

357: PREVENTATIVE SERVICES AND NON-PHYSICIAN ASSISTANCE

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Objective:

To improve the delivery of preventative healthcare to our patients by better utilizing the non-physician members of the healthcare team.

Method:

A form was developed to assess the delivery of 9 preventative services. These included colorectal screening, cervical cancer screening, breast cancer screening, hypertension screening, cholesterol screening, diphtheria-tetanus immunization, pneumococcal immunization, influenza immunization, and tobacco cessation education. This form was explained and presented to the patient at check in and then completed by the patient. This was then given to the medical assistant or nurse when the patient was brought to the exam room. The MA or nurse were empowered by the physician to deliver the appropriate screening, immunization, or counseling prior to the physician entering the room to address the presenting complaint. The physician would then answer any unresolved questions or declined care.

Results:

The number of uncompleted preventative services when the physician entered the room declined by 60% from the baseline data. This better allowed the physician to complete the remaining services. Overall completion of all preventative services in this 8 physician practice increased from 77% to 87% in the first quarter after this was initiated. This improvement was maintained for a second quarter after seeing no change for the 2 years of measurement previous to this.

When compared to a partner group of an equal number of physicians there was a 16% improvement in delivery of mammography's, 7.2% improvement in delivery of pap smears, 1400% improvement in DT vaccination delivery, and 262% increase in pneumococcal vaccines. During the three months of this measurement there was also a \$4104/MD increased billing for these preventative services compared with the index group.

Conclusions:

Including the entire healthcare team in the delivery of preventative services improves patient care and better utilizes the talents of the all members. It is also financially beneficial to the clinic. Physicians that rely only on themselves to manage preventative services while trying to also manage the patient's presenting complaints are missing an opportunity to improve delivery of care and decrease the work involved in a patient encounter.