ABSTRACT

**Aim:** Improve resident hand-off among colleagues and follow-up on primary care clinic electronic medical record (EMR) inbox items.

**Current state:** Residents in primary care clinics identified a lapse in follow-up of outpatient EMR inbox tasks (identified in the EMR as results, telephone encounters, and Rx requests). They observed multiple items within resident colleagues’ and their own inboxes from weeks and months prior that had not been addressed.

**Quality Improvement Method**

**Participants:** Cleveland Clinic Internal Medicine residents (PGY1, PGY2, PGY3) at an ambulatory clinic (40 residents).

**Variables collected:**
- Number of EMR inbox items and time to completion (results, telephone encounters, and Rx requests)
- PGY level
- Resident gender

**Intervention**
1. Phase 1: Email
2. Phase 2: Face to face teaching
3. Phase 3: Preceptor session

**Results:** Under study

BACKGROUND

**Reasons for inadequate follow-up**

**Time constraints**
- JAMA Internal Medicine Murphy et al: Estimates physicians require nearly 70 minutes daily to process EMR inbox notifications
- JAMA Internal Medicine Murphy et al: PCPs (n=46) received on average over 75 notifications daily

**Burden of the quantity of items to be addressed**
- JAMA Internal Medicine Murphy et al: PCPs (n=46) received on average over 75 notifications daily

**Insufficient training or reinforcement of training of the follow-up process**
- Journal of the American Medical Informatics Association Singh et al: Less than half of respondents reported receiving sufficient training on using EMR notification system
- BMC Family Practice Wahls et al: Nearly one third of PCPs who responded to survey reported one or more of their patients experienced treatment delay in the prior two weeks due to a missed result

**CFF MODEL**

4+1 Training Model

<table>
<thead>
<tr>
<th>Group</th>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
<th>Week 4</th>
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<th>Week 7</th>
<th>Week 8</th>
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**Time Expectations:**

**EMR Inbox Management**

- **Results**
  - Non urgent: Within 48 hours
  - Urgent: Patient contacted immediately

- **Telephone encounters**
  - Non urgent: Within 48 hours
  - Urgent: Patient contacted immediately

- **Rx Refills**
  - Addressed in < 24 hours

**FUTURE DIRECTIONS**

- We currently have obtained data for a single resident clinic after Phase 1 and 2 (40 residents).
- We started implementing Phase 3.
- Throughout this process we will continue to interpret our results.
- Our goal is to ensure all EMR inbox items are appropriately and efficiently addressed while supporting resident education and continuity of care in primary care clinic.

**REFERENCE**


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How do we ensure continuity of care and follow-up on clinic items?