

PPC 6: Test Tracking

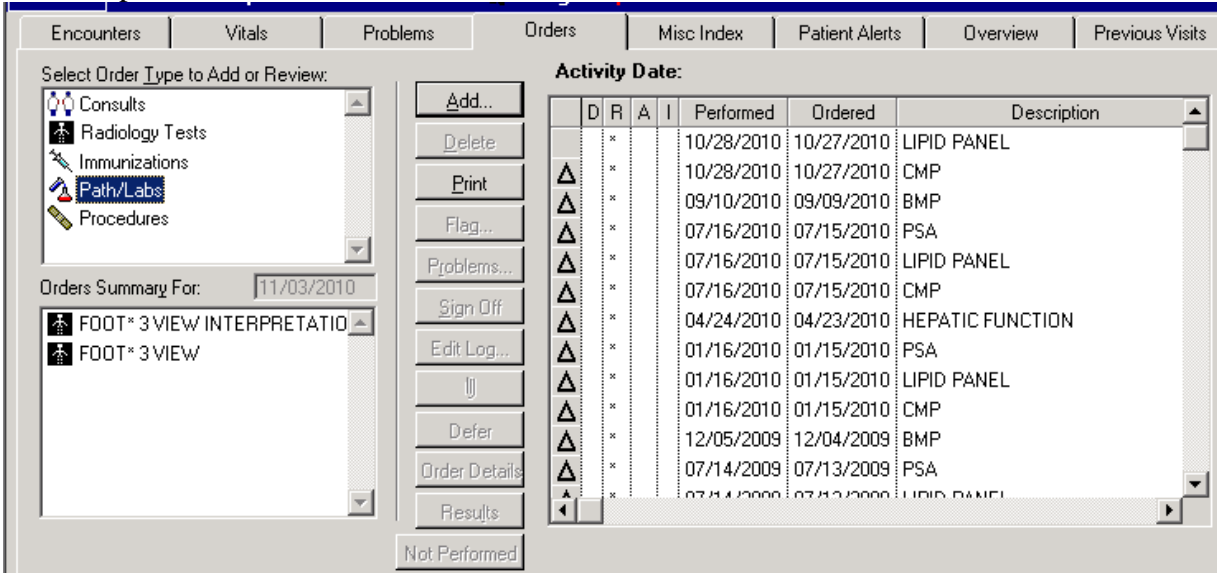
Element A: Test Tracking and Follow-up

Item 1: Tracks all laboratory tests ordered or done within the practice, until results are available to the clinician, flagging overdue results.

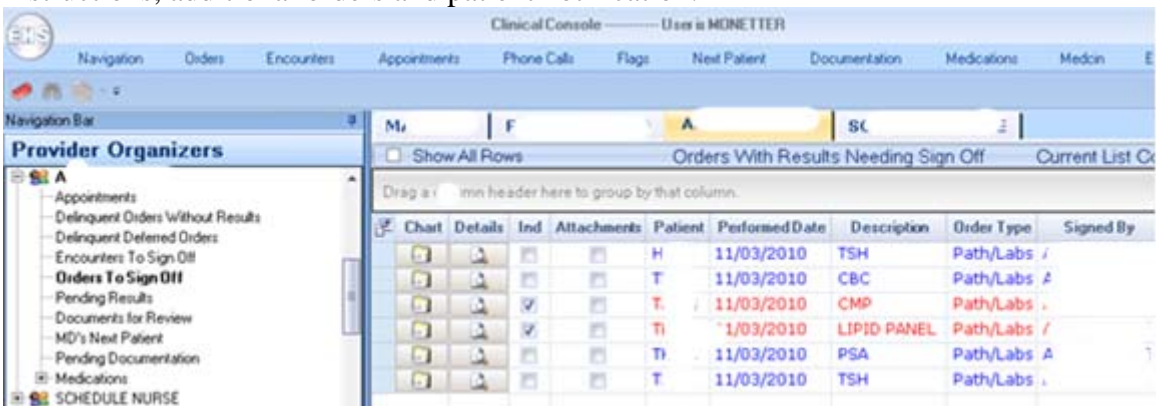
EHS has a module called Clinical Console which functions as the provider's organizer. Clinical Console shows the provider's schedule, delinquent orders without results, delinquent deferred orders, encounters to sign off, orders to sign off, pending results, documents for review, next patient, pending documentation and medication refill requests with ERx status.



