

Ambulatory Safety Nets: Creating High-Reliability Solutions to Prevent Missed and Delayed Diagnoses

AIM: We developed Ambulatory Safety Nets (ASNs) to identify patients at-risk for lung and colon cancer. Our goal was to increase the rate of completed follow-up care for abnormal chest CTs and colonoscopies, by ensuring patients returned for follow-up testing or had a care plan in place in the correct time frame.

INTERVENTION:

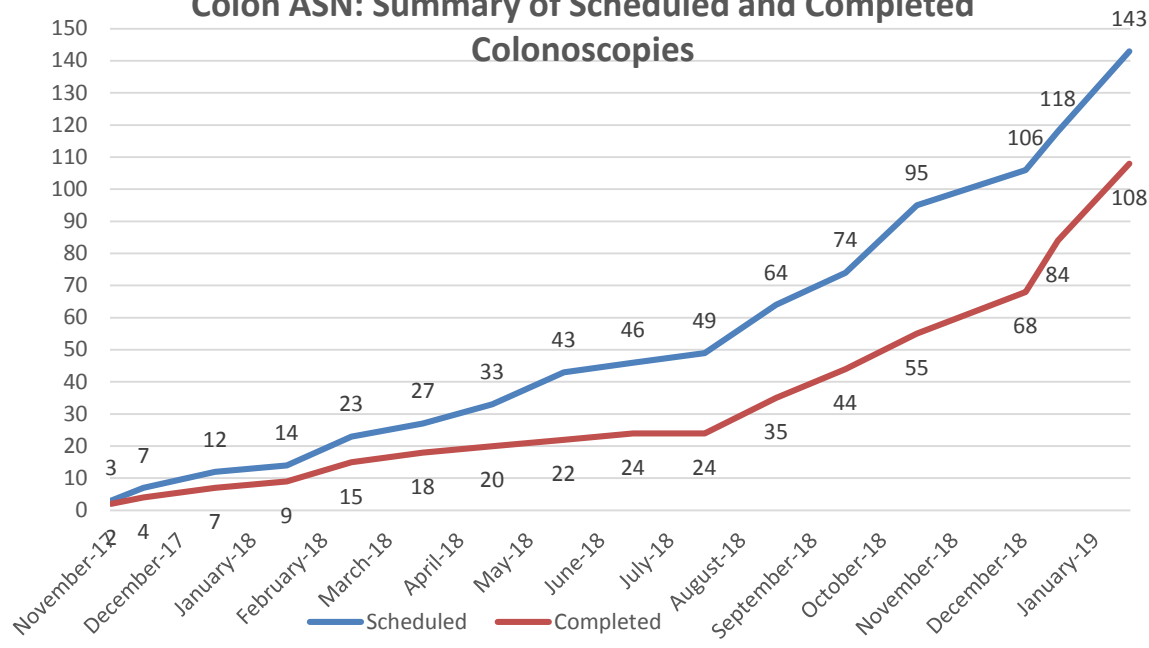
- Four key components make up our ASNs: building electronic registries, modifying team workflows, conducting patient outreach, and tracking follow-up.
- Within our Colon ASN, our team played a key role in designing, testing, and validating the Partners GI Recall Report, which captures patients who are due to return for repeat C-Scope and the High-Risk for Colon Cancer Registry, which identifies patients with rectal bleeding or iron deficiency anemia.
- For our Lung ASN, we utilized natural language processing to retrospectively identify incidental lung nodules on chest CT scans in 2016 and 2017. We have since launched RADAR – Radiology result Alert and Development of Automated Resolution as a pilot in primary care and pulmonary.

TEAM:

- BWH Patient Safety Team
- Primary Care/ Population Health Management
- Gastroenterology Department
- Radiology Department
- Department of Medicine Quality Program

RESULTS:

Colon ASN: Summary of Scheduled and Completed Colonoscopies



IMPACT:

- The reach of the Colon Cancer ASN was 300 patients and effectiveness was 70.7%.
- The reach of the Lung Cancer ASN was 382 patients and effectiveness was 86.1%.
- 28 year old female with IBD had last c-scope in 2015. She was identified through the GI Recall Report, outreach was conducted, and the patient was scheduled for repeat colonoscopy. The scope identified high-grade dysplasia and surgical consultation obtained with recommendation for colectomy.

CONSIDERATIONS FOR SPREAD:

- Partners and CRICO are interested in using our program as a model for other institutions
- We aim to expand to other cancers such as: breast, cervical and prostate cancer and to develop an ambulatory medication safety net