

# Electronic Provider to Provider Referral

Care coordination improvement heavily relies on the expedient transfer of key clinical information and summaries of care to referring providers. Our electronic medical record system has the capability to electronically exchange this information with local specialists who opt-in, which allows us to send summaries of care instantaneously to facilitate the referral scheduling process more quickly.

2016				2017		
Site	Patients Referred Electronically	Total Number of Patient Referrals	%	Patients Referred Electronically	Total Number of Patient Referrals	%
Lake Murray	36	279	12.90%	53	347	15.27%
Northeast Cola	4	50	8.00%	3	37	8.11%
Batesburg-Leesville	13	39	33.33%	6	69	8.70%
Hillcrest	3	191	1.57%	39	352	11.08%
South Lake	31	255	12.16%	39	306	12.75%

# ADHD

ADHD became a quality care focus because we recognize the need for additional time and resources in order to effectively serve this patient population’s care needs. In August 2016, we began conducting care plan reviews with every child diagnosed with ADHD in hopes of providing additional education as well as tools for at-home support. Our goal is to complete ADHD care plan reviews with our patients during their annual well-child appointments, however, we also review them during medication checkups. This allows parents the opportunity to provide feedback on medication side effects as well as discuss any additional questions or concerns that they may have for establishing effective routines, both at home and at school.

2016				2017		
Site	Patients seen for at least 1 ADHD Care Plan Review during the year 2016	Total Number of Patients who have been diagnosed with ADHD	%	Patients seen for at least 1 ADHD Care Plan Review during the year 2017	Total Number of Patients who have been diagnosed with ADHD	%
Lake Murray	109	457	23.85%	138	558	24.73%
Northeast Cola	17	29	58.62%	39	51	76.47%

Batesburg- Leesville	41	94	43.62%	43	114	37.72%
Hillcrest	92	258	35.66%	132	299	44.15%
South Lake	86	158	54.43%	112	184	60.87%

## Asthma

Asthma became a quality care focus because we recognize the need for additional time and resources to effectively serve this patient population's care needs. In August 2016, we began conducting care plan reviews with every child diagnosed with Asthma in hopes of providing additional education as well as tools for at-home support. Our goal is to complete Asthma care plan reviews every year during the well-child appointment in which parents can more thoroughly discuss maintenance techniques with their providers.

Site	2016			2017		
	Patients seen for an Asthma Care Plan Review during the year 2016	Total Number of Patients Diagnosed with Asthma	%	Patients seen for an Asthma Care Plan Review during the year 2017	Total Number of Patients Diagnosed with Asthma	%
Lake Murray	20	172	11.63%	20	208	9.62%
Northeast Cola	3	12	25.00%	9	28	32.14%
Batesburg- Leesville	7	40	17.50%	7	46	15.22%
Hillcrest	23	124	18.55%	35	149	23.49%
South Lake	9	64	14.06%	13	80	16.25%

# Wait Time

In 2017, our practice took actions to reduce in-office wait time for our patients. Our office staff, nursing staff and physicians made a concerted effort to increase efficiency in getting patients checked in, brought to the exam room and prepared for the physician in the most efficient manner possible while still maintaining excellent care for the patient. Results were measured by scores from patient surveys regarding wait times for in-office appointments.

Site	Satisfaction with Wait Time Initial Survey	Satisfaction with Wait Time Re-Measure Survey (2017)	% Change
Lake Murray	80.07%	82.07%	2.00%
Northeast Cola	93.75%	83.33%	-10.42%
Batesburg-Leesville	97.14%	90.00%	-7.14%
Hillcrest	89.01%	90.32%	1.31%
South Lake	88.57%	95.92%	7.35%