

2023 Performance Excellence Award Nominee

TEAM-BASED CARE AND PRE-VISIT PLANNING

at NorthLakes Community Clinic: Lakewood & White Lake Medical Teams

NorthLakes' Eastern Region medical clinics located in Lakewood and White Lake, undertook a project aimed at implementing daily huddles to enhance team-based patient care. The team engaged in open discussions and gradually embraced the idea of daily huddles. The huddles, involving various members such as PSRs, medical assistants, lab staff, community health workers, and medical providers, proved pivotal in improving care coordination and addressing care gaps.

Through this initiative, the team developed consistent processes and workflows that enabled them to channel their passion and skill for excellent care into a proactive, efficient, and consistent approach to care delivery.

The utilization of tools like A3 and PDSA frameworks facilitated effective implementation and tracking of changes. The results were significant, including:

- Reduction in referral work queue from an average of 100 days to just 10.
- Preventative care significantly improved, evidenced by cervical cancer screening rates that increased from 36.7% in July 2022 to 76% in July 2023.
- Team members report that their days feel less hectic and stressful now that they have the tools they need to consistently address care gaps for patients.

The team comprised of clinic manager Mary Kay Tallier, along with dedicated medical assistants, RNs, NPs, PSRs, referral coordinators, community health workers, and support from the Director of Regional Operations and Medical Services Manager. Their collective commitment to enhancing patient care and communication was integral to the project's success.

The project's accomplishments align well with the Quadruple Aim by enhancing patient experience, improving staff engagement and morale, and achieving better health outcomes. By streamlining processes, addressing care gaps, and optimizing patient care, the initiative aligned with NorthLakes Community Clinic's mission to remove barriers to wellness. The ripple effect of this project's success also spread to other clinics, fostering a culture of excellence driven by continuous learning, teamwork, and a shared commitment to high-quality patient care.