Take Ownership of Your Protocols

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East Portland Pediatric Clinic

PCC UC 2015



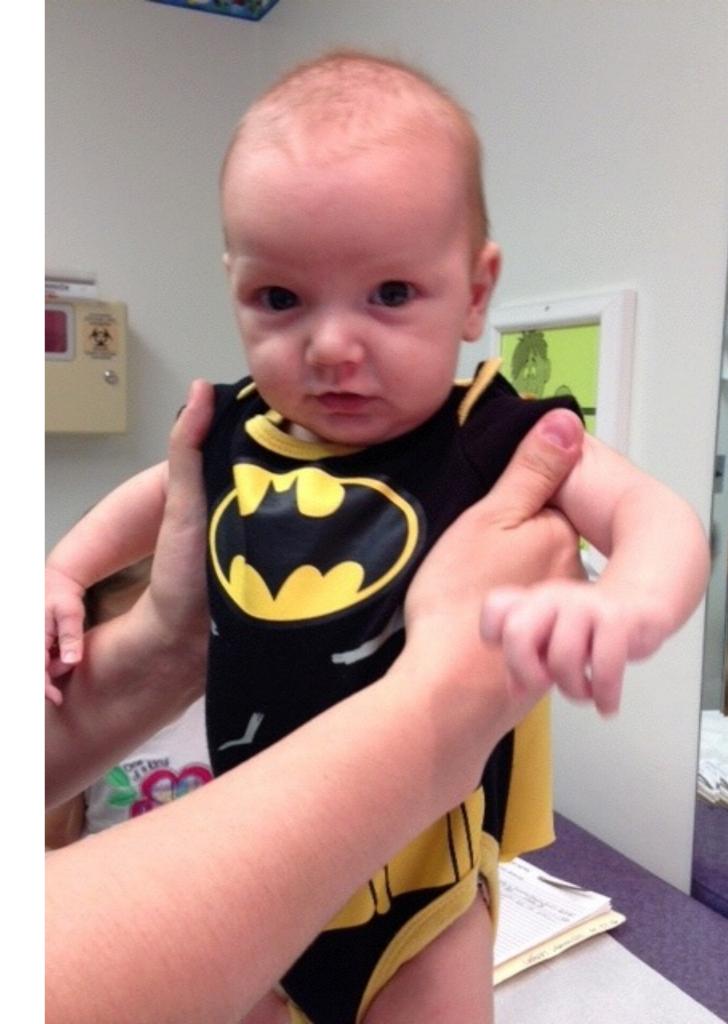




What do you want to be doing with your evening?

I am not a protocol superhero

(Yes, this slide is HIPAA compliant)



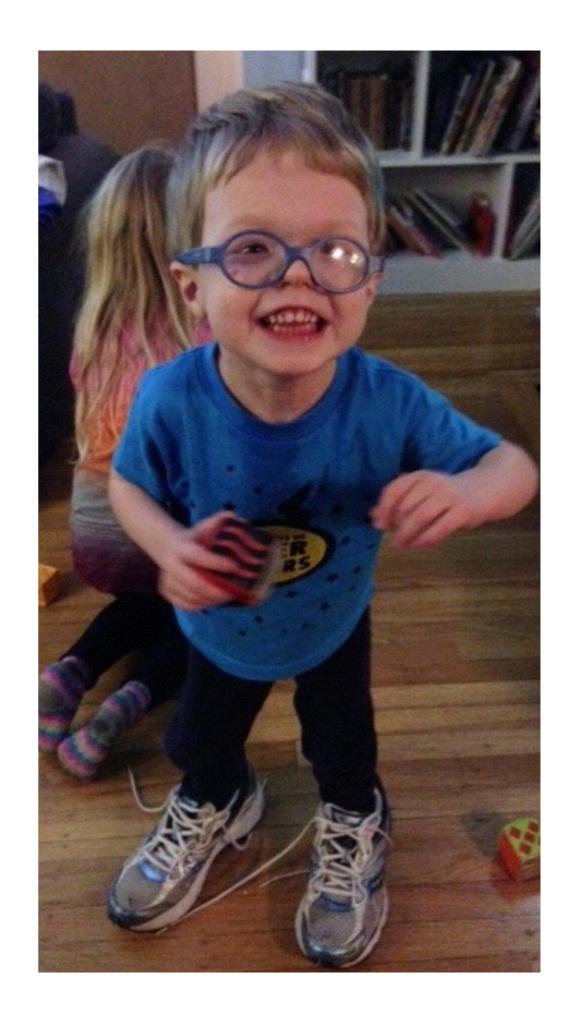
I am a mistake expert



We have plagiarized and cannibalized other protocols



One size does not fit all





Be patient Be very patient



Watch out for decision paralysis



Be flexible



- Why are you doing what you are doing
- What are your goals
- Point of Care vs Population Management



CRAFFT Questions for Substance Abuse Screening						
Make All:		All: [Yes No N/A			
Yes	No	N/A				
0	0	0	Have you ever riden in a CAR driven by someone (including self) who was under the influence of drugs or alcohol?			
			notes			
0	0	0	Do you ever use drugs/ alcohol to RELAX, fit in, or feel better about yourself?			
			notes			
0	0	0	Do you ever use drugs / alcohol when you are ALONE?			
			notes			
0	0	0	Do you FORGET things that you did while using drugs / alcohol?			
			notes			
0	0	0	Do your FRIENDS / FAMILY tell you that you should cut down of drug / alcohol use?			
			notes			
0	0	0	Have you ever gotten into TROUBLE while using drugs / alcohol?			
			notes			

Why Every detail in the note

Screening

ASQ (Completed)

Ordered by katie Last Saved by matthi

Result: Pass [matthieu]

1 Document Attached



Progress Note (6 Pages)

Attached to: 01/28/15 - 9 Mo WCC - EPPC

Screening - ASQ

1 Task Completed

TASK: Final Results Ready

COMPLETED [matthieu]

