

# Increasing Preventative Care Visits: 30 Minutes Today for a Healthier Forever

Sanju Garimella, Kevin Lesh, MD, Stephanie Kirk, MBA, Jaime Baker, MD  
University of Colorado School of Medicine, Colorado Springs Branch

## Background

- Per the CDC's National Center for Health Statistics, 79.9% of Americans visit emergency rooms for non-emergent conditions due to lack of access to another provider, this is in contrast to 66.0% of patients who visited the emergency department due to a serious condition [1]
- The CDC states that chronic diseases that are avoidable through preventive care measures account for 75% of the nation's healthcare spending. Furthermore, it lowers economic output in the US by \$260 billion dollars per year
- 7 of 10 deaths in the state of Colorado can be attributed to chronic disease: heart disease, stroke, cancer, and diabetes. All of which are manageable or screened for in the context of an adult wellness visit. [2]
- Centura Health has a goal to increase total number of preventative care visits as they predict that over 100,000 lives in the US can be saved through preventative visits

## Intervention Objective

- The purpose of this project was to track the number of preventative visits being conducted at Centura Health Physician Group- Broadmoor. Additionally, the goal was to increase the total number of annual wellness appointments per patient through the creation of new appointments following encounters.
- Aim Statement: By March 2020, overall percent of health preventative visits will increase by 10%.

