Enhancing Your Patient Relationships (Using PCC)

Chip Hart
PCC UC 2015
Clinical Response and Communication

Clinical Response
- Actual
- Perceived

Communication
- Outgoing
- Incoming
Clinical Response and Communication

What did she say?!
“How many 13yo boys in my practice have not completed their HPV series yet? And who are they?”

“I want to make sure every one of my patients has had an autism screening at least once by the age of 3.”

“I want to send a letter to everyone in my practice who is overdue for a well visit and isn't already in the appointment book.”

PCC Recaller: http://bit.ly/1IyKCxP
“I want to send an email or a text to the parents of the 13yo boys who need HPV vaccines.”

“Every patient missing an autism screen should receive a phone call ASAP!”

“I don't care if we call, email, or text them: get the overdue patients in!”

PCC Notify:  http://bit.ly/1QQ3Sk2
Clinical Response: Actual

http://dashboard.pcc.com
Clinical Response: Actual

Forecasting Results

<table>
<thead>
<tr>
<th>Vaccine Family</th>
<th>Dose #</th>
<th>Recommended Date</th>
<th>Minimum Date</th>
<th>Past Due Date</th>
<th>Maximum Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hep-A</td>
<td>1st</td>
<td>06/01/2006 (1y)</td>
<td>06/01/2006</td>
<td>06/01/2007</td>
<td>06/01/2125</td>
</tr>
<tr>
<td>Flu</td>
<td>3rd</td>
<td>10/01/2014 (9y 4m)</td>
<td>08/01/2014</td>
<td>10/31/2014</td>
<td>06/01/2125</td>
</tr>
<tr>
<td>DTaP/DT/Td/Tdap</td>
<td>6th</td>
<td>06/01/2016 (11y)</td>
<td>06/01/2016</td>
<td>06/01/2018</td>
<td>06/01/2125</td>
</tr>
</tbody>
</table>

Forecasting Warnings

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>Date</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hepatitis B</td>
<td>11/12/2005</td>
<td>Invalid Vaccine: HEP-B 3 DOSE - Dose is not valid as last dose of series. Fourth dose of HepB is needed (CVX 08)</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>12/12/2005</td>
<td>Warning: HEP-B 3 DOSE - Birth HepB with Pediarix or HepB Dose 3 prior to min. age requires four doses.</td>
</tr>
</tbody>
</table>

Care Coordination Notes (internal use)

Team Members

select a person to add to the care team

Created by PCC PCC 06/24/15 11:39am
Clinical Response: Actual
Clinical Response: Perceived

CAHPS® Clinician & Group Surveys
http://1.usa.gov/1HepVfN

- Excellent
- Very good
- Good
- Average
- Poor
Good thing my pediatrician puts all the information on-line.
Communication - Outgoing

Effective Frequency
Please set your cell phone

Communication - Outgoing

PCC Pediatric EHR Solutions

Control Your Future™
This message service is intended for non-critical questions. If you have an emergency please call 911.

Patient

Dino Flintstone

Subject

Acetaminophen or Tylenol?

Message

Fred gave Dino children's acetaminophen instead of children's tylenol. Is that okay?