TO: matthieu

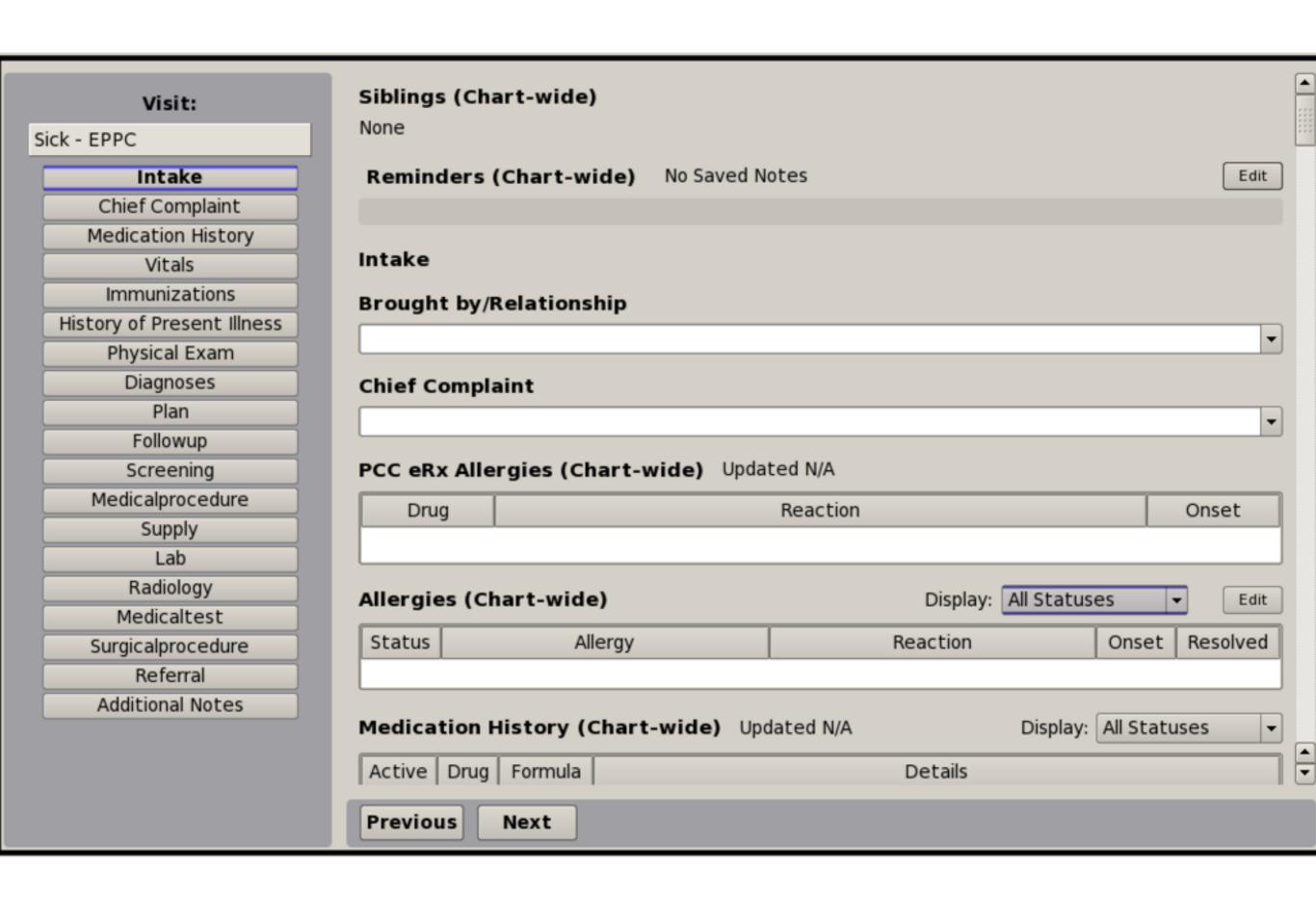


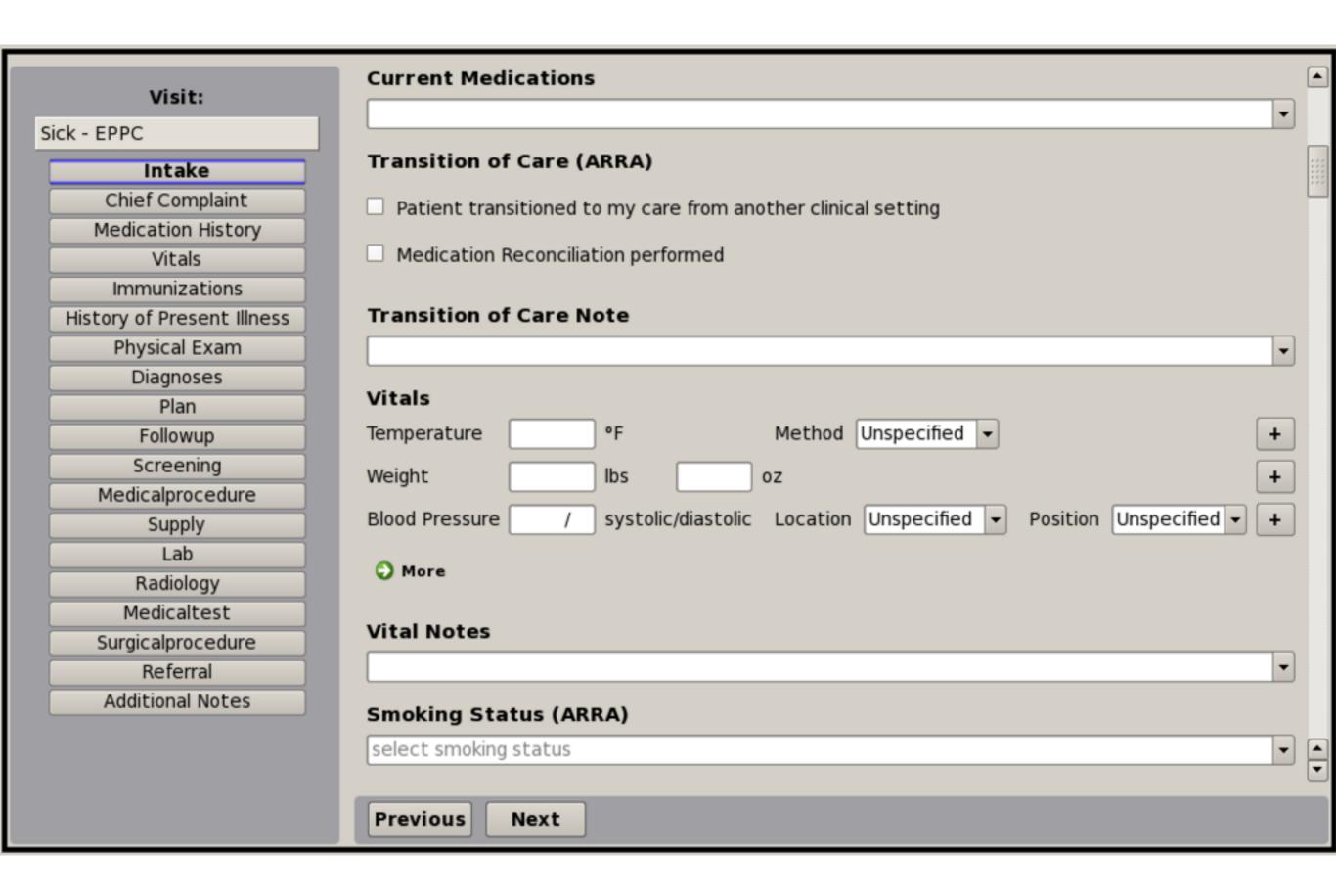
Flow

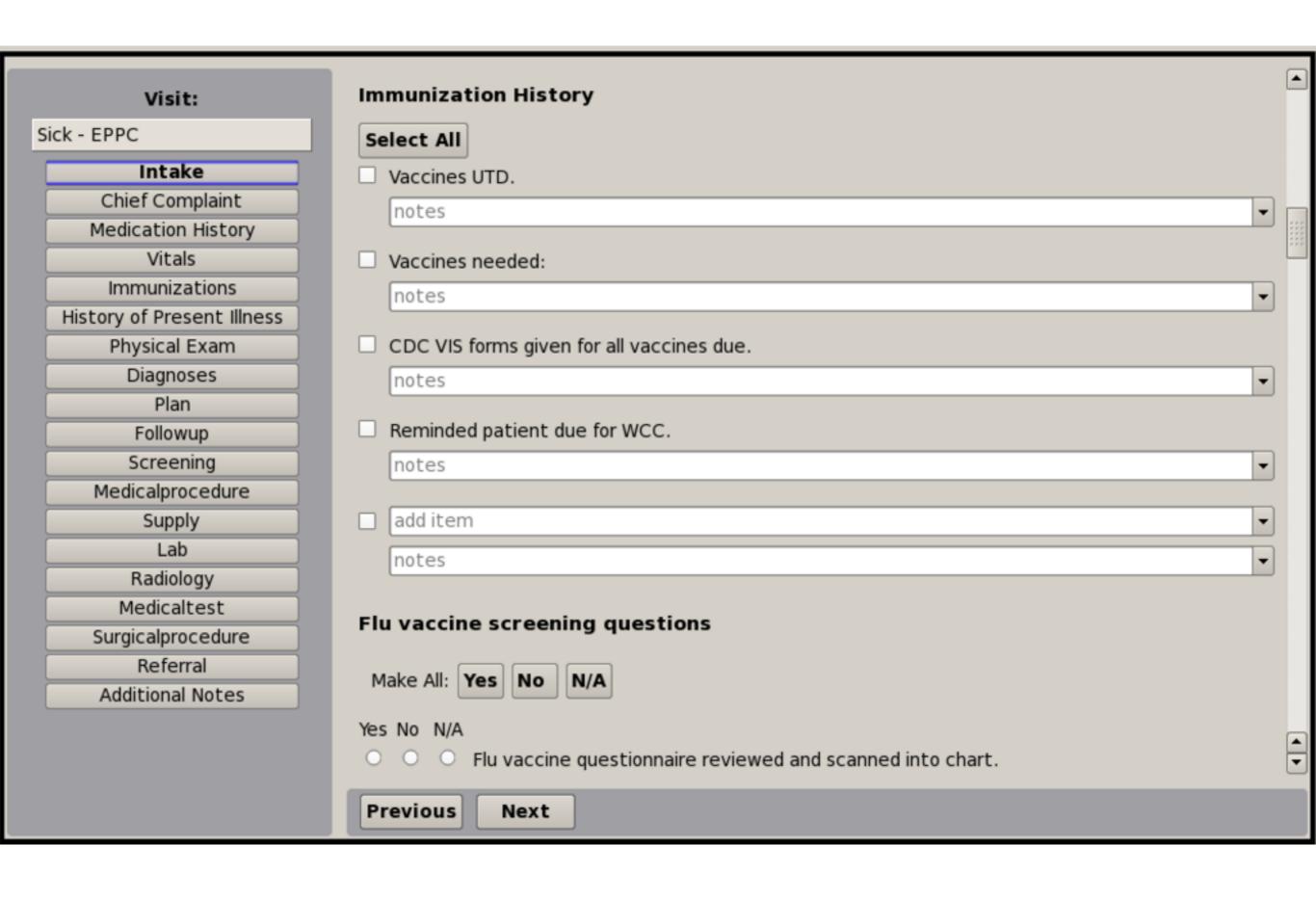
MA Intake standardized across all protocols

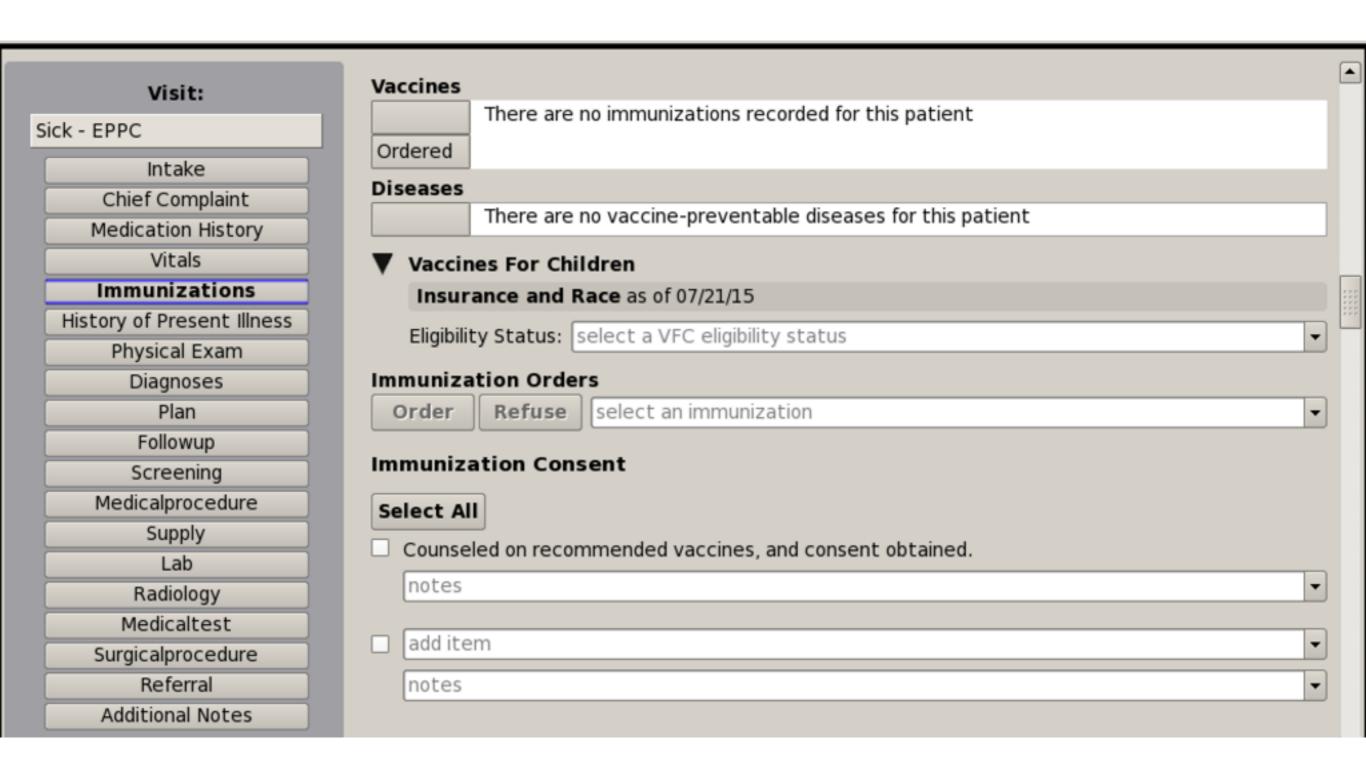
- Easy to navigate
- Avoids items getting missed
- Docs know where to find info
- Some customization with WCCs
- Don't worry about length











This is not the note you learned in medical school

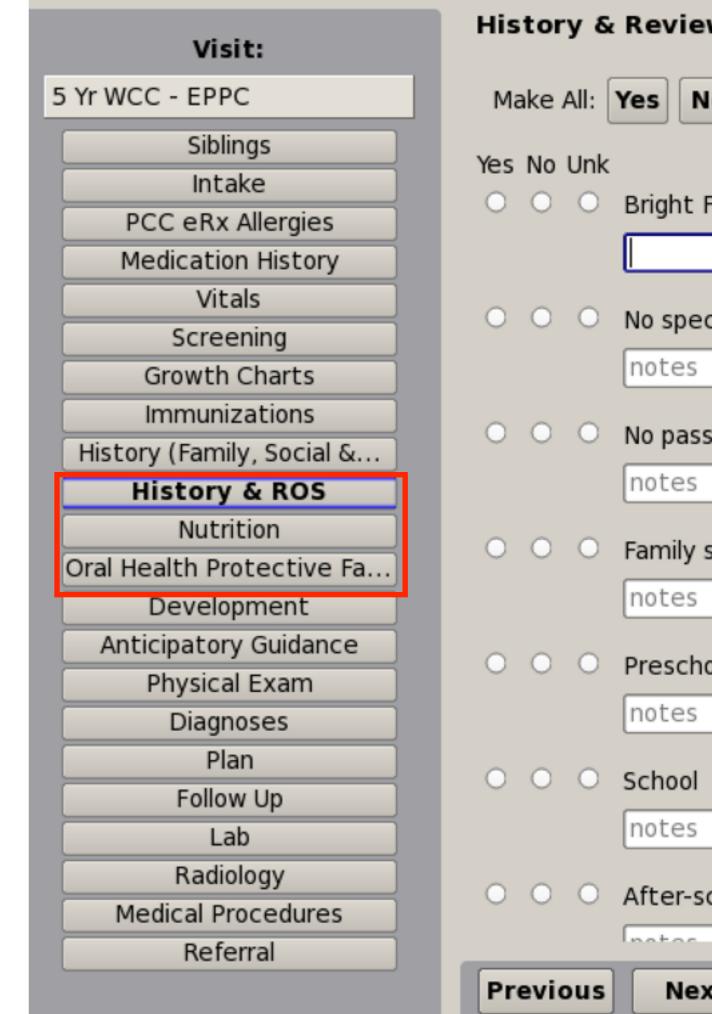
Your third year IM attending will not be reading this!