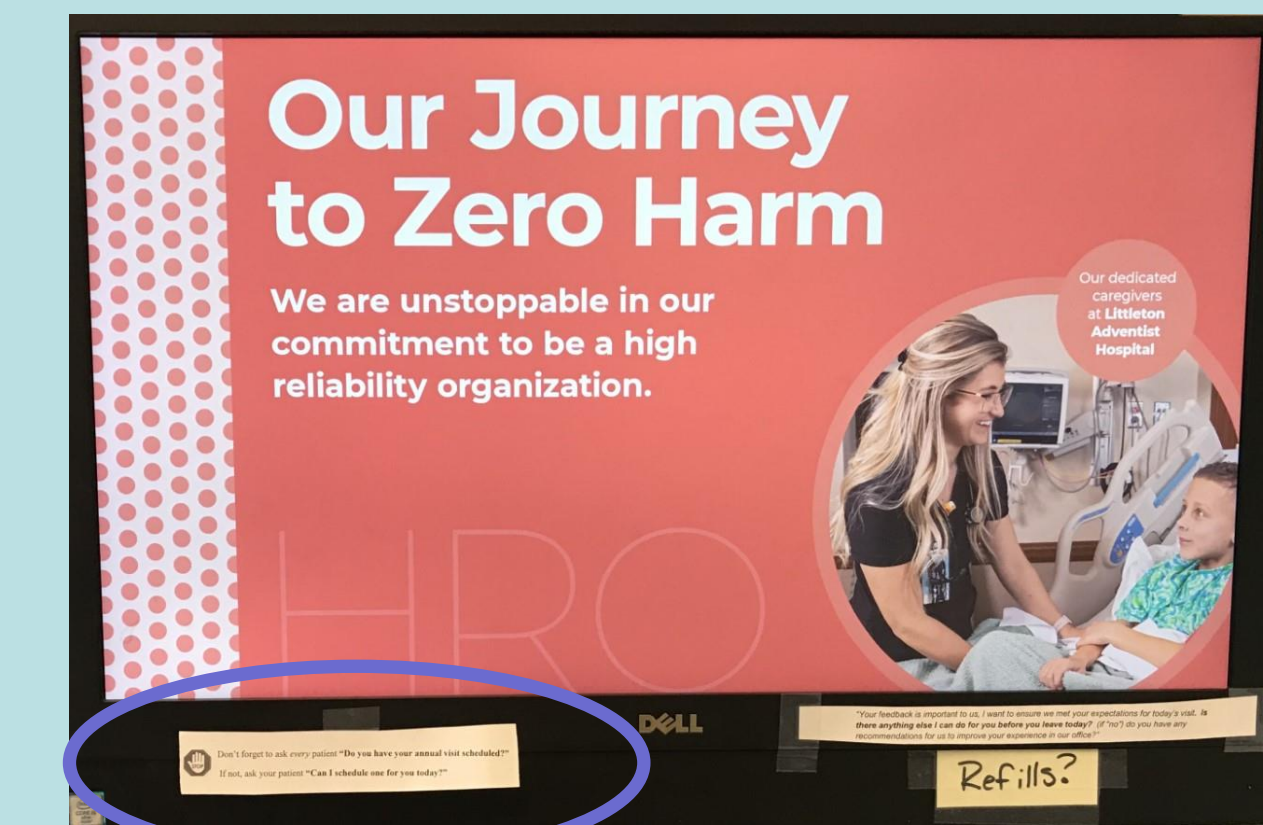
## Description

- Medical Assistants (MAs) were told about the goal to increase the total number of annual wellness and health maintenance visits. They were also told to ask every patient if they had already made their annual wellness visit appointment during the check out process following every appointment
- A reminder to the MA's was pasted on the bottom left side of each computer monitor in all 12 exam rooms
- Data regarding types of visits was already being collected on EPIC. New report was run that totaled number of visits by type of visit and by provider (see below)

