

**Primary Care and Prevention Report
Virginia Mason Medical Center
2003 Acclaim Award Honoree**

Virginia Mason Medical Center was also an Acclaim Award Honoree in 2003 for its Primary Care and Prevention Report. This initiative improved preventive care rates by implementing a new “just in time” preventive care report that tracks patients’ preventive care history and prompts for recommended follow-up

Virginia Mason Medical Center (VMMC), located in Seattle, Washington, is a private, nonprofit multispecialty group practice of more than 390 physicians, offering both primary and specialized care; a regional network of neighborhood clinics including sports medicine facilities; and an acute care hospital licensed for 336 beds.

In 1999, senior leadership designated improving preventive care as a top priority for the organization. At that time, they did not have a system in place for delivering up-to-date preventive care information to providers without doing chart reviews. Furthermore, there was widespread belief that to do so would require a multimillion-dollar investment in an electronic medical record system. Building off of their diabetes registry and without significant dollar investments, Virginia Mason launched a Primary Care and Prevention Report (PCP Report) tool that enables front-line, non-physician staff to quickly identify preventive care needs “just in time” for the office visit.

Goal

To develop a Primary Care and Prevention Report that will prompt providers to complete screening, prevention, and disease management services at every patient appointment

Intervention

VMMC implemented a new standardized “just in time” preventive care report that merges billing, demographics, lab, and appointment scheduling data together to track patients’ preventive care history.

Highlights

- Participation is voluntary; providers can opt in/out if they choose.
- Reports are run nightly on the mainframe computer and routed to the provider’s printer of choice.
- PCP Reports are available at the main campus and at satellite locations.
- Many providers use the report as a teaching tool; patients can keep a copy to review at home.
- Senior leadership compensation is tied to success of the initiative.

Results

- As of September 2002, 96% of the primary care providers use the PCP Report.
- Preventive care screening rates improved across the medical center.
- Front-line staff have more time to spend in direct patient care now that they don’t have to spend an hour a day reviewing charts to find preventive care histories.