Make the protocol adapt to what you do, as you do it.



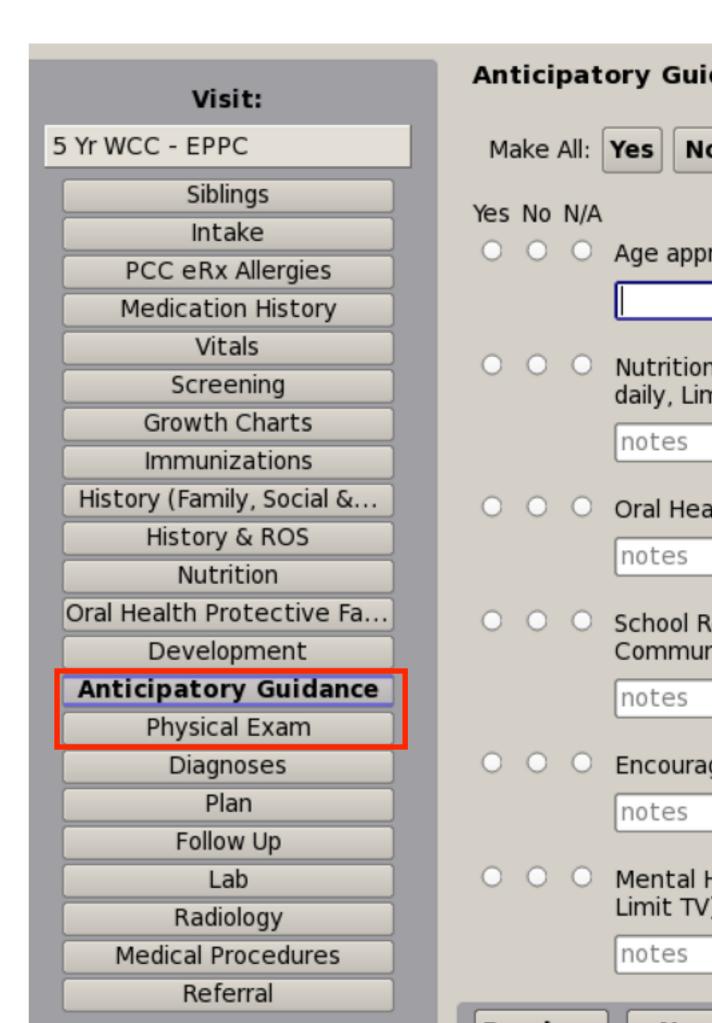
Artichoke heart model

- Keep the heart of the visit together in one place
- Use anchors or scroll
- Easy to select yes to all, then quickly change anything that is not normal



Artichoke heart model

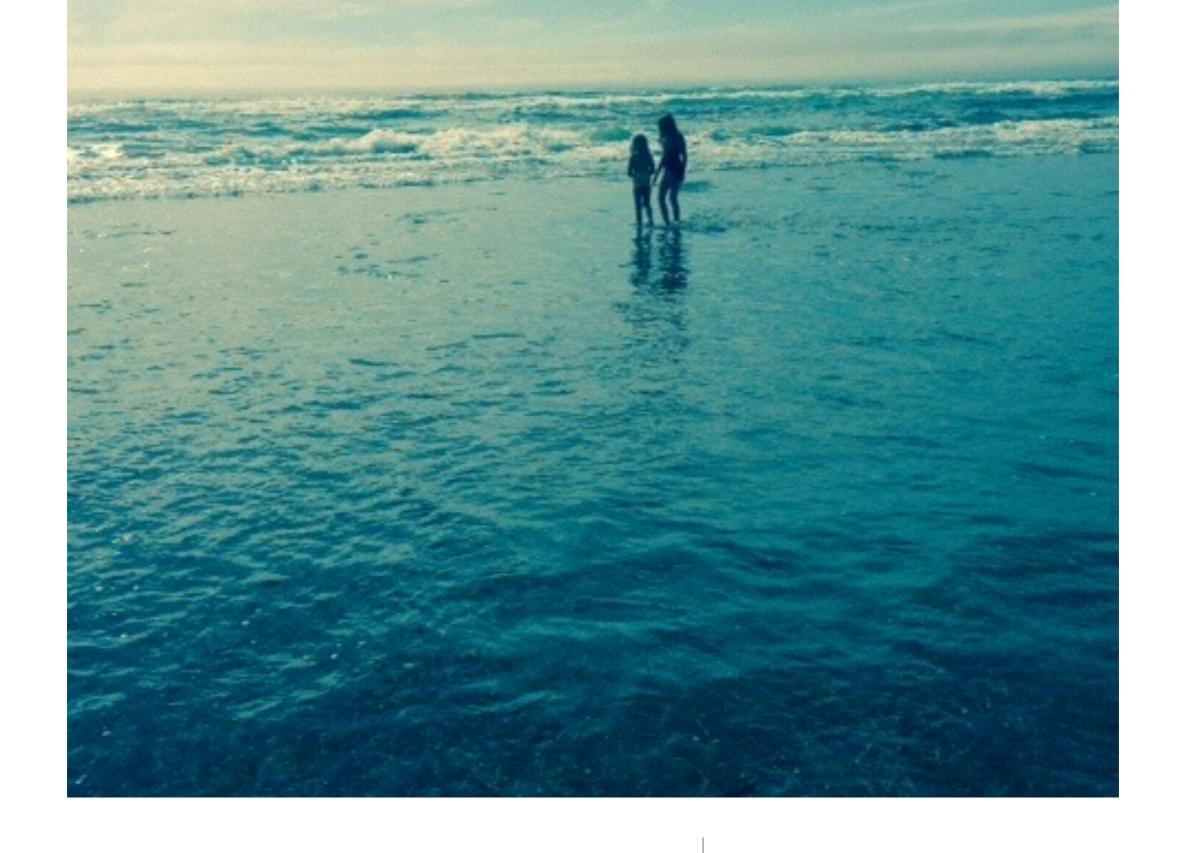
- Remember that the artichoke leaves are on the outside
- Because I'm going to discuss anticipatory guidance while I'm in the room, and will chart my physical exam after I leave... I [gasp!] put anticipatory guidance before the physical exam



Think *flow*!







The Big Picture

Avoid note bloat

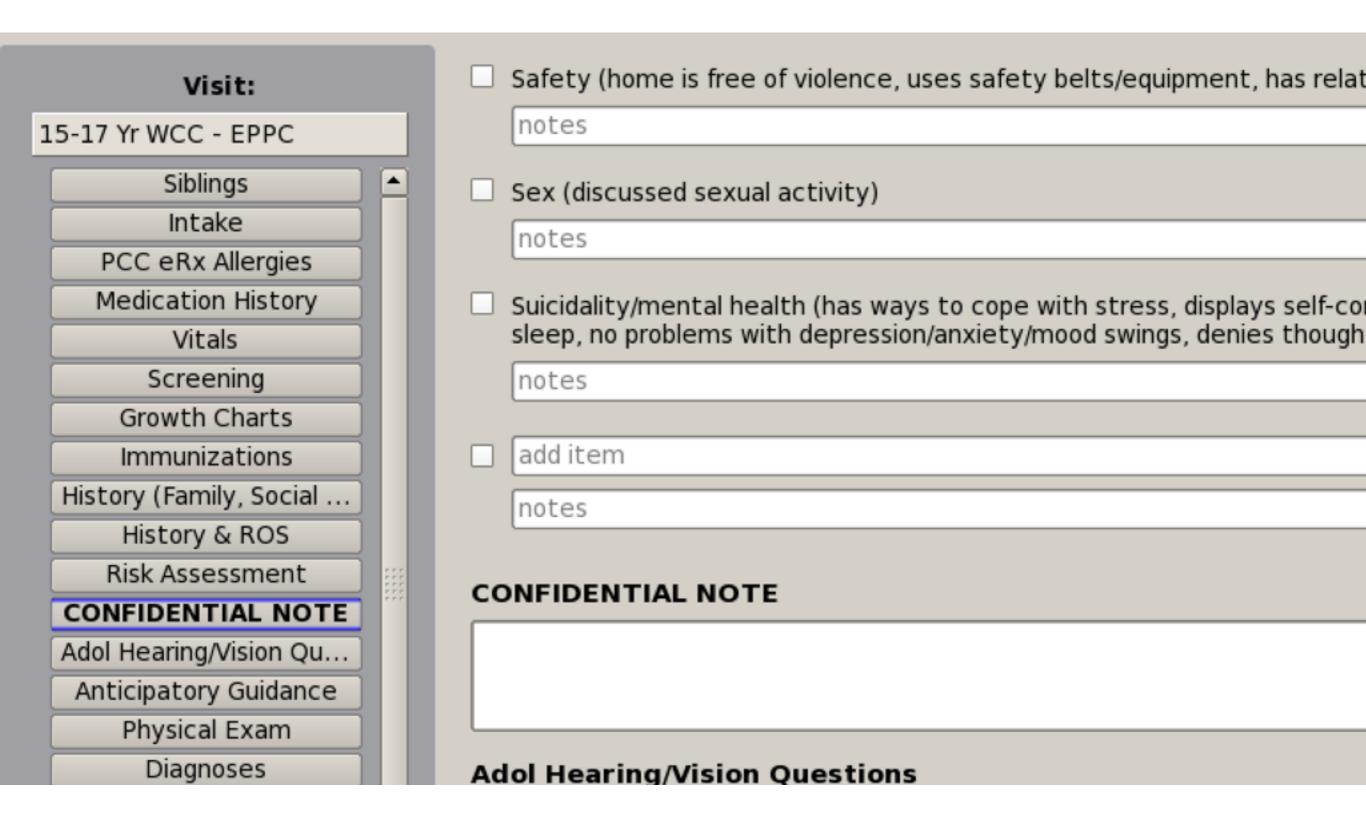
- Lifeless ED notes
- Old information copied and pasted
- The 45 point ROS including sexual history and full physical exam... done by the ENT... on a 2 year-old



Tell a story

- Make it readable
- Make the information understandable for the next person to see that patient
- Allow for the nuances that make each patient encounter unique





Insert text boxes

Confidential Note (not chart-wide)