## Components of a Preventative Care Visit

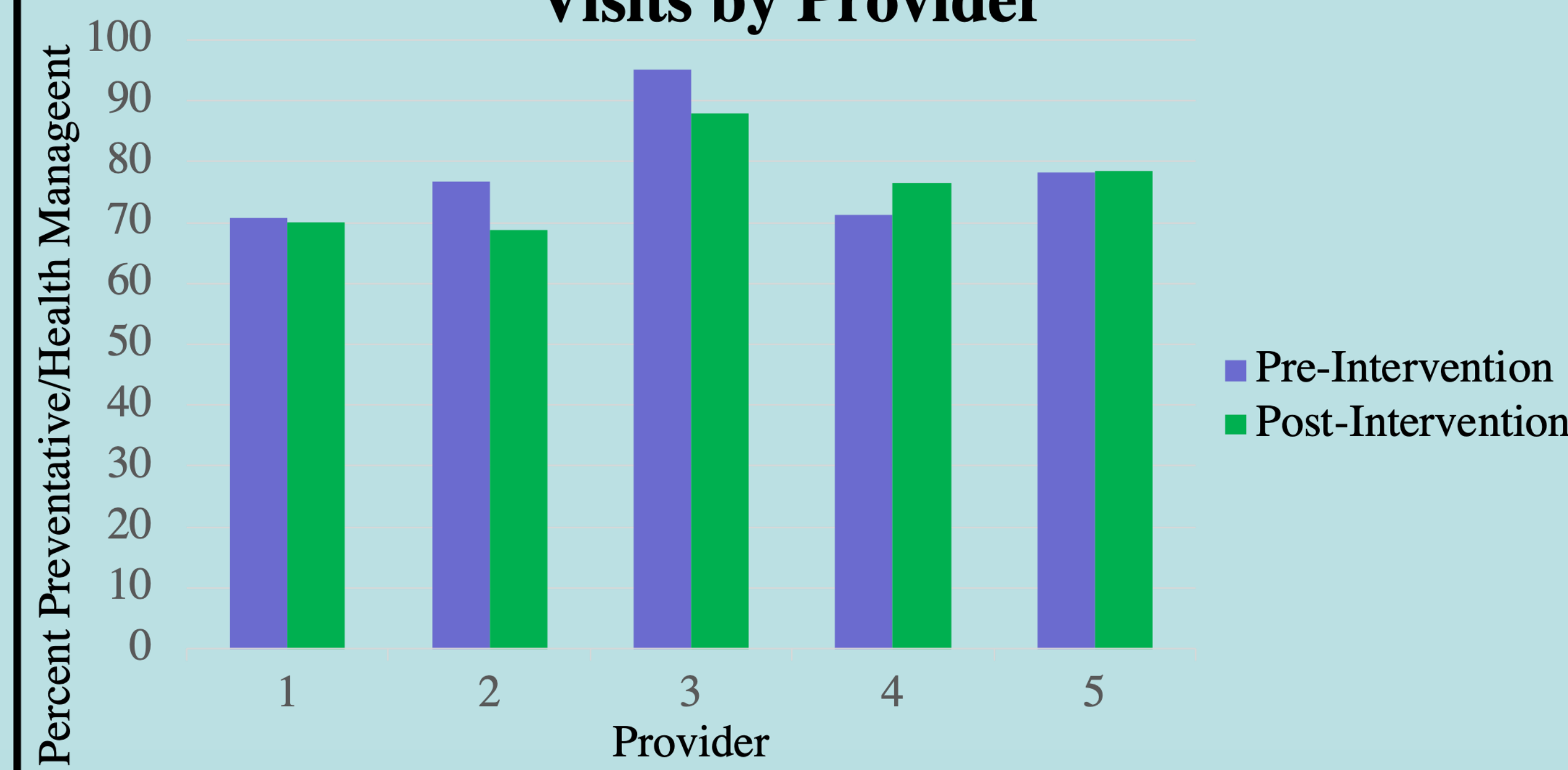
- Review of medical and social history related to health and education
- Counseling about preventive services:
  - Certain screenings, flu and pneumococcal shots, and referrals for other care, if needed
- Height, weight, and blood pressure measurements
- A calculation of body mass index
- A simple vision test
- A review of potential risk for depression and level of safety
- An offer to talk about creating advance directives
- A written plan letting outlining screenings, shots, and other preventative services that are needed