All labs are ordered within the electronic chart and therefore tracked by EHS by order date and perform date. Screenshot of ordered lab:



As results come in, the order with results shows up in the provider's organizer for review, instructions, additional orders and patient notification:



At the administrative level, we set the “delinquent after” queue to match the normal time-frame that results are received for every item ordered. Lipid Panel results should be received within 24 hours of order date:

The screenshot shows the 'Edit "LIPID PANEL" Order' window. The 'Order' section contains the following fields:

- Code: 80061
- Name: LIPID PANEL
- Status: Active
- Unit: (empty)

The 'Code Maintenance' section includes a 'Source' dropdown, a 'Code' field, and a 'Current Codes' table:

Code	Source Name
80061	CPT

The 'Default Lab Properties' section includes:

- Confidentiality Level: 1
- Billing: No Bill No Charge
- Antepartum Record: Display
- Delinquent After: 24 hour(s) (highlighted with a red box)
- Site: (dropdown)
- Method: (dropdown)

The 'Modifiers' section has four dropdown menus for Modifier 1 through 4.

If the results are not entered within the time frame specified, the order will show up in the provider’s organizer as “delinquent orders”.

The screenshot shows the 'Provider Organizers' window with a table titled 'Delinquent Orders Without Results' (highlighted with a red box). The table has the following columns: Chart, Details, Patient, Ordered Date, Description, Order Type, and Signed By.

Chart	Details	Patient	Ordered Date	Description	Order Type	Signed By
			05/18/201	PHOSPHORUS	Path/Labs	C
			05/18/201	MAGNESIUM	Path/Labs	G
			05/18/201	CMP	Path/Labs	G

Item 2: Tracks all imaging tests ordered or done within the practice, until results are available to the clinician, flagging overdue results.

Imaging tests are ordered, tracked and flagged in the same manner as laboratory results within EHS.

The screenshot shows the 'Provider Organizers' sidebar on the left with 'Delinquent Orders Without Results' selected. The main window displays a table titled 'Delinquent Orders Without Results' with the following data:

Chart	Details	Patient	Ordered Date	Description	Order Type	Signed By
[Icon]	[Icon]	[Redacted]	10/27/200	DXA BONE DE	Radiology Tests	SI
[Icon]	[Icon]	[Redacted]	10/28/200	MAMMO, BOT	Radiology Tests	SI
[Icon]	[Icon]	[Redacted]	10/29/200	Rawat, Suma	Consults	D.

Item 3: Flags abnormal test results, bringing them to a clinician's attention.

EHS will cause abnormal results to turn RED to bring that test to the provider's attention.

The screenshot shows the 'Clinical Console' interface with 'Orders With Results Needing Sign Off' selected. The table displays the following data:

Chart	Details	Ind	Attachments	Patient	Performed Date	Description	Order Type	Signed By
[Icon]	[Icon]	[Icon]	[Icon]	H	11/03/2010	TSH	Path/Labs	/
[Icon]	[Icon]	[Icon]	[Icon]	TI	11/03/2010	CBC	Path/Labs	/
[Icon]	[Icon]	[Icon]	[Icon]	T	11/03/2010	CMP	Path/Labs	/
[Icon]	[Icon]	[Icon]	[Icon]	T	11/03/2010	LIPID PANEL	Path/Labs	/
[Icon]	[Icon]	[Icon]	[Icon]	T	11/03/2010	PSA	Path/Labs	/
[Icon]	[Icon]	[Icon]	[Icon]	TH	11/03/2010	TSH	Path/Labs	/

Item 4: Follows up with patients/families for all abnormal test results.