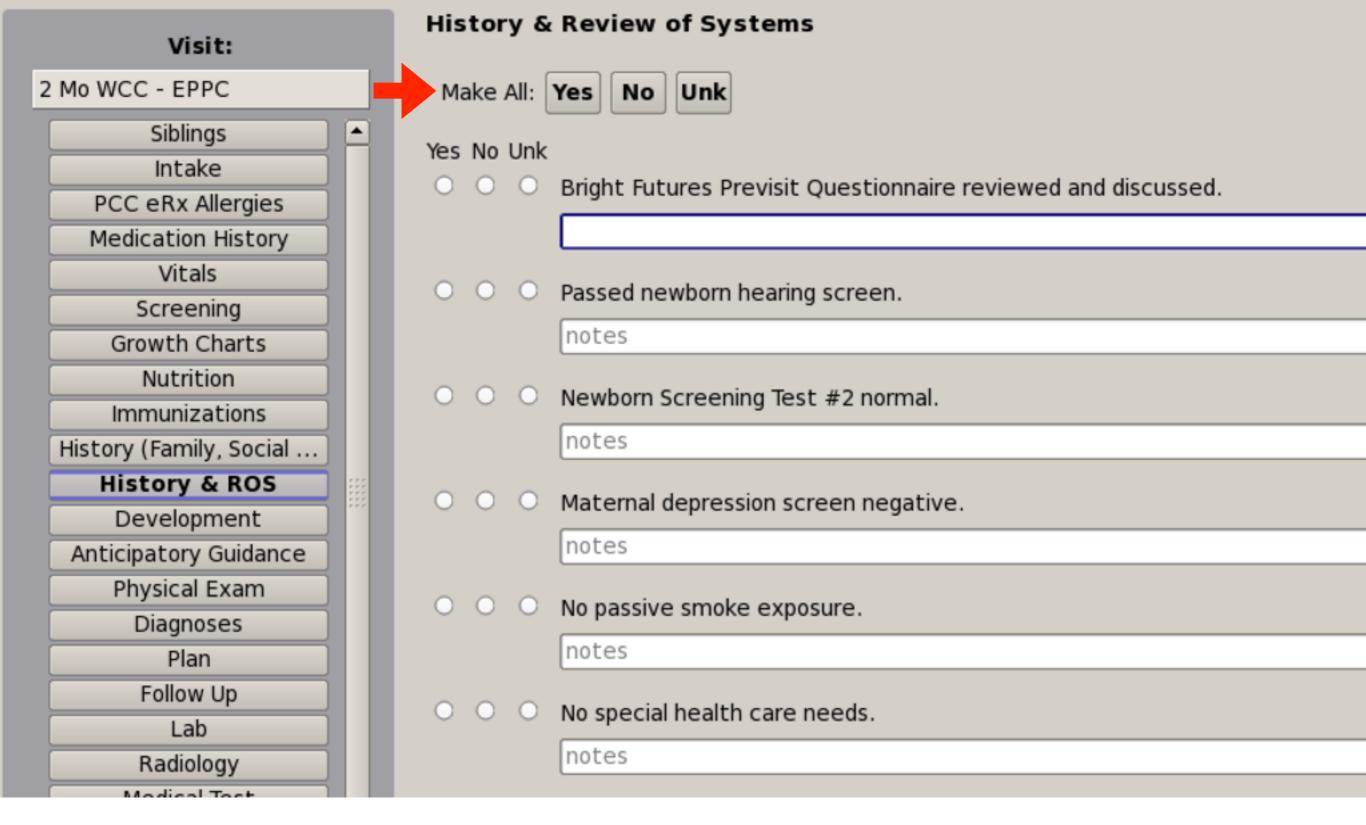
×	Dietary amenorrhea ▼					
	notes	-				
	ACTIVE ON PROBLEM LIST: Dietary amenorrhea					
×	Bradycardia	-				
	Refine the diagnosis of Bradycardia	-				
	notes	-				
	Add to Problem List Onset: mm/dd/yy Problem Note: problem note					
		_				
×	Mild depression	~				
	Refine the diagnosis of Mild depression	-				
	notes	-				
	Add to Problem List Onset: mm/dd/yy Problem Note: problem note					
	add diagnosis	-				
	notes	-				
Dia	agnosis Notes					
	has done very well since her last visit one week ago; she has eaten more, she has kept a food diary, and she has complied with restriction her exercise levels. Despite some initial worsening of her mood, overall her mood has improved somewhat. She does endorse some anxiety bout her training and not wanting to get "behind."					

Insert text boxes Diagnosis Notes

V:-:4.	Description of Problem: Home
Visit:	
ADHD Initial Eval - EPPC	
Vitals	
Immunizations	Strengths
Description of Problems	Strengths
Strengths	
ADHD PMH & FH	
Review of Systems	
Physical Exam	Additional History
Screening	
ADHD Assessment- Van	Select All
ADD Screening for Comor	☐ EPPC ADHD Questionnaire reviewed
Diagnoses	notes
Plan	
Goals	School (Grade, School, Concerns)
Diet and Nutrition/Excerc	notes
Followup	
Referral	School accommodations or resources currently
Additional Notes	notes
	Academic concerns

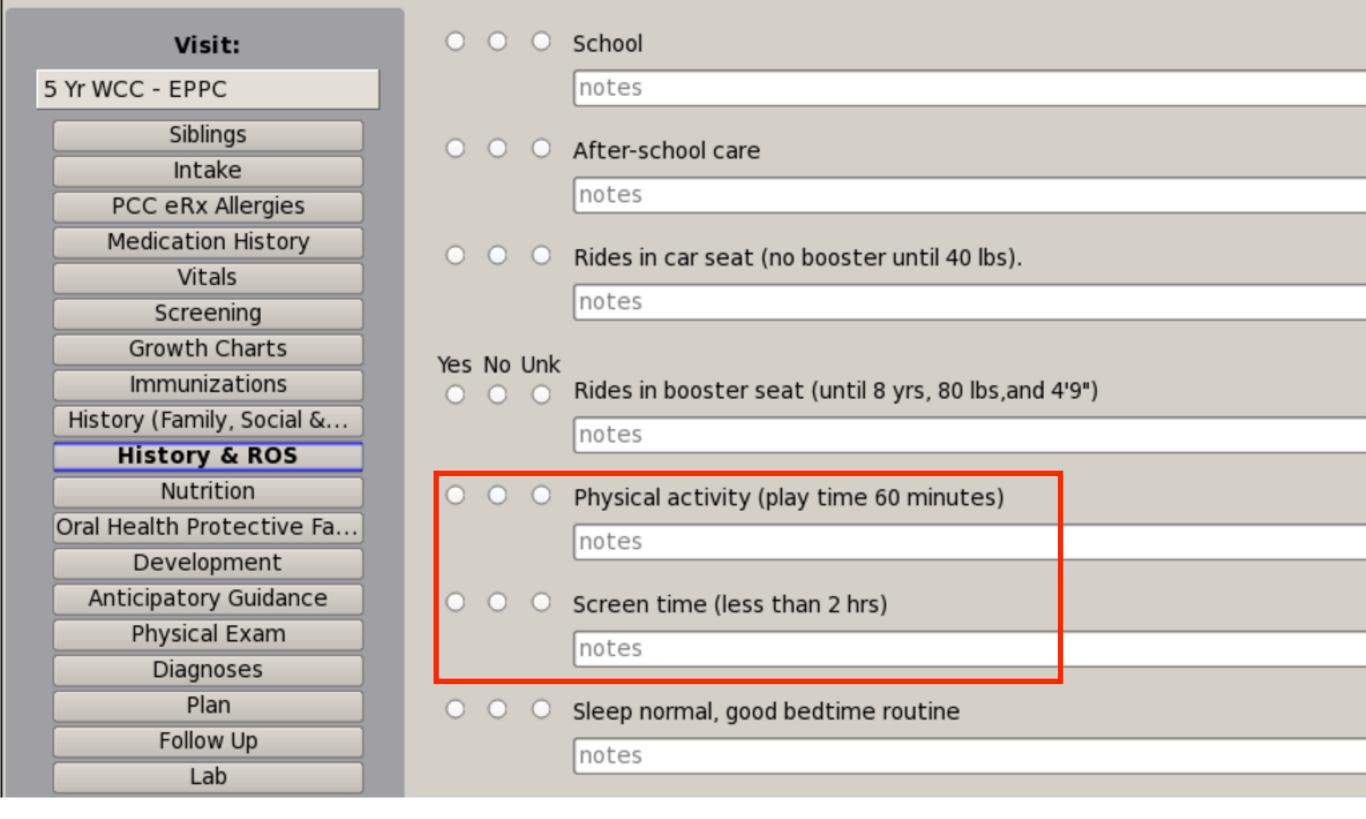
Insert text boxes | Strengths





Check boxes & radio buttons

Fast documentation



Check boxes & radio buttons

Make it easy for auditors

History & Review of Systems

Yes No Unk

• \

Bright Futures Previsit Questionnaire reviewed and discussed.

No special health care needs.

No passive smoke exposure.

Family situation - No significant changes.

Mom going back to school, eventually computer scienced [Sharlene Matthieu, Mi

Rides in rear-facing car seat.

Sleep normal.

no set bedtime, usually 8-9p. Sleeps through the night, usually 8-9a or later. [Sha

Behavior normal.

Child care.