## Implementation

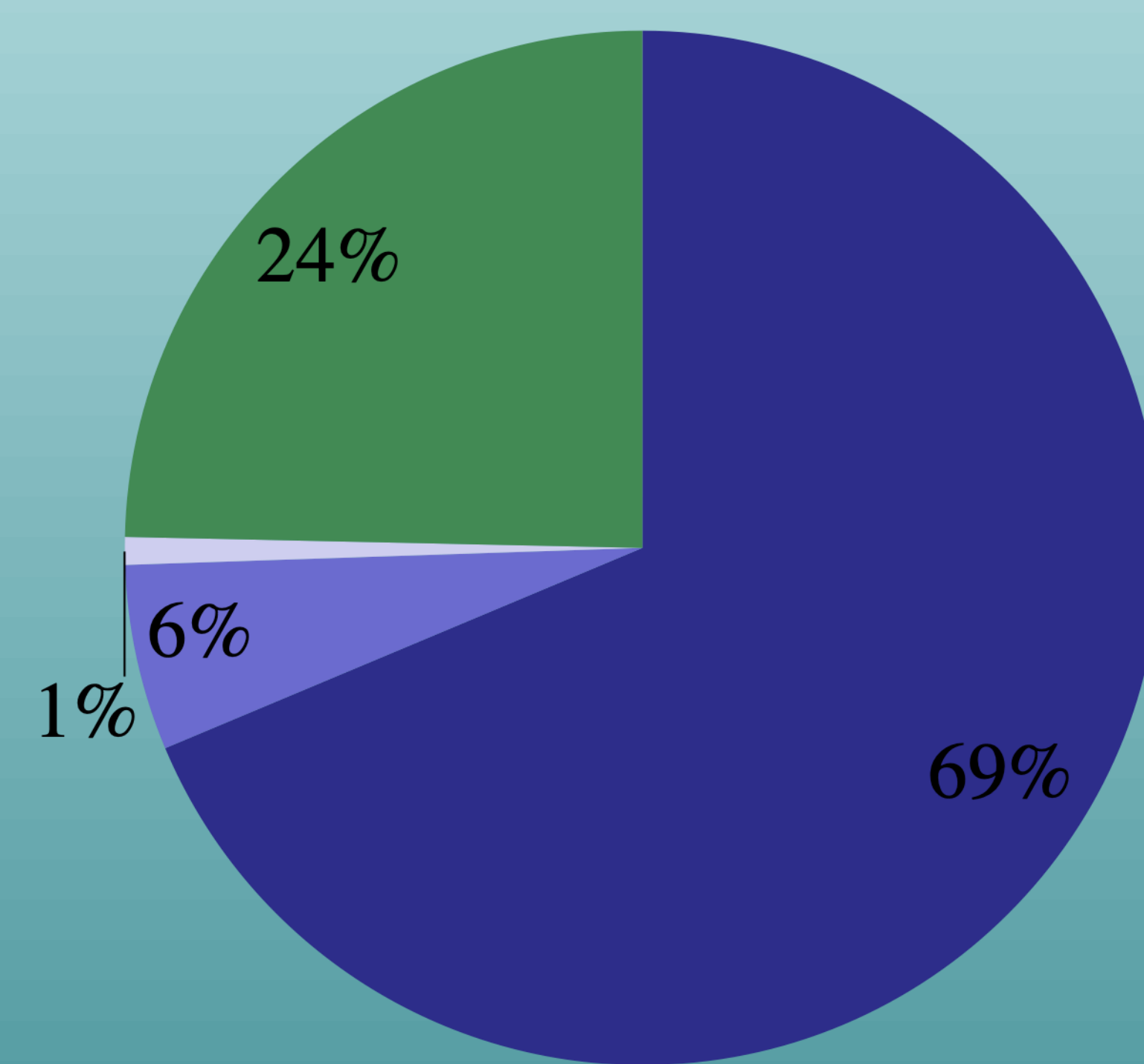


Don't forget to ask *every* patient "Do you have your annual visit scheduled?" If not, ask your patient "Can I schedule one for you today?"

