



Improving the Quality of Your Care

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QI Project... Aim



To determine if establishing a **patient binder** which includes a **standardized CF Action Plan** along with **phone calls** to families prior to scheduled appointments will improve:

- Patient organization and satisfaction
- Adherence with 3 month f/u appointments

METHODS

- Each family will be given a binder which contains
 - CF Action Plan
 - appointment reminder
 - current list of meds
 - treatment plan
 - Nutrition section
 - growth curves
 - education materials
 - nutrition plan
 - PFT's
 - Lab results
 - List of providers
 - Transition booklet
 - Appointment calendar
 - Questions/Concerns

METHODS

- Each family will be called by Miguel one week prior to their scheduled appointment to remind them to bring their binders and of any labs due
- Families will complete a survey at the beginning of the project and upon completion to determine impact on quality of life and patient satisfaction
- Projected beginning date: 10/3/11
- Projected completion date: 7/1/11

RN...Mary Helmers, RN



- Review patient prior CF Action Plan
- Review transition booklet
- Assess patient medical needs and questions
- Discuss findings with MD

RD...Julie Matel



- Reviews growth charts with family
- Provides diet education
- Family and RD devise nutrition plan
- Growth charts, Nutrition component of the CF Action Plan is completed, and education materials are placed in patient binder

RT...Kristin Shelton



- Performs spirometry and airway clearance education
- Assess pulmonary equipment needs
- Results are discussed with MD, Airway Clearance component of the CF Action Plan is completed and a copy of the PFT is placed in patients binder

Lindsey Martins, SW



- Administers binder survey
- Psychosocial assessment
- Crisis intervention
- Resources
- Emotional support
- Care coordination

Your Physician

- Discuss interval history with the patient/family
- Review diagnostic studies
- Examine patient and make a clinical assessment
- Review medical plan with the patient/family
- Updates medication list and writes the plan of care on the Action Plan

Patient Service Coordinator...Miguel



- Assists in scheduling future appointments
- Coordination of all procedures, medication renewals, insurance verification and authorizations
- Calls family one week prior to next appointment with a reminder to bring binder, need for labs/OGTT, imaging and comprehensive PFT

Our Goal

Establishing a treatment binder, CF action plan and appointment reminders will...

- **Improve** organization and the understanding of medication and treatment regimens
- **Allow** families to track nutrition progress
- **Improve** patient organization and satisfaction
- **Improve** adherence with 3 month follow-up appointments