PGM watches her while mom is in school (she lives with them) [Sharlene Matthie

Check boxes & radio buttons

Ease of review

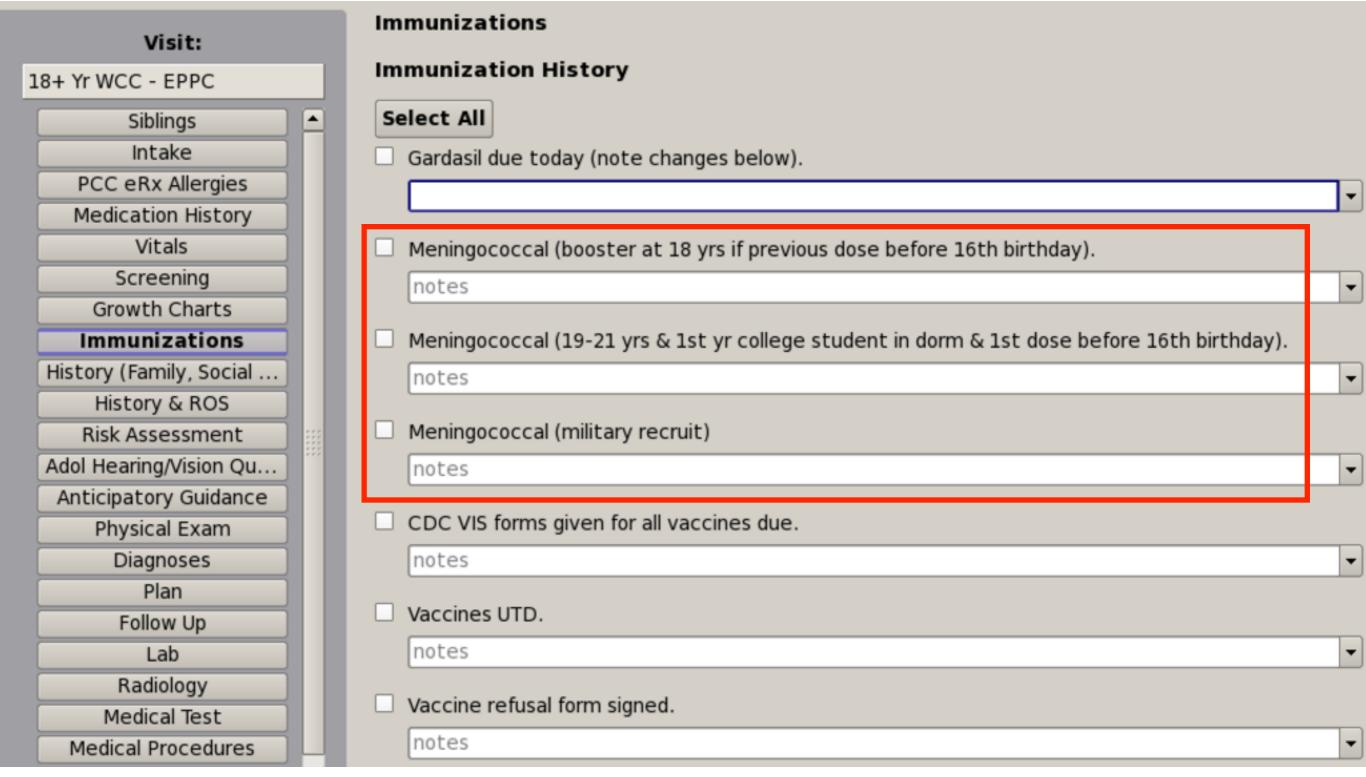


Details



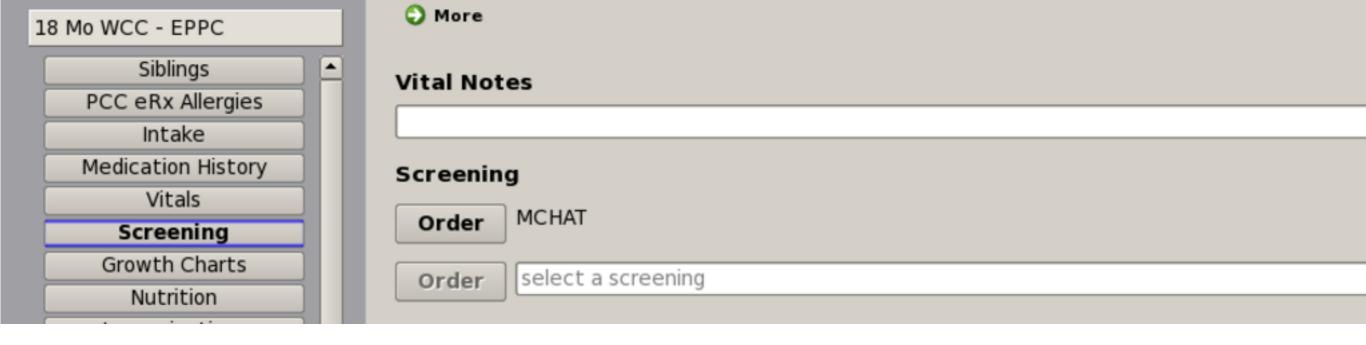
Clinical prompts

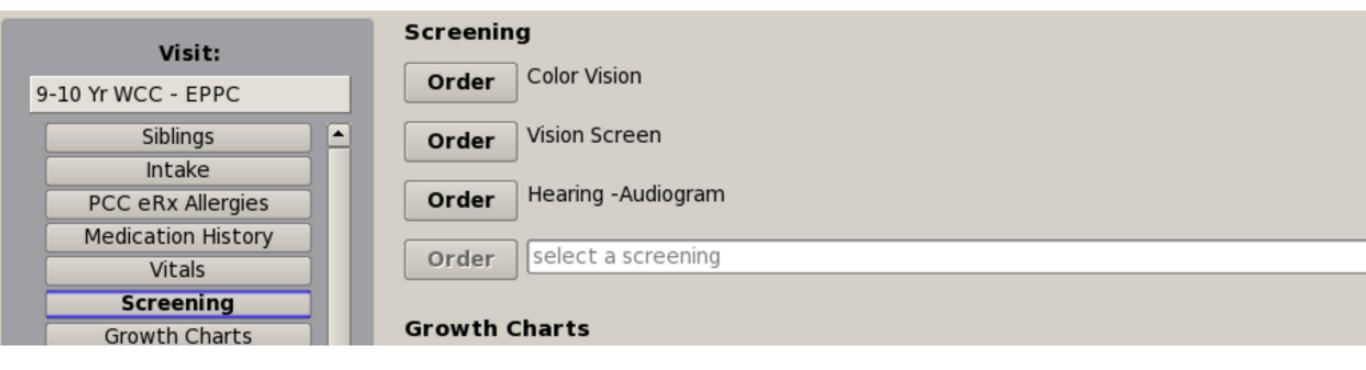
John Bender's 19 year WCC



Clinical prompts

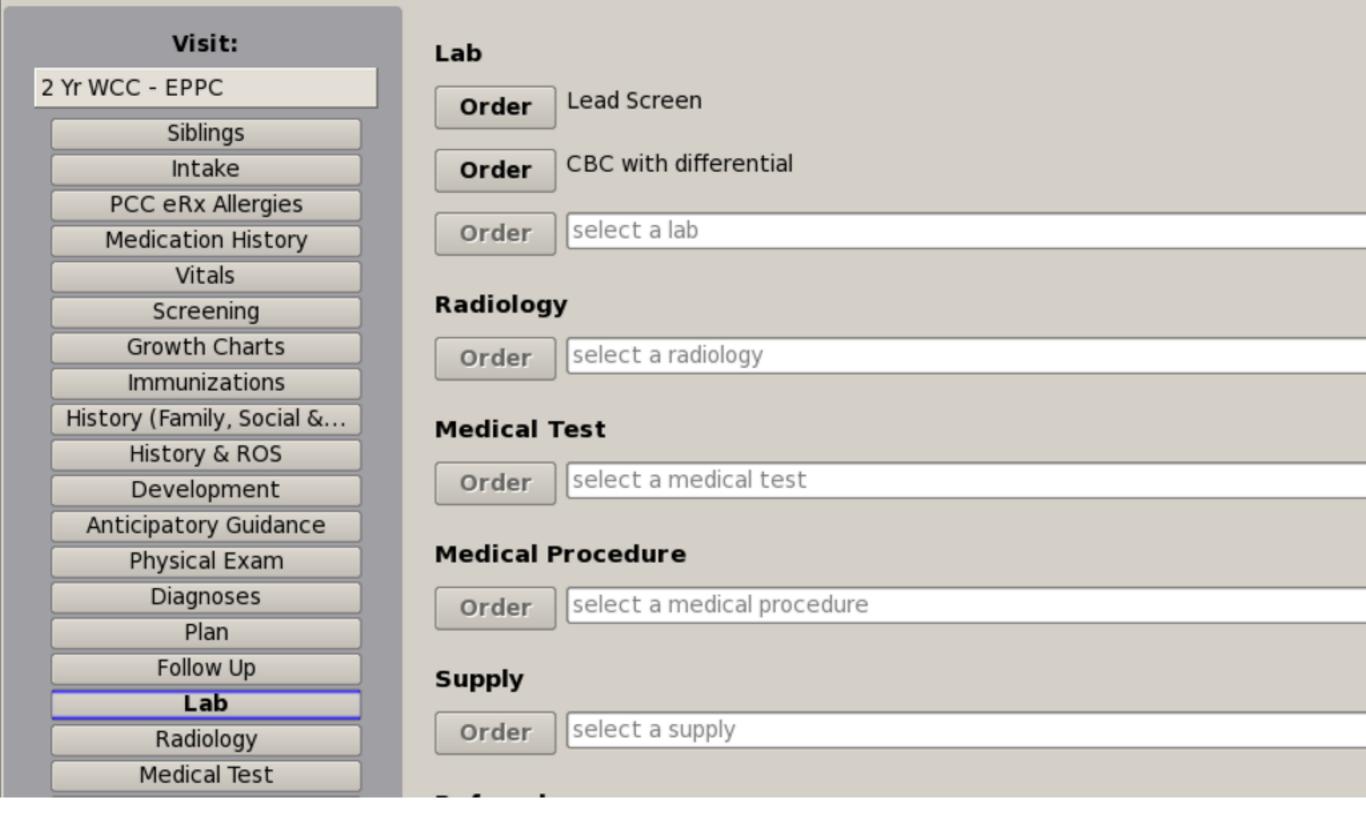
Where care has to be individualized





Clinical prompts

Screening



Clinical prompts

Screening labs

Visit: Select All Depo Shot - Nurse Only or ... Here for Depo-Provera shot. Intake notes Reason For Visit Any side effects from last injection? Vitals **Immunizations** notes Lab Last medication check for birth control was ? Medicalprocedure notes Diagnoses Plan Injection is within three months of last Depo shot, within dosing window, proceed. notes If last Depo shot was over 3 months ago, do HCG urine test. If neg. proceed. notes add item notes

Clinical prompts

Procedures

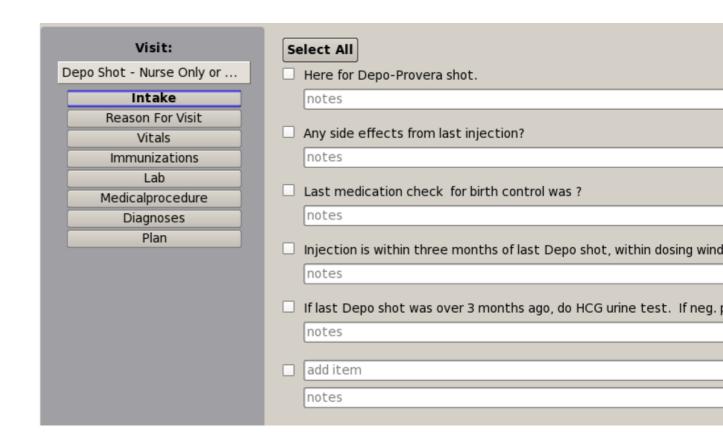
O O School Visit: 5 Yr WCC - EPPC notes Siblings After-school care Intake notes PCC eRx Allergies **Medication History** Rides in car seat (no booster until 40 lbs). Vitals notes Screening Growth Charts Yes No Unk **Immunizations** Rides in booster seat (until 8 yrs, 80 lbs,and 4'9") History (Family, Social &... notes History & ROS Nutrition Physical activity (play time 60 minutes) Oral Health Protective Fa... notes Development Anticipatory Guidance Screen time (less than 2 hrs) **Physical Exam** notes Diagnoses Plan Sleep normal, good bedtime routine Follow Up notes Lab

