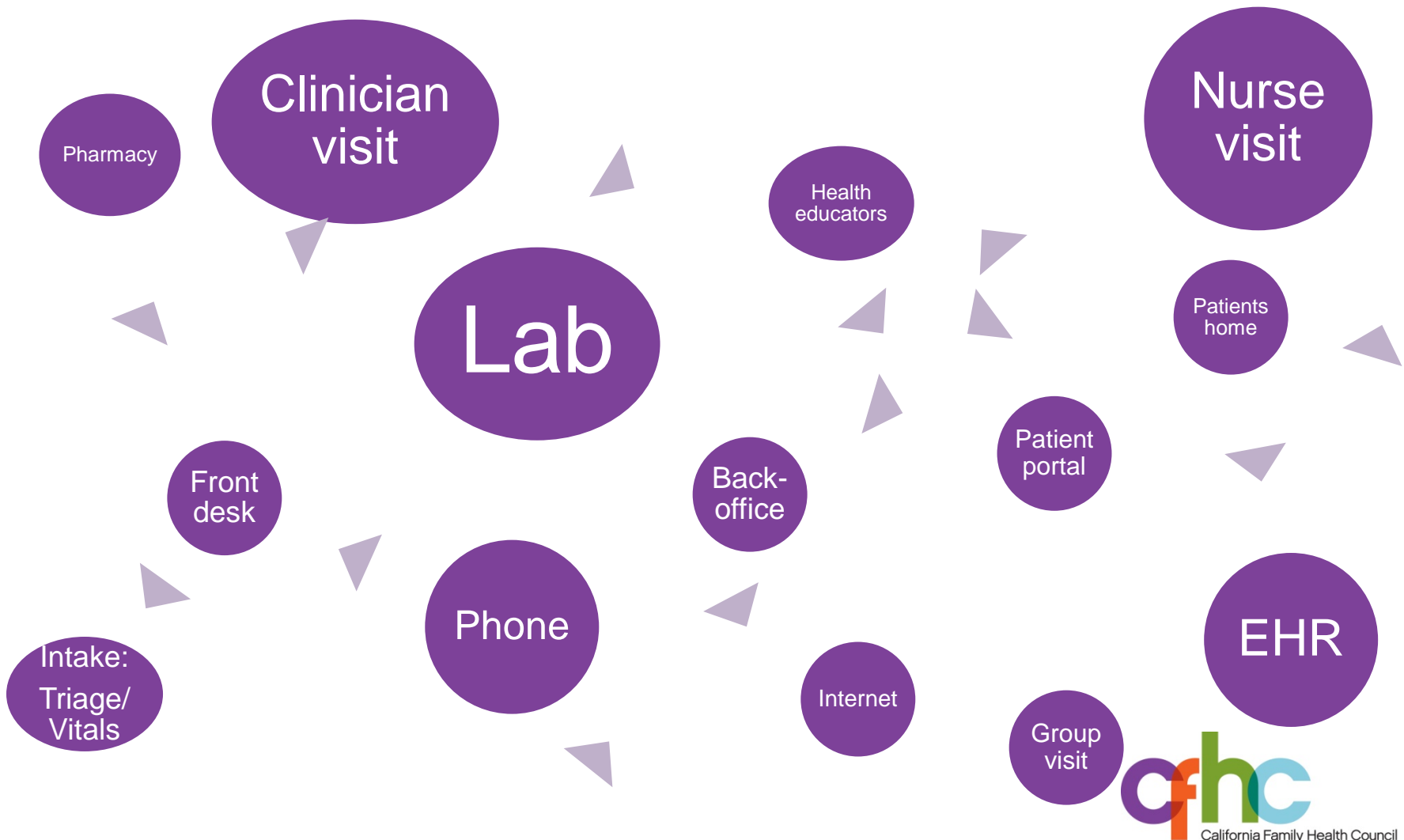
Smear

Indirect services

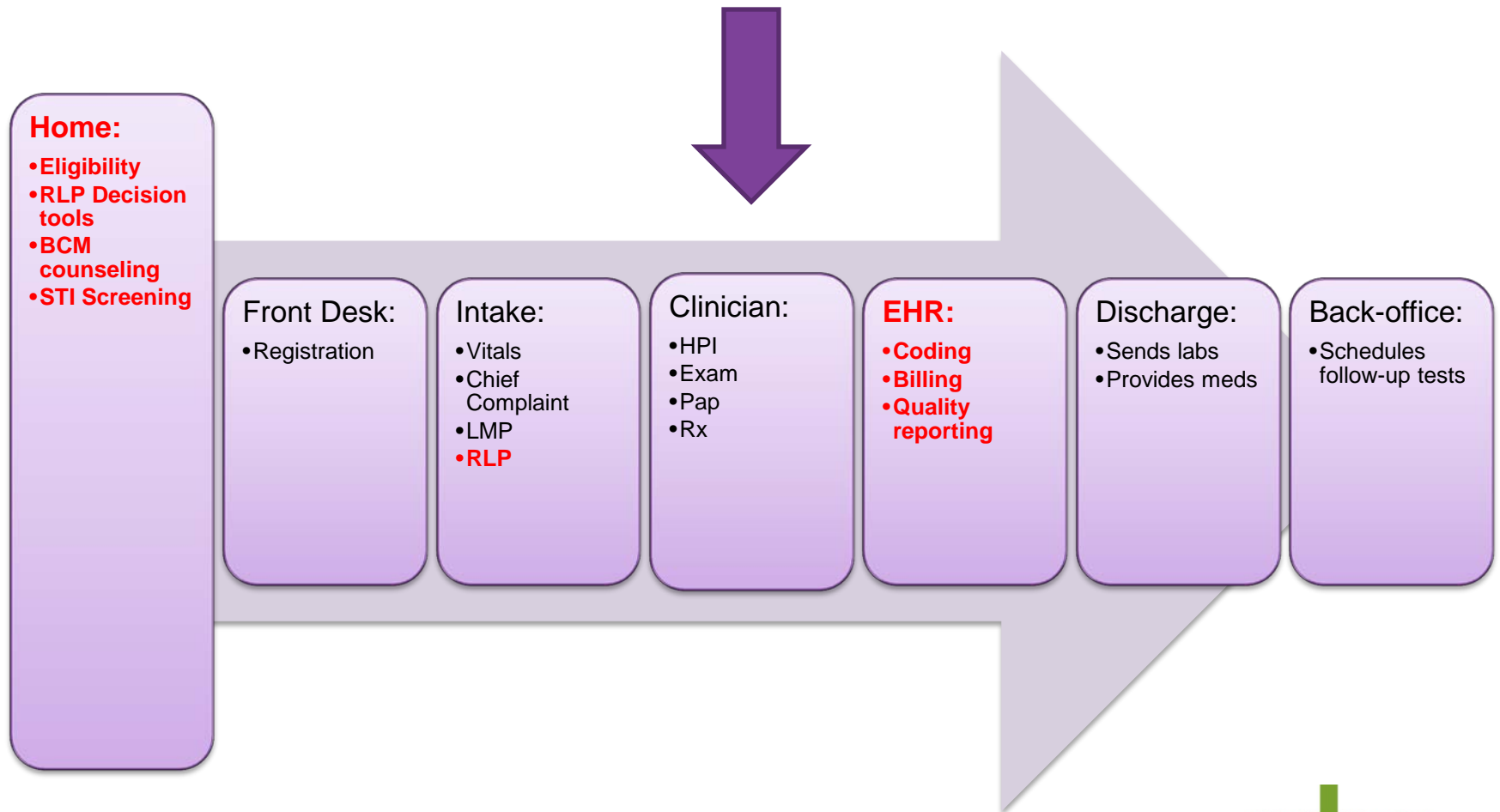


pdpt distribution program

Re-imagine the tasks at your “points of care”?



Task-Shifted Process



How to track improvement

- Know your baseline metrics
- Set SMART goals
- Do PDSA cycles
- Change one little thing at a time and study it... then change the next

Questions?