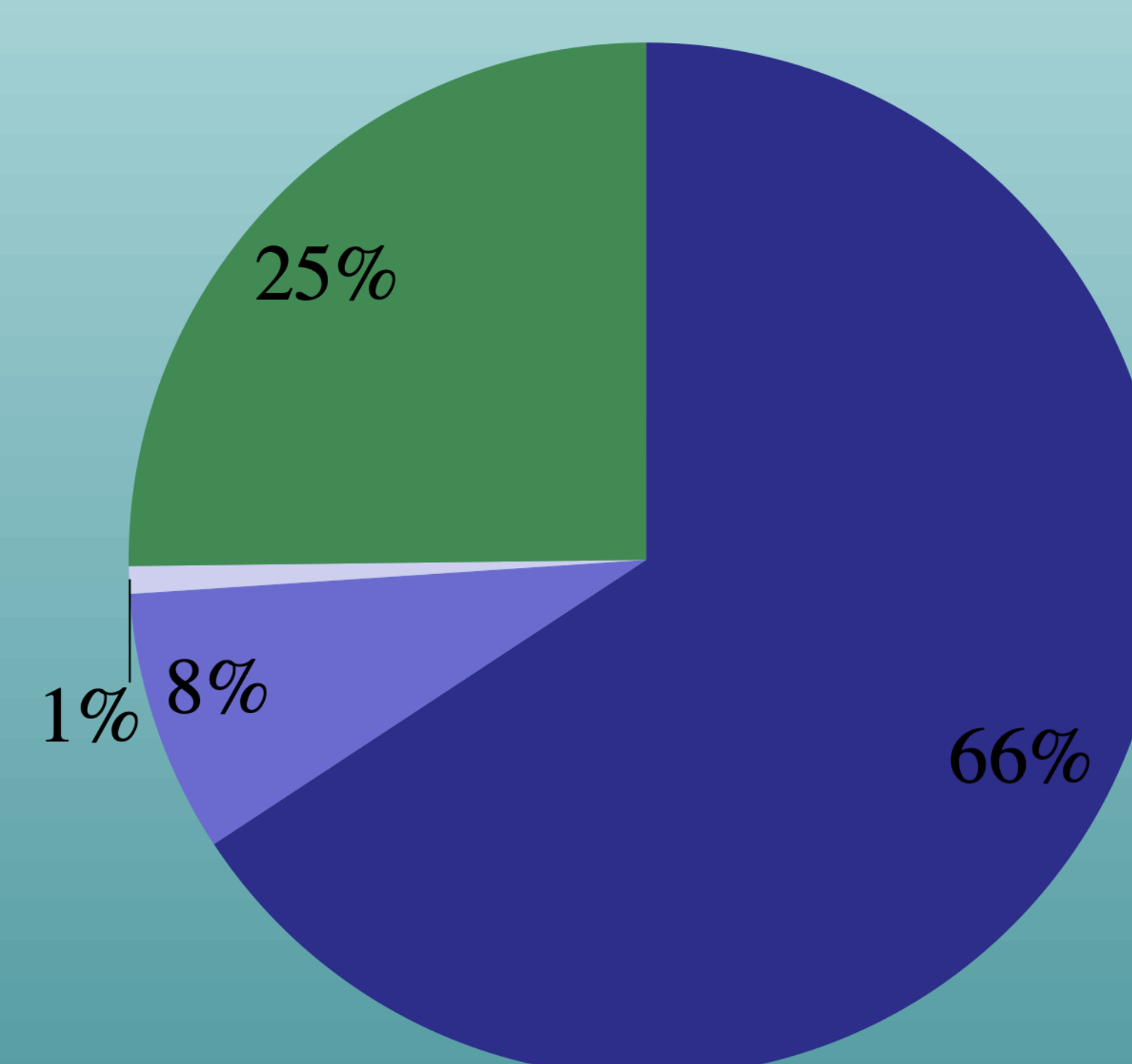
**Figure 1: Average Percent of Preventative Visits by Provider**



**Figure 2: Clinic Visits by Type (Oct 2019 - Dec 2019)**



**Figure 3: Clinic Visits by Type (Jan 2020 - Mar 2020)**



## Discussion

- On average, there was a 2.2% decrease in the number of preventative care-type of visits conducted after the intervention.
- A pitfall of this project was that in the end of January, another QI project began at this facility. This project utilized the same intervention means (MA education and reminders on computers). Two simultaneous studies may have overwhelmed the MA's and diminished the value of the reminder note
- Finally, in March of 2020, COVID-19 swept across the USA which resulted in the cancellation of many patient encounters. At Centura Health, patients with non-emergent conditions were told to not come to the clinic. Though some visits were conducted via telehealth means if chronic diagnoses were not adequately managed, most preventative visits were cancelled/re-scheduled.

## Conclusions

Future directions include

- Implementation of a checklist item on EPIC for medical assistants to fill out during the check out process that automatically schedules an annual wellness visit
- Increased incentive for medical assistants to track number of preventative appointments being made while checking out
- Increase patient involvement and accountability by creating a yearly checklist to ensure an annual visit is on their to-do list

## References

- [https://www.cdc.gov/nchs/data/nhis/earlyrelease/emergency\\_room\\_use\\_january-june\\_2011.pdf](https://www.cdc.gov/nchs/data/nhis/earlyrelease/emergency_room_use_january-june_2011.pdf)
- <https://drive.google.com/file/d/1cF-uMOKeqI1VqjIGSBcSmAQkMzatO2dN/view>

**Search Summary**

Select Appointments between MB-6 (10/1/2019) and ME-6 (10/31/2019)  
**From**  
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