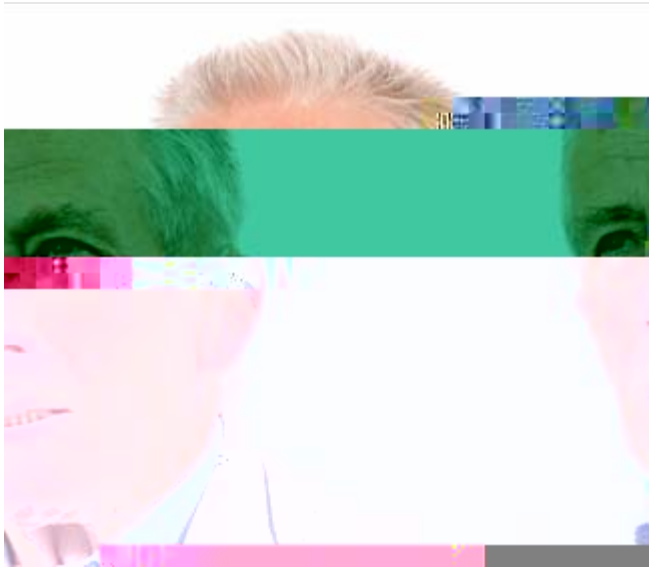
Promoting PATIENT Change



Five Stages of Change

- Precontemplation
- Contemplation
- Planning
- Action
- Maintenance

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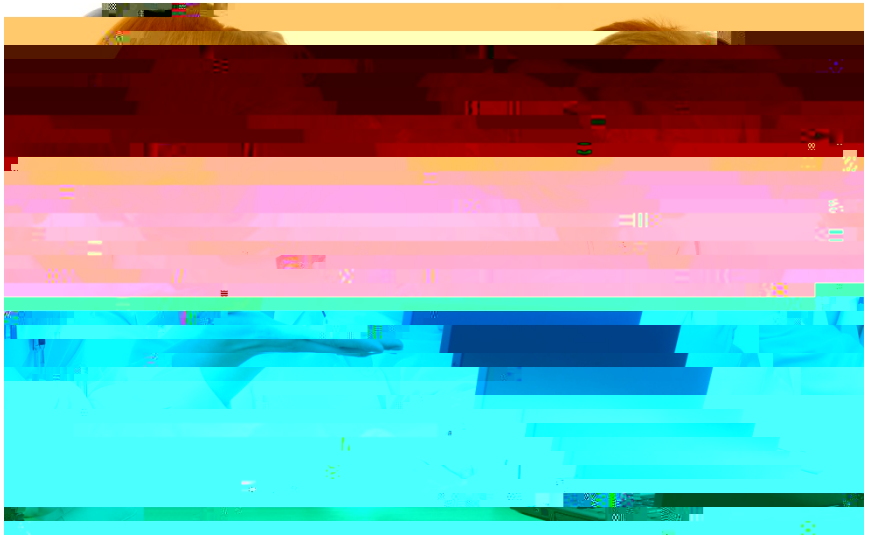
Promoting PROVIDER Change



Five Stages of Change

- Precontemplation
- Contemplation
- Planning
- Action
- Maintenance

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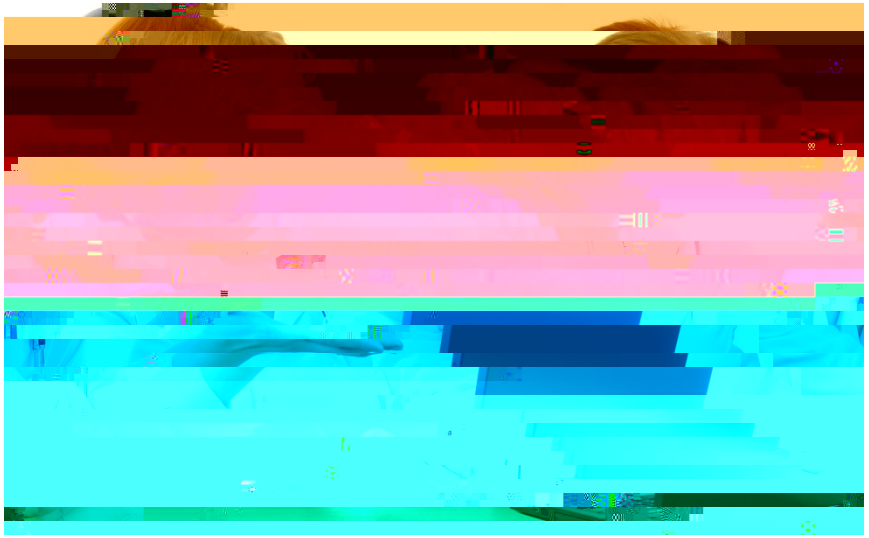
Benefits of Staging a Provider



- Scalable (1-1,000 providers)
- Decrease “Physician Champion” learning curve
- Develop sub-categories for technical capabilities
- Develop action plans for:
  - Organization
  - Departments
  - Individuals