We follow up on all test results utilizing appointments, phone calls and/or letters.

Path/Labs Detail for (Req# : Lab - LabCorp : Lab Code -)

Results | Details | Result Report

Order

Description: MICRO ALBUMIN (URINE) Code: 82043 Status: SIGNED OFF

Date Ordered: 12/09/2009 STAT Units: Results Status: Final

Performed: 12/10/2009 12:43 PM Ordering Clinician: S. [redacted]

Order Comments:

Result Comments:

Still a little high but a lot better than it was. We will recheck in 3 - 6 mo per M [redacted]. N [redacted] 12/10/09 PT notified. [redacted] 12/10/09 @ 1556

Reflex tests: Handling Instructions: Modifiers:

Close Save Undo Sign Off Edit Edit Log... Flag... Print

Created Date: 10/22/2010 Phone Information: H: (719)510-6074 W: [redacted]

Description: CMP

From: ML [redacted]

Route To: L

Priority: Normal

Dates Active

From: 10/22/2010

To: (none)

Comments:

please notify pt. h. [redacted] PA-C 11/1/10 @ 8:29a - /m for pt to call and discuss. [redacted] MA

Last Modified: [redacted] 2010-11-01 09:00:55 AM

Here is the body of a letter we can generate within EHS if we are unable to talk to the patient in person or reach them via telephone.

The screenshot shows a web-based form titled "Edit Form" with a menu bar containing "File", "Process", "Save", "Cancel", and "Attach". The main content area contains the following sections:

- Your test results are now available.**
 - Your pap was normal. Please repeat in (dropdown)
 - Your pap was mildly abnormal. Repeat in (dropdown)
 - Your pap was abnormal. Please call our office to schedule a Colposcopy.
- The following test(s) are normal:**
 - Radiology
 - Bloodwork
 - CBC
 - Thyroid
 - BMP
 - Liver
 - Prostate
 - HbA1c
 - Cholesterol
 - Total Cholesterol (Goal less than 200)
 - HDL "good cholesterol" (Greater than 50 for women, greater than 40 for men)
 - LDL "bad cholesterol" (Goal less than 100)
 - Triglycerides (Goal less than 150)
 - Other Tests:
- Your provider would like to talk to you about your results. Please call our office to:**
 - Speak to your provider
 - Make an appointment with your provider

If we have an abnormal result and we are unable to contact the patient, we utilize certified letters. Here is some sample text from a certified letter we send to patients for abnormal mammogram follow-up:

Dear Patient,

As you know, the last mammogram you had indicated a need to have your mammogram repeated in six months. Our records indicate that it is time for that follow-up appointment. We have made previous attempts to contact you, but have been unsuccessful. I am writing this letter to stress to you the importance of having this repeat mammogram done. Many abnormalities are benign (not cancerous), but it is very important that you take the steps to follow up as indicated. Please call me at xxx-xxxx ext xx for questions or assistance with your appointment.

We have also sent outreach workers to patient's homes, work, or school to make contact with patients for abnormal follow-up. In rare instances, we have asked the Sherriff's office to go to the patient's house to tell the patient to contact our office.

Item 5: Follows up with inpatient facility on hearing screening and metabolic screening to get results.

If a mother delivering a baby in our local hospital states that we will be the PCP for the baby, our hospital sends the baby's screenings and other hospital records to us. If a mother brings a newborn to see one of our providers, we inquire about these results and can either call the hospital or look up the results on Chart Link.

TYPE	ACCT#	DESCRIPTION	DATE
LA	788282	02600016 NEWBORN PANEL (GENETIC SCRE	04/09/2009
LA	788282	02600024 NEWBORN-BLD BANK (CORD BLOO	04/09/2009
LA	817708	02600005 CBC	11/10/2009
LA	817708	02629013 RSV	11/10/2009
LA	817784	02626452 FLU, RAPID A & B (2)	11/10/2009
LA	840374	02602969 CULTURE THROAT	04/26/2010
LA	863860	02625176 CULTURE EAR	09/28/2010

Item 6: Notifies patients/families of all normal test results.

