



WELL WOMAN VISITS IN FRASER LAKE:

Improving the Experience for
Both Patients and Providers

▶ AIM STATEMENT:

Our aim was to decrease provider time spent in Well Woman visits in Fraser Lake by 50% by September 2021.

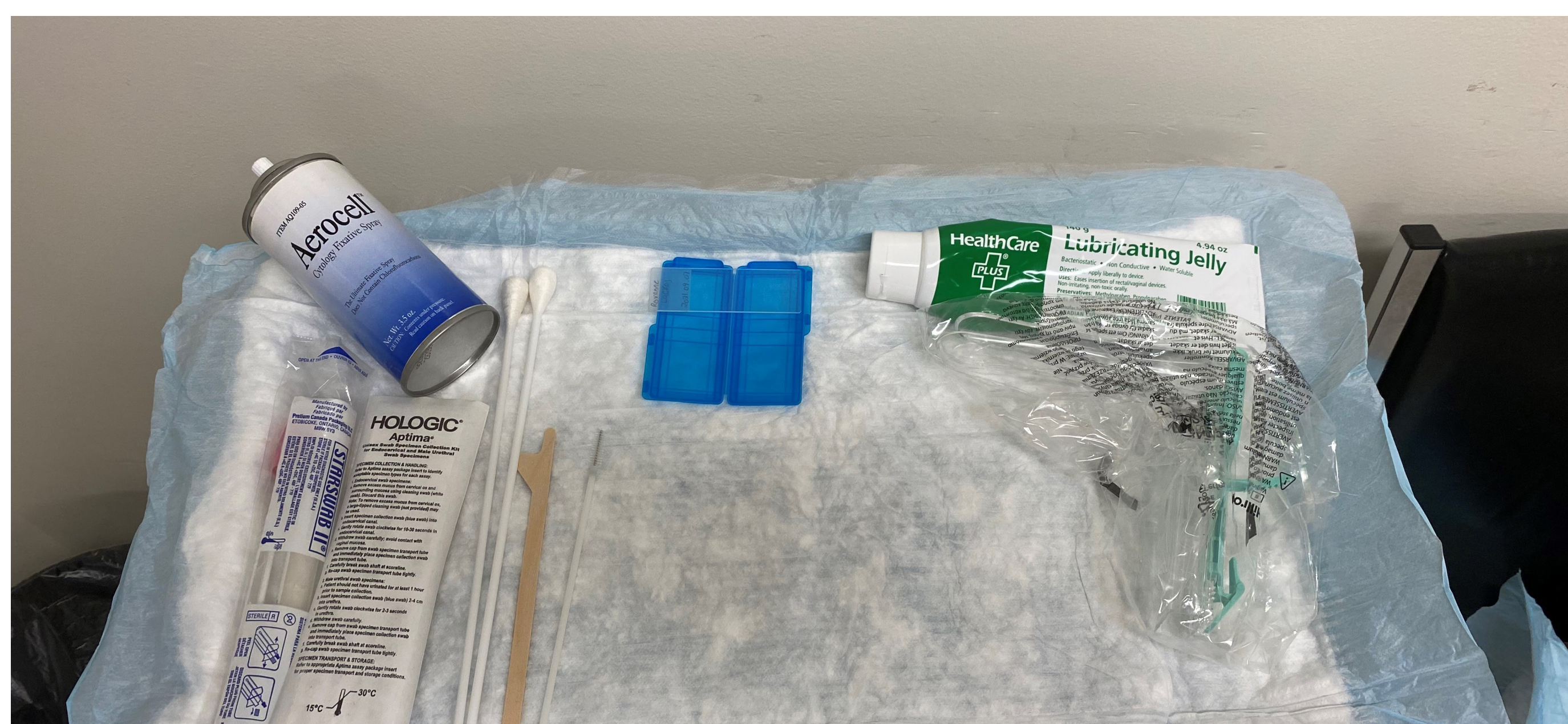
▶ BACKGROUND:

Well Woman visits are nerve racking for many patients, but a very important part of their healthcare. During these visits, providers take a thorough gynecological and family history, do pelvic examinations, take pap smears for cervical cancer screening, conduct STI testing, and counsel patients on preventative health services and healthy lifestyle. Sometimes patients have their own agenda and want to discuss other health issues as well.

