

**Disease Management Strategies  
Lake City Medical Center  
2002 Acclaim Award Honoree**

In 1998, baseline data revealed that only 50 percent of recommended preventive services were addressed in chart documentation. The group responded by adopting the philosophy that “anyone coming to our medical center deserves attention to preventive services or screens.” One year into the preventive services project, the focus expanded to include improving depression outcomes in the primary care setting.

**Goal**

To show measurable improvement of patient care outcomes through a systematic application of disease management strategies and principles

**Intervention**

- Flowsheet prompts providers to complete preventive services.
- Patient and provider education increases awareness and compliance with preventive care.
- The group initiated a walk-in prevention clinic.
- Depression flowsheet helps providers identify at risk patients.

**Highlights**

- Receptionists review charts the night before the visit and update the preventive care flowsheet appropriately.
- Nurses and physicians review the flowsheet which remains on the front of the patient’s chart until all services have been addressed.
- The entire medical staff meet together to review quality data and celebrate success; physicians are given individual and clinic-wide data for comparison.
- Team members and other staff receive compensation for time spent attending meetings, trainings, and celebrations.
- A depression flowsheet provides nurses and physicians with guidelines on how to identify and treat depression in the primary care setting; patients are enrolled in depression registry to monitor outcomes.

**Results**

- Preventive service rates increased from 50 percent to 90 percent by 2001.
- Patients enrolled in the depression registry were more likely to show improvement in symptoms compared to the control population.