We notify patients of ALL results regardless of normal or abnormal results. As above in Item 4, we utilize appointments, phone calls, letters, and more to notify patients of test results. As part of our Quality Improvement Plan, we audit patient notification of all test results. Here is an excerpt from the QI Plan:

“KRA # 5 LABORATORY/EQUIPMENT

Supportive Goal: The laboratory will follow standards of care and monitor equipment per center protocol.

Performance Standards: The desired results in the area of Laboratory/Equipment will have been satisfactorily performed when:

1. A bi-annual review of thirty (30) charts with referral lab charges indicates that there is an order for the lab is documented in the record, the results are in the record, and follow-up and patient notification is documented. At least ten (10) of the charts reviewed should have abnormal results requiring follow-up and documentation. Critical values & timely provider response will also be audited.”

Here is the portion of the audit instructions for Lab QI Audit:

“Timely Provider response- The provider should respond within 3 business days of the results being in the chart. For instance, if the results are put in on Tuesday then the provider should have it addressed by Thursday. If the provider failed to put a date as to when it was addressed please put “NO” under timely provider response and then under comments put no date as to when lab was addressed. Please also put a comment in if the provider failed to put their name or initials after their comment.

Patient Notified- If the patient was notified please put a yes. If the first attempt to notify the patient was more than 24 business hours after the provider’s comment please make note of this under the comments section. We want to see if we are attempting to notify the patient in a timely manner. At this time untimely notification will not be counted against.

F/U on Abnormal – Proper follow up has to occur. This follow up has to be documented appropriately. For instance, if a repeat is recommended then a deferred order should be put into the pt chart. If a consult is recommended the consult should be in the chart and progress made on the appointment.

NORMALS- please make note in the comment section on normals if a repeat recall is not entered. (Don’t mark it against anyone, just make a comment). For example, on a mammogram or pap smear that is normal and should be repeated in 1 year then a recall for the mammogram, pap, etc should be in there. If there is a recall for well woman and in the details it states mammo or pap that is fine too.

N/A – The only column that n/a is allowed in is the f/u on abnormal. If the results were not abnormal just put N/A in the column. All the rest of the columns should have a yes or no entered.”

Here is a sample of the QI audit results:

Laboratory QA Worksheet November 2010						
A review of 30 referral lab charges indicates the following:						
	Provider	Results Received	Timely Provider Response	Patient Notified	F/U on Abnormal	Comments on No
16	F	Yes	Yes	Yes	Yes	
17	F	Yes	Yes	Yes		
18	F	Yes	Yes	Yes	Yes	
19	F	Yes	Yes	Yes		
20	F	Yes	Yes	Yes	Yes	
21	E	Yes	Yes	Yes	Yes	
22	E	Yes	No	Yes	Yes	
23	E	Yes	Yes	Yes		
24	E	Yes	Yes	Yes	NO	
25	E	Yes	Yes	Yes	Yes	
26	T	Yes	Yes	Yes	Yes	
27	T	Yes	Yes	Yes	Yes	
28		Yes	Yes	Yes	Yes	
29		Yes	Yes	Yes	No	
30		Yes	Yes	Yes	Yes	
31		Yes	Yes	Yes		
32		Yes	Yes	Yes	NO	Abnormal creat without f/u CBC not addressed
33		Yes	Yes	Yes	Yes	
34		Yes	No	Yes	Yes	No CBC follow up
35		Yes	Yes	Yes		
TOTALS		35/35	33/35	34/35	16/23	
%		100%	94%	97%	70%	
Evaluation: Overall great job on getting the results in the chart and getting them addressed and patients notified. However improvement needs to occur on follow up.						
Action Item: Make sure recalls are entered and documentation of follow up occurs.						