Quality Initiatives in Gastroenterology

Neeral Shah, M.D.
Jeanetta Frye, M.D.
Leah Dalton, R.N.
Learning Objective

- Develop projects within a GI practice that will improve the quality of patient care
- Present some ideas
- Discuss these issues
- Open for Discussion
Quality Improvement in GI Clinical Practice

- Vital to cost-effective health care
- Typically focused on endoscopy
  - High volume of invasive procedures
  - Standardized reporting
  - Risk and expense
- Many other components of the care for chronic disease
  - Streamline care
  - Unnecessary costs or errors

Areas for QI in GI and Hepatology Care

- IBD – Osteoporosis, Vaccinations, Dysplasia, Medications
- Irritable Bowel – Testing
- Colon Cancer Screening – Proper screening, family members?
- GERD – Use of endoscopy
- Barrett’s – Biopsy, Endoscopy
- Hepatology – HCC screening, Variceal screening
Old Paradigm to New Paradigm

- **Increasing performance**
  - **Generative**
    - Quality is part of each employee's daily job
  - **Proactive**
    - Problems are sought out and addressed
  - **Calculative**
    - Systems in place to limit specific risks
  - **Reactive**
    - Adverse events are investigated
  - **Pathological**
    - Problems are covered up

- **Increasing trust**

**Plan**
- What do we want to accomplish?
- What changes might be useful?
- How will we measure progress?

**Do**
- Carry out the plan
- Document issues
- Record chosen outcomes

**Act**
- What changes should be made?
- How can we improve from past experience?

**Study**
- Analyze data
- Where were effects insufficient
- What was learned
What are we doing at UVA?

- Fellowship
- Liver Disease
- Luminal Disease
Fellowship QI Efforts

- Part of ACGME requirements
- Fellows are put in groups of 4
- 3 current projects:
  - Anti-coagulation management in endoscopy
  - Paracentesis timing with diagnosis of SBP
  - Referrals for Barrett’s esophagus – need endoscopy?
Hepatology QI Efforts

- Patient education
  - Cirrhosis group classes for patients and care givers
- Readmissions
  - Nurse educator program for inpatients
  - Handbook for education
  - Follow up post-discharge via phone
Luminal QI Efforts

- Prospective quality improvement study
- 649 patients prior to colonoscopy
- Factors that resulted in poor bowel preps
  - Presence of advanced comorbidities
  - Meds – constipation meds, tricyclic anti-depressants
  - Lack of split dose preps

Endoscopy QI Efforts

- Adenoma Detection Rate
  - Physician report cards
  - New standardized polyp pathology results
- Proper specimen labeling
- Scope tracking
  - Infection risk mitigation
Nursing QI Efforts

- Patient education
  - Pre-calls one week prior – diet, prep, meds
- Tracking no-shows
  - Manage My Surgery App
- “First case delays”
  - Root cause analysis – traffic campus construction, anesthesia, staff
- Patient satisfaction scores
  - Comments from patients and families
  - Communication strategies
Discussion