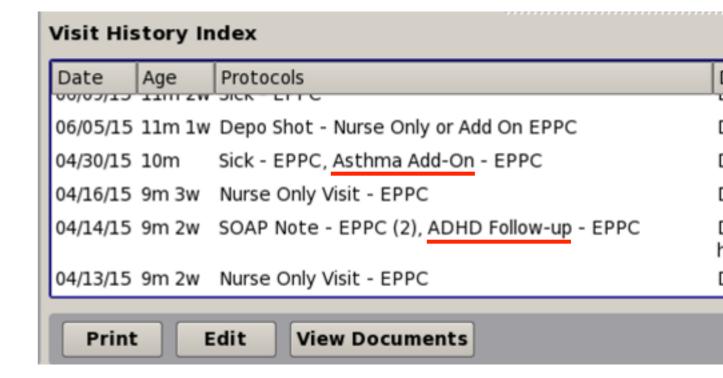
Clinical prompts

General reminders

Add-on Protocols

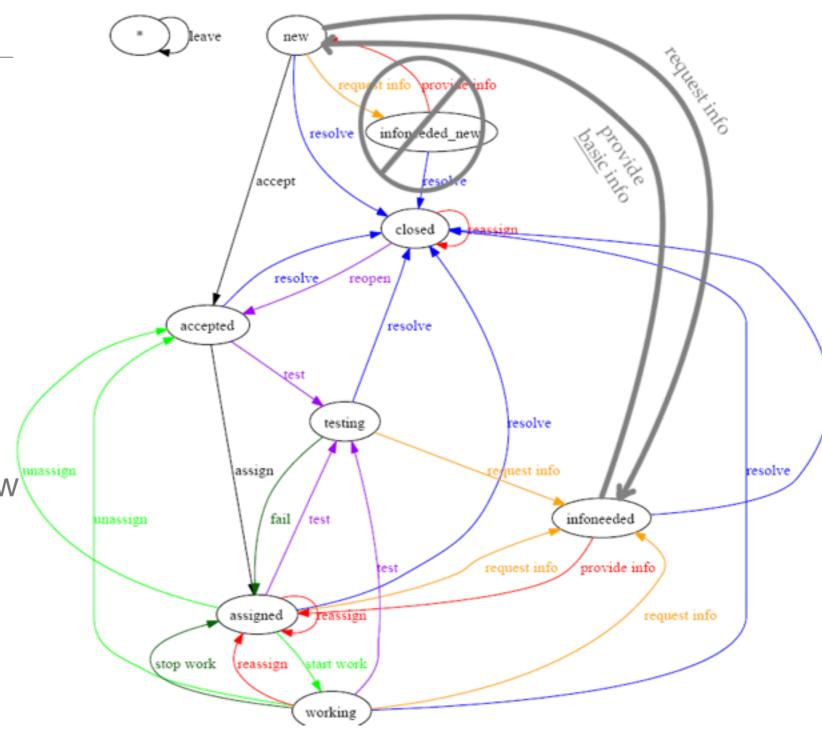
- For when it's not appropriate to change the protocol
- New Patient intake
- Asthma
- Med Check
- Addendum
- · Depo
- Can easily see in Visit History Index what was done when
- Meets charting requirements for additional service





Customize Tasks & Users

- The more the better
- Keeps users as roles, not names
- Be specific
- Know thine own workflow
- Workflow, workflow, workflow



6/25

Question re ears - LMTCB 7/22

Phone Note

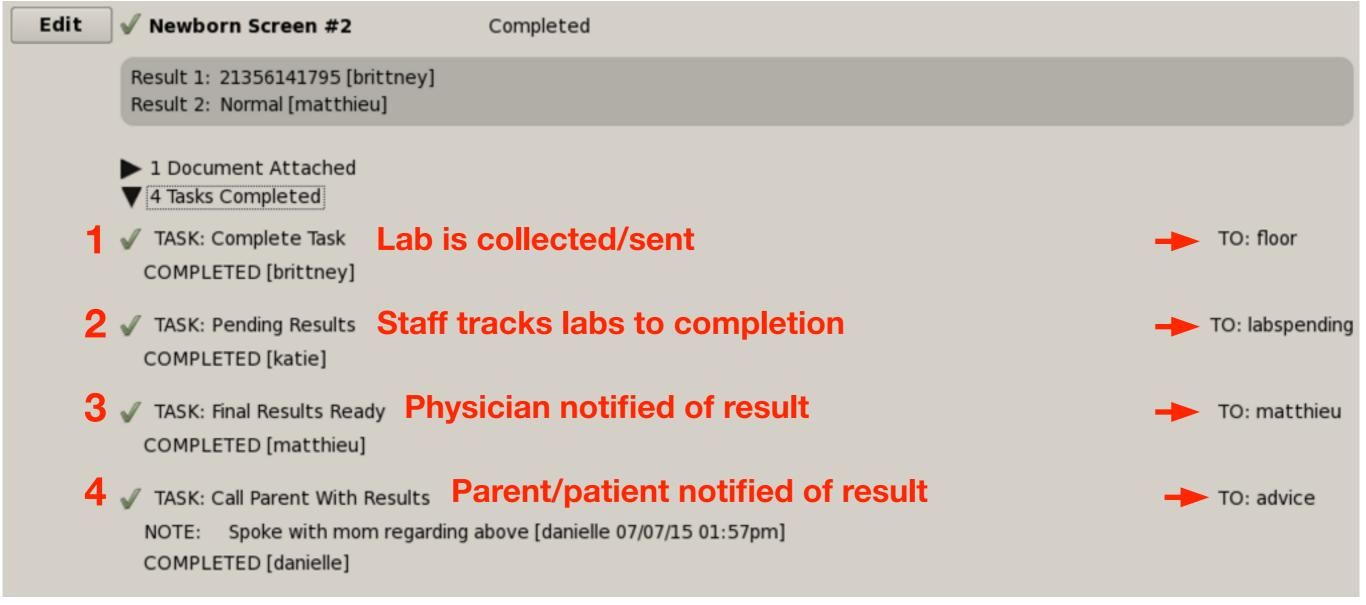
Mom is concerned that Mickey's ears stick out too much. Would like to be referred to a plastic surgeon.

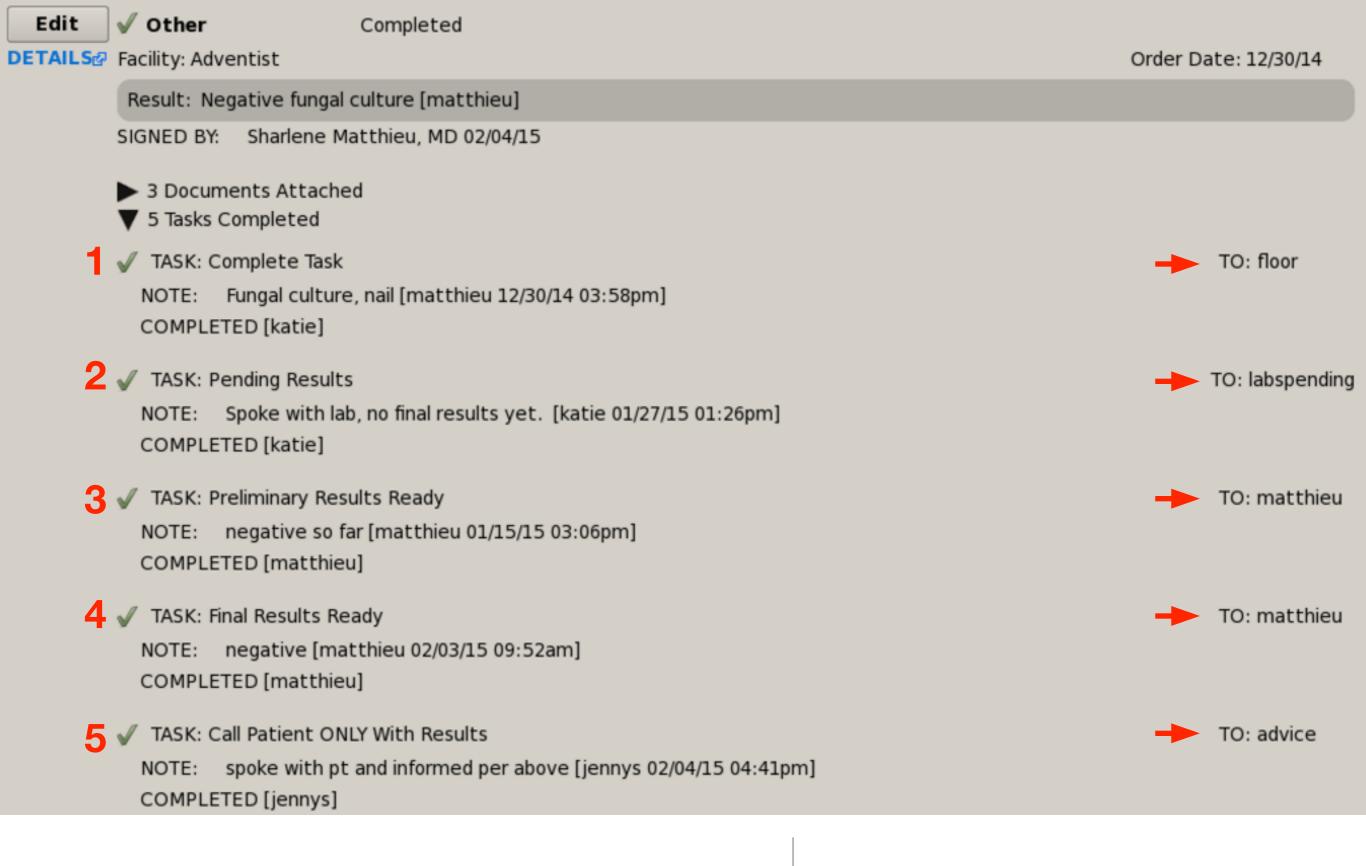
Tasks



Customize Tasks & Users

Phone Notes





Customize Tasks & Users

Track preliminary labs

<u>Test</u>	Result	<u>Units</u>	Reference Range	Interpretation
Clam IgE	<0.10	k[IU]/L	<0.10	Normal
Egg white IgE	0.47	k[IU]/L	<0.10	Abnormal
Codfish (whitefish) IgE	<0.10	k[IU]/L	<0.10	Normal
Corn (Maize) IgE	<0.10	k[IU]/L	<0.10	Normal
Cows milk IgE	0.51	k[IU]/L	<0.10	Abnormal
Peanut IgE	<0.10	k[IU]/L	<0.10	Normal
Shrimp IgE	<0.10	k[IU]/L	<0.10	Normal
Scallop IgE	<0.10	k[IU]/L	<0.10	Normal
Soybean IgE	<0.10	k[IU]/L	<0.10	Normal
Walnut IgE	<0.10	k[IU]/L	<0.10	Normal
Wheat IgE	0.11	k[IU]/L	<0.10	Abnormal
Immunoglobulin E	83.90	[IU]/L	0.00-100.00	Normal

➤ 2 Documents Attached

▼ 3 Tasks Completed

√ TASK: Pending Results

NOTE: Called mom and they went and had labs drawn yesterday. Called Legacy Lab and spoke with Amy; and she said the labs will not be ready for 2-4 days. [jordannah 06/23/15 03:12pm]

COMPLETED [jordannah]

√ TASK: Final Results Ready

NOTE: ok to wait for Dr. Matthieu [sequeira 06/23/15 06:40pm]

COMPLETED [sequeira]

TASK: Final Results Ready

NOTE: See phone note [matthieu 07/08/15 07:23am]

COMPLETED [matthieu]

Customize Tasks & Users

Think about using a phone note when there are a lot of labs

TO: labspending

TO: 5oncalldoctor

TO: matthieu



▶ 1 Document Attached▼ 2 Tasks Completed

√ TASK: Referral Needed

NOTE 1: 4th round of strep (and scarlet fever) since January 2015 [matthieu 04/28/15 04:40pm]

NOTE 2: Referral faxed to Mt Scott ENT, they will call pt to schedule the appt [caryn 04/29/15 10:06am]

COMPLETED [caryn]

√ TASK: Confirm Outcome

COMPLETED [caryn]

