Helen DeVos Children’s Hospital in Partnership with the Northern Michigan Pediatric Coalition

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Timothy Griffin, MD
October 29, 2013
Partners in Children’s Health
# HDVCH Satellite Clinics in Traverse City

<table>
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<tr>
<th>Current</th>
<th>Starting Soon</th>
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<tbody>
<tr>
<td>Heme/Onc</td>
<td>Gastroenterology</td>
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<td>Endocrinology</td>
<td>Nephrology</td>
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<td>Orthopaedics</td>
<td>Neurology</td>
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<tr>
<td>Cardiology</td>
<td>Urology</td>
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HDVCH Satellite Clinics

Keys to Successful Partnership:

- Access to Services Close to Home
- Communication
  - Verbal/In Person/Electronic
  - Information Exchange
  - Education
- Mutual Respect—Leveraging Strengths of Each Institution
- “Exporting” an Excellent Model of Care (Access, Experience, Consistency)
Process Improvement in HDVCH Ambulatory Clinics

Focused on Improvement in:

▪ Access
▪ Communication with Referring Physicians
▪ Practice Efficiency
Embarking on the Journey . . .

- Lean Project Planning Event (February 2013)
- HDVCH Ambulatory Enterprise VSA (April 2013)
- RIEs: Focus on Neurology, Pulmonary, 6S, Welcome Center
- TransforMed Engagement
  - Referral Guidelines
  - Co-Management Guidelines
- Multidisciplinary teams engaged
TransforMed Engagement

- Communication With Referring Physicians
- Referral Guidelines
- Co-Management Guidelines
- Primary Care Specialist Compact
- Relevant to “Care-At-A-Distances” Population Management
Highlights and Accomplishments

Cultural Change:
- Development of Standard Work
- Process Control and MDI Boards
- Daily Huddles
- Adherence to Standard Work Guidelines
- Neurology Documentation and Scheduling
- Engagement of Teams not Optional!
Pulmonary Clinic Daily Huddle
Welcome Center RIE

Metrics | Current | Future |
---|---|---|
Wait for first new appointment (weekday) | 85 Days | < 10 Days |
Time of referral received to appointment scheduled. | 14 Days | Within 24 Hours |
Scheduling Rework | 53% | 5% |

“Better Access for Patients to Outpatient Pediatric Specialties”
Taking out the “STOPS” in referral process

10 Current States

1 Future State
HDVCH Pediatric Neurology-RIE May 20-23 (Start Date 5/30/13)

- **Total Patients (Linear)**
- **18 Patients a day pre RIE**
- **32 to meet Demand/Goal**
- **40 to start reducing 225+ backlog**
Progress in Pulmonary/Sleep Medicine

Pulmonary

- Average of Referral Until Appt Made
- Average of Referral Until Appt

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<thead>
<tr>
<th>Month</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Referral</td>
<td>8.6</td>
<td>9.8</td>
<td>10.4</td>
<td>6.4</td>
<td>5.1</td>
<td>2.1</td>
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Overall for All Practices in 35 Michigan
Patient Experience

Spectrum Health Medical Group - HDVCH
Patient Experience Chart - LTR Performance
Results through September 30th, 2013

- Monthly Results
- 2013 FYTD Results
- 2014 FYTD Results
- Exceeding Goal - 93%
HDVCH on the Beach!
Helen DeVos Children's Hospital of Spectrum Health