Start Date: August 2014  
Report Date: April 2014

Executive Sponsor: David Parker  
Team Leader: Dave Geiger  
Team Members: Chris Floyd, Susan Zorsch, Gail Moore, Jennifer Schmidt

Strategic Alignment:
- **Service** — Exceed the service our patients expect.  
- **People** — Assist patients in managing a medical problem.  
- **Finance** — Increase patient experience scores, thereby increasing reimbursement.  
- **Quality** - Do the right thing for our patients.  
- **Growth** — Protect public image by providing better care and communication, thus increasing our market share.  
- **Community** — Be viewed as a brand that is “at the top of the game.”

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### Aim Statement

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We aim to improve the percent of patients referred from MUHC Neurology Clinic with documented receipt of their sleep study results within 10 calendar days of their test, from 14.4% to 90% by June 30, 2014.

### Graphics / Data

#### Process Before Intervention

![Flowchart of Sleep Study Process to Patient Results]

#### Intervention Outcomes

<table>
<thead>
<tr>
<th>Period</th>
<th>Sleep Studies</th>
<th># of Patients Documented Follow-up within 10 Days</th>
<th># Patients with Documented Follow-up*</th>
<th>Avg. Days to Follow-up*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre</td>
<td>146</td>
<td>21 (14.4%)</td>
<td>84 (57.5%)</td>
<td>30</td>
</tr>
<tr>
<td>Post</td>
<td>8</td>
<td>1 (12.5%)</td>
<td>4 (50%)</td>
<td>19</td>
</tr>
</tbody>
</table>

* *Differring timeframes to obtain follow-up

**Pre:**  
Result dates range from January 11, 2013 to September 19, 2013  
Data as of November 21, 2014

**Post:**  
Result dates range from January 15, 2014 to January 26, 2014  
Data as of February 14, 2014

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### Specific Measures

Visits with an Outpatient Sleep Study order placed on the same date as a Neurology Clinic visit.

### Problem Statement

Patient Satisfaction is a direct indication of the success of our organization. NRC Picker scores consistently show that patients are not satisfied with our outpatient services ability to communicate how they will get their results or the manner in which the will receive them.

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### Interventions

Standardize the format and delivery of education to the patient. Ordering provider and patient communication via phone- and Cerner-generated letter, resulting in providers and patients connecting sooner.

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### Results

Pre-survey: 38% of patients received a consistent message about how and when they would receive their results.

Post-survey: 100% of patients report received a consistent message.

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### Next Steps

Talk with physician leaders about benchmark turn-around in 1-2 days. Meet with clinic/lab staff to reinforce process changes.