



**Care Coordinator Forum
Wednesday, June 18, 2008
Minutes**

Attendees:

Rachel Elliott, Priority Consult
Deb Fath, Grant Medical Center, Columbus, OH
Melissa Hubert, PA, Kentucky Neuroscience & Orthopaedic Institute, Lexington, KY
Marial Miesle, Kentucky Neuroscience & Orthopaedic Institute, Lexington, KY
Cheryl Roberts, Kentucky Neuroscience & Orthopaedics Institute, Lexington, KY
Bobbie Ryan, RN, Mayfield Clinic
Debbie Spoutz, RN, St. John Medical Center, Detroit, MI
Patti Timlin, RN, Grant Medical Center, Columbus, OH

Topic: Noncompliant Patients

Noncompliant Reasons:

The group reviewed the list of reasons for noncompliance provided within the software. They also reviewed the process for flagging a patient as noncompliant, communicating the noncompliance to the referring physician, primary care physician, and patient, and changing a patient from the noncompliant status back to active.

Options for replacing the term “noncompliant”:

Attendees agreed that “incomplete” is a better term than “noncompliant” to describe patients who have been removed or removed themselves from Priority Consult for any reason. Attendees were asked to forward any additional suggestions to the Priority Consult team for consideration.

How to Reduce the Number of Noncompliant Patients:

Debbie Spoutz recommended developing a films management process for patients who live outside of the immediate geographical area. St. John Medical Center allows patients who live about one hour outside of the area to deliver their films to a St. John satellite office, from which the films are couriered to the main location for review.

In addition, Debbie stressed the importance of clear and explicit communication with patients at the beginning of the Priority Consult process. It is crucial to ensure that the patient is aware that his or her medical history will not be reviewed until the films/reports are received. A follow-up letter can also be sent to the patient, reiterating the initial message and reminding the patient of his or her responsibilities in the process.

Bobbie Ryan and Rachel Elliott explained Mayfield Clinic’s films management process. Patients who do not deliver their films within 2 weeks of completing their medical histories are flagged noncompliant and a noncompliant letter is sent to patients and referring physicians. Managing the “Waiting for Films” queue in this way is an effective way to reduce the number of noncompliant patients (as patients very often deliver their

films after receiving the noncompliant letter), increase the number of clinician reviews, and let referring physicians know that their referrals are appreciated and are not allowed to “slip through the cracks.”

Possible Future Forum Topics

Using Customize System

Understanding the report package

Next Meeting Date

Wednesday, July 2, 2008 11:00am EST