

Example 6, Standing Orders: DO, STUDY & ACT phases

MODEL FOR IMPROVEMENT

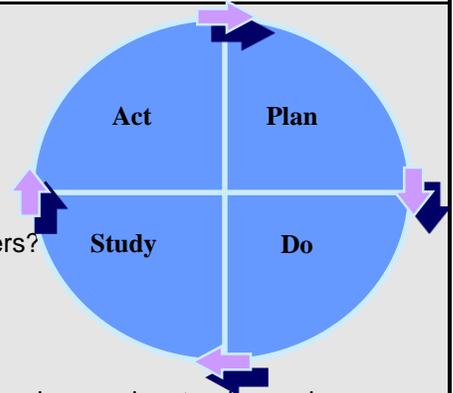
Team Name: ABC Pediatrics

Plan a Test of Change

Cycle #: _1_ **Start Date:** 1/4/13 **End Date:** 1/4/13

Objective for this PDSA Cycle (Aim):

By April 1, 2013, our practice will have standing orders on file for all of the recommended vaccines for children ages 0-12 years.



PLAN:

QUESTIONS

Is it legal in our state for our medical staff to administer vaccines under standing orders?
Can our staff independently screen patients for contraindications and precautions when patients come in for vaccines? Can our medical staff confidently and appropriately administer these vaccines?

PREDICTIONS Our nurses and medical assistants are legally able to administer vaccines under standing orders. Several staff members won't be comfortable giving vaccines when the patient hasn't seen the doctor first. Not all staff will be able to independently screen patients.

PLAN FOR CHANGE OR TEST: WHO, WHAT, WHEN, WHERE

On Monday of next week (1/8), Joanna, the nurse manager, will confirm the state regulations regarding standing vaccine orders and prepare a SO for the Flu vaccine for Dr. Simmons, the medical director, to sign. On Tuesday, patients who call requesting the flu vaccine will be given an appointment for Wednesday between 9 and 12 with the nursing staff. On Wednesday the nursing staff will screen and vaccinate those patients.

PLAN FOR COLLECTION OF DATA: WHO, WHAT, WHEN, WHERE

At the end of the day (Wednesday), Joanna will review the records of who received flu vaccine that morning. She will record the total # of patients seen.



DO: CARRY OUT THE CHANGE OR TEST; COLLECT DATA AND BEGIN ANALYSIS. REPORT THE RESULTS OF YOUR TEST HERE. Describe observations, problems encountered, and special circumstances.

Joanna confirmed the legality of the standing orders and created one for the Flu using the Immunization Action Coalition's template as a guide. The front desk staff had more calls for the vaccine than they had slots for in the schedule, so patients were told to call back. Medical staff initially found the additional patients overwhelming, because they had to complete the screening questionnaire with them and administer the vaccines while still doing their other tasks. Several patients requested flumist, requiring the MA to get an order from Dr. Simmons anyway. After reviewing the charts, Joanna found that several of the patients were actually overdue for well child checks and other vaccines.

STUDY: COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED

12 patients were scheduled for flu vaccines with nursing staff. 2 of the patients requested flumist. 1 of the patients was only 5 months old and not yet eligible. 2 additional patients were not vaccinated because their parents said they were sick. Of the 9 patients vaccinated, 3 were overdue for well child visits and other vaccines.
Need to plan for staffing and ease the burden on the nursing staff to screen and administer.
Need to educate front desk staff on appropriate ages for flu vaccine and train medical staff on true contraindications
Need to plan for follow-up if well child visits or other vaccines are overdue.

ACT: ARE WE READY TO MAKE A CHANGE? Modifications or refinements to the test? PLAN FOR THE NEXT CYCLE

Not ready to make change yet. Modifications for Cycle #2 – On Thursday, the front desk staff will verify that patients are 6 months old when the appointment is made for Friday and Joanna will get a SO for flumist. On Friday, front desk staff will also provide a screening form for patients to fill out while they wait. Kisha (MA) will be assigned to administer the vaccines for that morning, since her assigned provider will be on vacation that day. If there is a question about the child's health based on the screening form, she will ask Joanna to further assess the patient for contraindications. Kisha will check if the child needs a well visit and give them the next available appointment before they leave the office.