These appointments can be overwhelming for providers and patients alike if not organized and properly planned for. Well Woman visits in Fraser Lake were booked for forty minutes because of a number of potential inefficiencies in organization and planning. In order to help improve access for other patients requiring appointments, our goal was to minimize appointment time from 40 minutes to 20 minutes.

▶ PROBLEM STATEMENT:

Well Woman exams take longer than necessary due to poor organisation, planning, and inefficiency, and the excess time spent on these appointments limits access to other patients requiring healthcare services in a rural setting where services are already limited.



▶ CHANGE IDEAS:

A few issues were identified and ideas/solutions were proposed. Overall goals were identified and listed as the following categories:

1) Goal: Improve the workflow:

- a. **Issue:** Providers spent a significant amount of time asking patient's history questions.
- **Solution:** Dr. Manpreet Sidhu created a patient form to give to patients prior to their appointment. This form was guided by SOGC and other guidelines for Well Woman visits. The provider reviewed this and got all the necessary information prior to seeing the patient. Certain answers also triggered the MoA to include certain swabs, and create additional appointments.

2) Goal: Change Work Environment to Be More Efficient:

- a. **Issue:** High turnover of PCA's meant inconsistent training in WW exam set up. Lengthy setup time for the Physician (Print label, print/fill out requisitions, findings pens and supplies, finding information for mammograms etc, waiting for labels etc).
- **Solution:** Clinic manager/PSP Coach prioritised training for PCAs created standardised supply list so WW exam trays are now consistently set up. Patient form triggered supplies, so unnecessary swabs not opened.

3) Goal: Manage Time:

- a. **Issue:** A large amount of time spent transcribing information into patients chart.
- **Solution:** Created a Dragon Template specific for WW exams so notes could be dictated quickly and reduced variation between Well Woman Encounter Notes.

4. Enhance Provider Patient Relationship:

- a. **Issue:** Preventative care measures may not have been addressed due to time constraints, provider variability, lack of planning etc. For example, not every patient over the age of 50 was asked about mammograms or counselled on doing mammograms if appropriate.
- **Solution:** Preventative health care questions were asked in the patient form which prompted the provider to review them and provide appropriate care and counselling during the visit. PCAs also provided important pamphlets or information leaflets applicable to the patient as standard process. Patient form decreased variability in conversations on preventative care.

▶ PROJECT SCOPE:

During the months of April and May we observed how Well Woman visits were conducted. In July and August process changes were implemented for standard WW exams performed by Dr. Navpreet Sidhu and Dr. Manpreet Sidhu.

▶ RISKS:

Minimal risk of impacting patient's negatively as this was a process change. Patients could refuse to use the form, although none did. Paper forms were shredded once the PCP had dictated the content encounter note using the Dragon Template.

▶ RESULTS:

Baseline data was collected during April and May 2021. The time spent with patients during WW exams was pulled from MOIS. A Run Chart was made regarding the results, and a shift in time spent was observed. A histogram shows a shift in the distribution of provider time spent with patients from largely being within 30-40 minutes to < 10. Over time, the number of minutes spent doing a Well Woman visit were reduced. Dr. Navpreet Sidhu decreased booked Well Woman visit times from 40 minutes to 20 minutes. Dr. Manpreet Sidhu kept 40min appointment times but addressed other important and urgent patient concerns for complex patients during that time that was outside of the scope of the Well Woman visit. Overall, this project improved patient access by decreasing unnecessary time spent during the Well Woman visit therefore decreasing appointment times from 40min to 20minutes and allowing access for other patients, or allowing discussion of other important health care concerns by the same patient. It also improved the quality of healthcare as focus shifted toward preventative health counselling and guidance. It also improved efficiency in the clinic and decreased variation therefore improving the mood and decreasing frustration of both PCAs and PCPs.