Referral Needed

Complete Task

Referral Needed

Urgent Referral

FYI

Confirm Outcome

LMTCB

PA Pending

Referral On Hold

Schedule Appointment

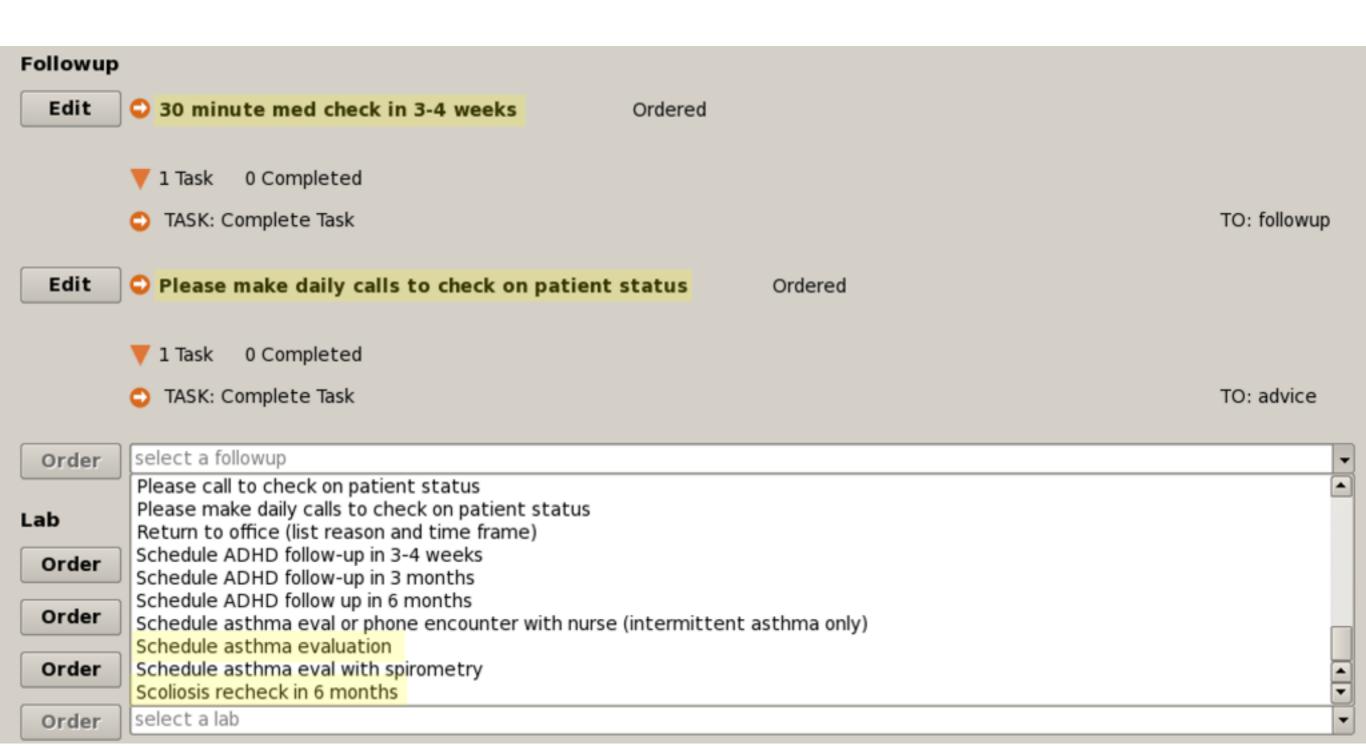
Specialist Appointment Pending

Customize Tasks & Users

Referrals

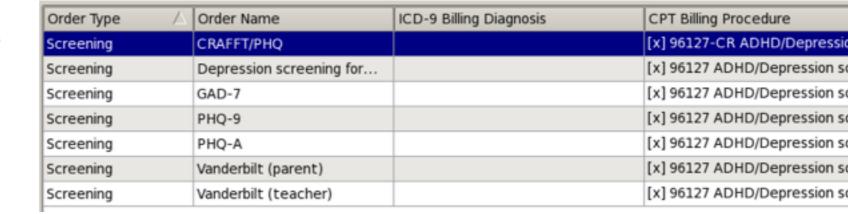
TO: 9referralpending

TO: referrals



Customize Orders

- Ability to track what you've done
- Ability to follow results in flowsheets
- Have them pre-populated in your protocol
- Helps you bill for what you've done
- Can set some up to not bill (e.g. Asthma Action Plan, Environmental Exposures Questionnaire)





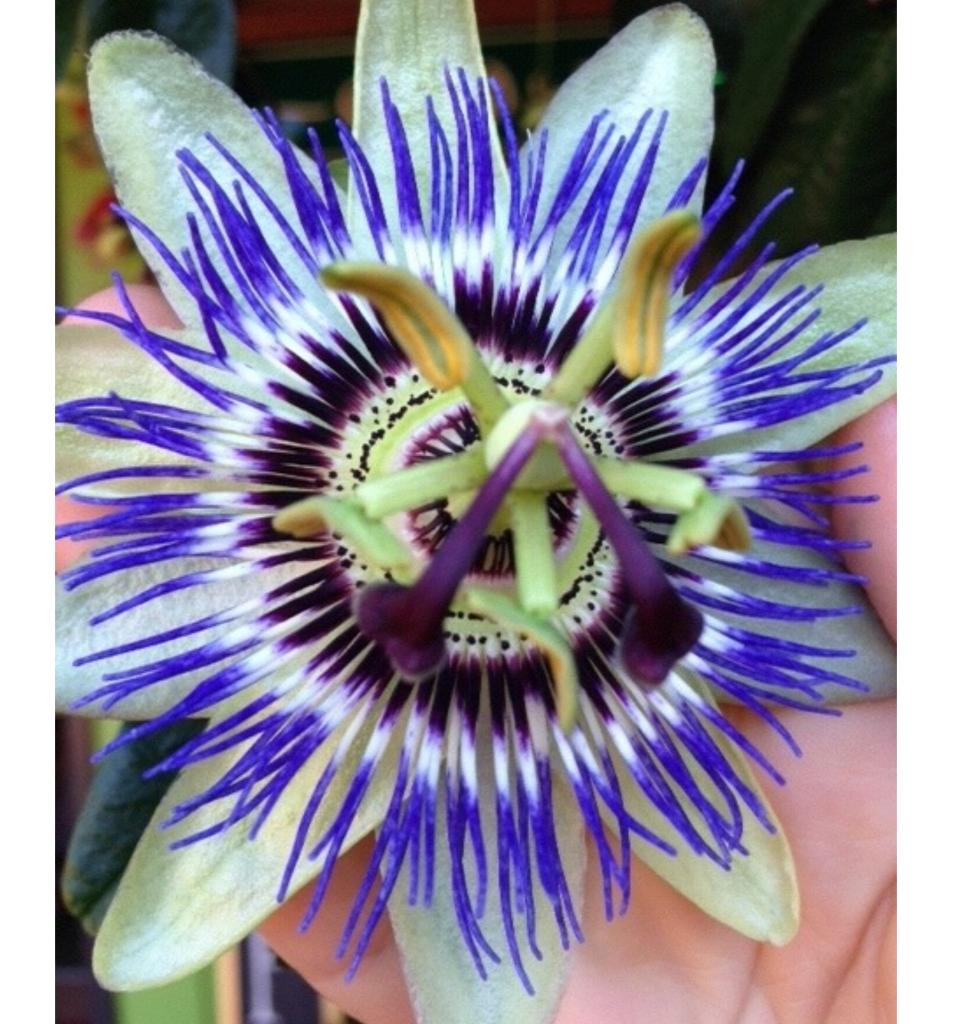
GAD-7 Res Ord	er: GAD-7	10/01/14 (16y) 21: severe anxiety GAD-7 Completed	
PHQ-9 Res Ord	depression er: PHQ-9		
PHQ-A Res Ord	er: PHQ-A		

Vanderbilt (parent) Result:	07/23/15 (1y) I 6/9, HA 3/9. Performance 5/8	07/23/15 (1y) I 4/9 (total 13), HA 2/9 (total 8) on 18 mg Concerta
	Vanderbilt (parent) Completed	Vanderbilt (parent) Completed

Sick - Bright Futures | Bartholome Flickinger 16 yrs, 5 mos 9/04/98 М Screening **EDITING Depression Screening** Ordered TO: enter user name SNOMED CT: Depression screening ALL NORMAL <u>Test</u> Reference Range Interpretation Result Units Adolescent depression screening Neg Pos Negative select interpretation assessment Note: enter notes Signature Required Contraindicated Refused Canceled Include on Patient Reports ADD TASK DISCARD CHANGES SAVE ORDER

Customize Orders

Now can add result fields



Plan

- Write your plan with your patient
- It's patient-centered
- It saves time
- The AVS is ready to go
- The hardest portion of the note is now done!



Plan Notes

- Good job making an appointment with a counselor! You are off to a good start.
- 2. Keep the same dose for right now (20 mg), and we will see about making changes ne
- 3. Try some melatonin 3 mg two hours before bedtime.
- Keep up your activity even during spring break.
- 5. Make another appointment here in 3-4 weeks.

Plan Notes

CONSTIPATION

Encourage your child to drink plenty of liquids daily, especially water. Offer water frequently. Fluids help the stool to remain soft.

Increase physical activity.

Add high fiber foods to the daily diet. Examples of high fiber foods are prunes (some have orange, cherry or lemon flavoring added), cooked beans (like pinto or kidney beans), plums, peas, broccoli, whole grain breads, and whole grain cereal. Read food labels to determine which foods have higher fiber content.

HOW TO USE MIRALAX

Miralax is a stool (poop) softener. It works by adding water to the stool. The more Miralax your child takes, the softer his or her stools will be.

Miralax is not a laxative and will not cause cramps. It is not habit forming. It has no taste or smell and dissolves easily into good-tasting drinks, like juice, water and Crystal Light.

HOW DO I MEASURE AND MIX MIRALAX?

The measuring cap has a line on the inside that says "17 grams." Fill the cap to the 17 gram line and mix with one cup (8 ounces) of water, juice, Crystal Light or any other non-fizzy drink. It takes about 5 minutes, stirring once in a while, to dissolve. It is important to always mix 17 grams of Miralax into one cup (8 ounces) of drink.

You can mix up more than one cup at a time. For example, you can mix 8 cups (2 quarts) of drink with 8 capfuls of Miralax. You can keep this in the refrigerator and pour your child's daily doses from this supply. Stir or mix a little bit before pouring.

HOW MUCH SHOULD I GIVE?

Please give Evan 2-4 ounces of drink with Miralax every day. You may give it all at one time, or some in the morning and the rest in the evening.

HOW DO I ADJUST THE DOSE?

