

**Preventive Care Initiative
Decorah Clinic
2001 Acclaim Award Honoree**

In 1999, the clinic decided to implement two new quality initiatives: preventive care screening and improved access. A review of appointment demand, physician/provider capacity, appointment backlog and patient-physician match revealed two major priorities: simplify the scheduling system and begin appointment backlog reduction. By January 2000, the clinic had a 92% preventive care rate and was able to offer same day appointments for routine visits with a three-day backlog for physicals.

Goal

To improve preventive care rates while simultaneously moving to an open access appointment system

Intervention

Flow sheet prompts providers to complete preventive services; introduced multiple change strategies for reducing appointment backlog.

Highlights

- All physicians and allied health staff allotted time away from work site to participate in a wide range of quality improvement offerings (team building, facilitation, leading change, etc.)
- Physician leadership group meets weekly to monitor progress, prioritize next steps, and remove barriers
- Implemented a monthly data collection plan based on Preventive Services Guidelines
- Initially targeted tobacco use and smoking cessation counseling but quickly expanded to include lipid, colorectal cancer, blood pressure, immunizations, breast cancer and cervical cancer screening
- Preventive services tracking tool prompts physicians, providers and nurses to screen adult patients for age-specific preventive services on any visit to the clinic
- Preventive services guideline posters and brochures in all exam rooms
- Implemented scripting/prompting in scheduling process to increase percentage of patients seeing their preferred provider
- Physician/provider-nurse teams were given weekly feedback regarding current backlog. When needed, the physician leader spent 1:1 time with physicians and nurses to develop individual plans for backlog reduction

Results

- Preventive service rates exceed goal of 90%
- Now offer same day appointments for routine appointments and three day backlog for a physical (compared to 13 days for routine and 27 for physical in 1999)

Decorah Clinic, part of the Mayo Health System, is a family medicine clinic with multispecialty outreach services available through Mayo Clinic Rochester.