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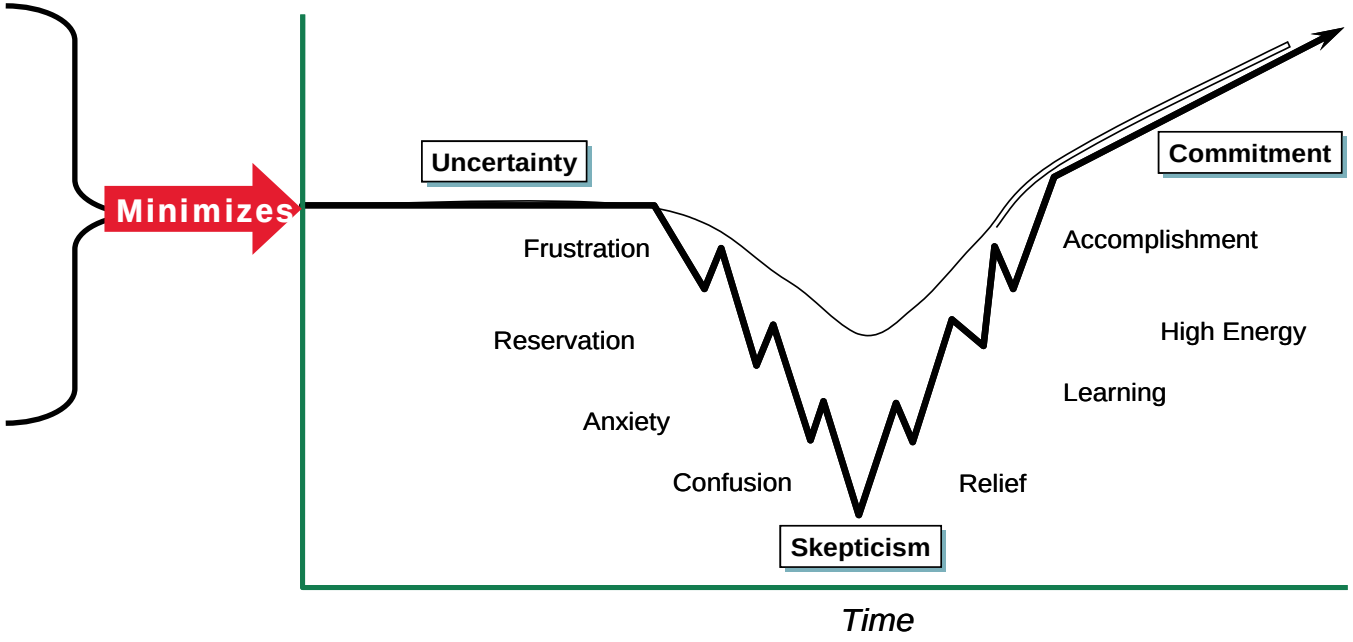
A Physician Adoption Approach Must Support People-Related Risks



Physician Adoption Programs foster a smoother transition for those affected by technology and process changes.

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Examples of Provider Staging Touch Points

Organization | Department | **Individual**

- Project Kick Off (Organization)
- Online/ Paper Readiness Assessment (Organization/ Department)
- Physician Champion Road Shows (Department/ Individual)
- Clinical Content Design (Department/ Individual)
- Onsite Pre-training (Individual)
- Go-Live Support (Organization/ Department/ Individual)

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Standardized Process Tools

Decision	Answer/Option Selected	Actions Required
Are allergies documented at the time of check-in?	Clerk currently asks allergies at check-in and documents in system. Clerk will discontinue the documentation of allergies to prevent asking patients for duplicate information. Nurse enters and verifies allergies in Epic.	Notify Clerk to discontinue documentation of allergies into IDX
What should be done with HIPAA and patient consent forms?	Clerk currently stores HIPAA and patient consent forms. This process will not change.	None
Does the patient complete a clinical history form prior to the exam?	Yes, for new patients only.	None
How will Nurse know when a scheduled patient has arrived?	Clerk prints facesheet and Nurse retrieves the facesheet from the nursing station. Nurse reviews schedule for “Arrived” patients. Will begin with using the facesheet and transfer to using the patient list only once staff is comfortable with the new process.	None

Issue	Solution	Actions Required
Unclear of the process for using Epic schedule dots	Operations has defined the following colored dots for Epic	

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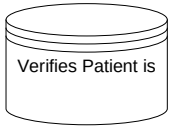
Standardized Process Map Output



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Medical, Medication, and Lab Errors

Percent reporting medical mistake, medication error, or lab error in past two years

UK=United Kingdom; GER=Germany; NZ=New Zealand; AUS=Australia; CAN=Canada; US=United States.
Data: Analysis of 2005 Commonwealth Fund International Health Policy Survey of Sicker Adults; Schoen et al. 2005a.

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0%20%40%60%

The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy.

- Martin Luther King, Jr.

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