I want Evan to have 2 or 3 soft stools every day. The stool should be as soft as a milkshake. If the stools are too hard or if your child does not have 2-3 a day, have your child drink more of the Miralax mix. If the stools are too watery or your child is having more than 2-3 a day, have your child

Plan

Copy & paste longer text

ICD-10

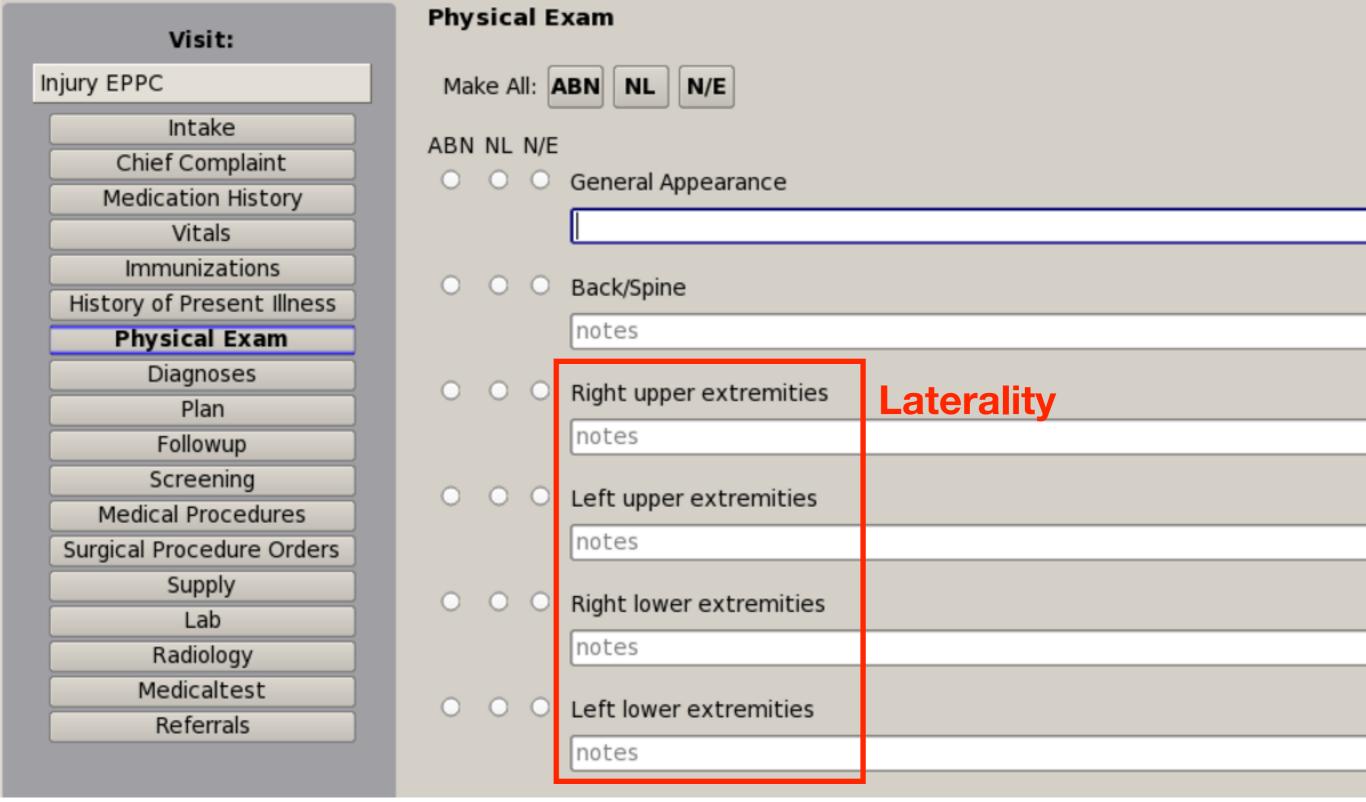


Visit:	History of Present Illness		
Injury EPPC			
Intake			
Chief Complaint	History of Present Illness		
Medication History	——————————————————————————————————————		
Vitals	Select All		
Immunizations	Date and time of injury?		
History of Present III			
Physical Exam	notes		
Diagnoses Place of occurrence?			
Plan	notes		
Followup	noces		
Screening	Activity being performed when injured?		
Medical Procedures	notes		
Surgical Procedure Orders			
Supply	☐ Mechanism of injury?		
Lab	notes		
Radiology			
Medicaltest	Location and nature of pain?		
Referrals	notes		
	Swelling, bruising or deformity?		
	notes		

ICD-10 Injury protocol

Visit:		Any treatment (ice, medication, etc.)?
	_	
Injury EPPC		notes
Intake		ER or other medical attention?
Chief Complaint		
Medication History		notes
Vitals		Other injuries?
Immunizations		notes
History of Present III		lioces
Physical Exam		A - First encounter
Diagnoses		notes
Plan		lioces
Followup		D - Subsequent encounter
Screening		notes
Medical Procedures		
Surgical Procedure Orders		S - Sequela
Supply		notes
Lab		
Radiology		Other notes
Medicaltest		notes
Referrals		
		add item
		notes

ICD-10 Injury protocol



ICD-10

Injury protocol

Physical Exam								
Mal	Make All: ABN NL N/E							
ABN	ABN NL N/E							
0	0	0	General Appearance					
				-				
0	0	0	Head/Fontanelle					
			notes	•				
0	0	0	Eyes					
			notes					
0	0	0	Right Ear (serous/mucoid, note any perforation)	Laterality & Specifics				
			notes	▼				
0	0	0	Left Ear (serous/mucoid, note any perforation)					
			notes					

ICD-10 AOM

History of Present Illness				
His	story of Present Illn	ess		
Se	elect All			
	Recurrent otitis media	Documentation of recurrence		
	notes	_		
Chronic otitis effusion				
	notes	-		
	Other recurrent illness (e.g. strep, sinusitis, UTI)			
	notes	▼		
	add item	▼		
	notes	_		

Social Hx				
Make All:	Yes No NA			
Yes No NA				
0 0 0	In school/child care			
	notes	-		
000	Ill family member			
	notes	•		
0 0 0	Passive smoke exposure	Document associated factors		
	notes	•		
0 0 0	Travel			
	notes	•		
000	Military (patient or family i	member)		
	notes			
000	Other			
	notes	•		

ICD-10 AOM

Think outside the box





Think outside the box

Patient resources

Information on the Use of Miralax (PEG 3350)

At this time, there is no evidence to support serious side effects of Miralax (PEG 3350). Most commonly reported side effects include diarrhea, bloating and nausea. No psychiatric/neurological issues are reported in the scientific literature. Similar to many commonly used medications, the use of Miralax (PEG3350) is approved by FDA for adults only, due to lack of clinical trials in children. In the many years' experience of most pediatric gastroenterologists, Miralax appears to be devoid of serious side effects. Its metabolism and long term use in children is being studied. The results from those studies are not likely to be available in the near future. Like all medications, the decision to use Miralax (PEG 3350) should be based on weighing benefits and possible unproven risks. If there is concern for the use of Miralax/PEG 3350 (for your child), please address it directly with their care provider.

Frequently Asked Questions

Learn More about constipation: Listen to the <u>segment on</u> <u>constipation</u> for Healthy Children Radio — an educational resource offered to parents and caregivers by the American Academy of Pediatrics (AAP).

Video

The Poo in You

If your child is having problems with soiling accidents (encopresis, "poo accidents," "poo-ing" in pants), you're certainly not alone. This is one of the most common problems seen by both pediatric GI and primary care providers. This interactive animated video explains what causes the accidents, why they happen so often, and how we can treat the problem. Watch the video, developed by APGNN member Becky Kendall, NP, from Childrens' Hospital Colorado, supported by an educational grant from the NASPGHAN Foundation.



Vídeo en Español





Think outside the box

A picture is worse a thousand words



Think outside the box

Distraction

RareRenal.org



Patient Information

Clinician Information

Rare Disease Groups

Radar Registry

Contact

HNF1B – Patient Information

- How the illness affects people
- What can be done about it?
- Other peoples' experiences
- Patient Support Group
- How the disease works
- What's new? Opportunities for research and development

How the illness affects people

Hepatocyte Nuclear Factor-1 Beta (HNF1B) is a gene involved in the development of

Search

RECENT POSTS

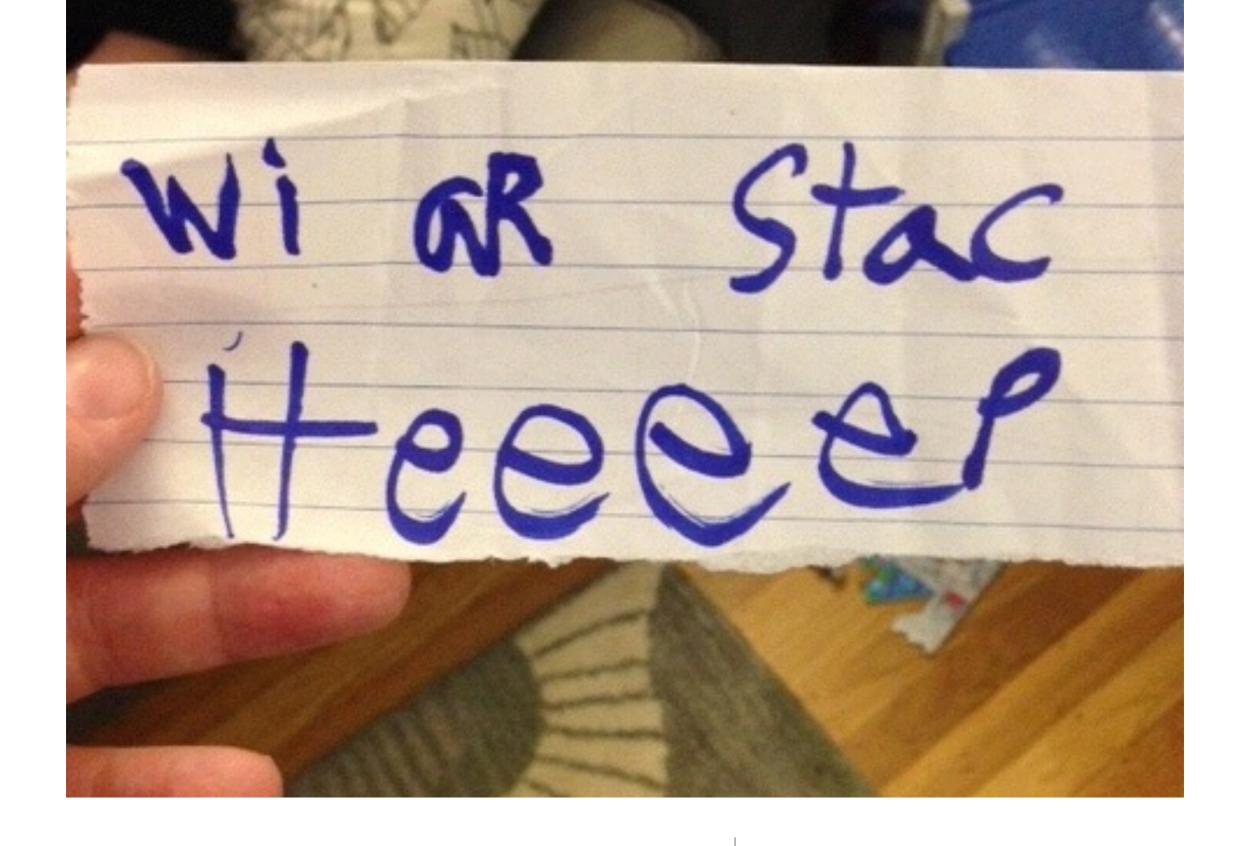
- ARPKD Presentations
 Available
- Nephrotic Syndrome Patient Support Groups
- North East and North Cumbria
 Kidney Patient and
 Family/Carer Day
- RaDaR Newsletter

LINKS

RaDaR

Think outside the box

Save resources as pdf's and scan into chart



Don't forget to ask for help!

We practically stalked some practices

Questions

Sharlene Matthieu matthieumd@gmail.com 503-936-2610

