

## Objective

Improve the process for physician-to-physician referrals in the ambulatory setting to establish accountability, improve care coordination efforts, and achieve higher satisfaction and understanding of the referral process among patients and physicians. Increase measure by 3%.

## Background

Since joining TCPI, OBGYN has actively tracked data on the CMS-50 Closing the Referral Loop measure. Due to the low performance of this measure, OBGYN felt it would be beneficial to focus on the issues resulting in such a low performance rate. After investigating the process, it was discovered that the low performance was a result of improper mapping of the E.H.R. and that the issue not only affected OBGYN, but all University affiliated partners and other TCPI participants within the community whom shared the same E.H.R. (Epic).

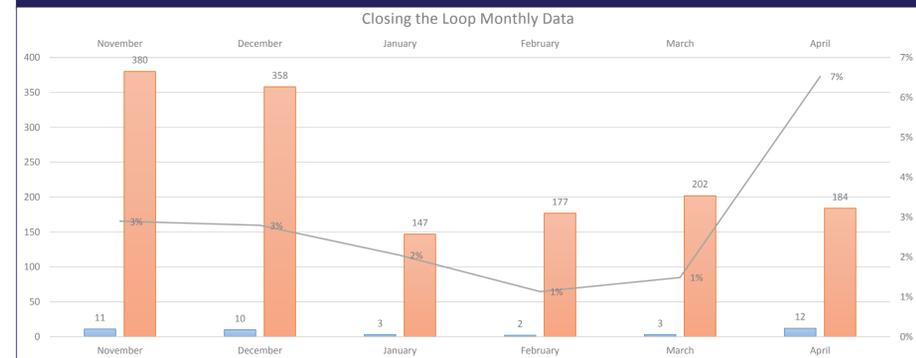
## Actions Taken

- Tested the current process to track and evaluate the execution and receipt of internal & external referrals
- Analyzed reporting data from E.H.R.
- Evaluated staff roles and responsibilities involving the referral process in an effort to achieve a lean workflow
- Met with E.H.R vendor to develop and leverage E.H.R functionality and utility for referral management
- Simulated PDSA cycles based on QI and evidence-based strategists
- Evaluate and establish E.H.R workflow process maps

# Closing the Loop: Improving Communication & Referral Management

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## Metrics



## Analysis

After analyzing OBGYN's internal workflow, we discovered that we could not properly Close the Referral Loop due to E.H.R. mapping issues, which affected not only OBGYN but other TCPI community partners. As a result Epic meets with OBGYN and other healthcare partners within the community weekly to improve the E.H.R. functionality of the Closing the Loop process in an effort to create a standardized workflow. These continuous efforts, has led to an improvement of 4% for the CMS-50 measure. OBGYN will continue to work with community partners to develop and finalize an efficient process that not only allows success within the CMS-50 measure, but improves patient satisfaction and care coordination amongst all providers.

## Next Steps

After an efficient process is finalized and the E.H.R. is updated, EPIC will continue to provide educational training to standardize the CMS-50 process among OBGYN of Augusta and other community partners. OBGYN will continue to monitor the workflow through PDSA cycles for continuous improvement efforts.