

Policy Proposal

Within Health Care, there are several levels of policy that are needed to maintain patient care, regulations, and guidelines to assure that multiple levels within the health care process are organized and working fluidly. Moving into this proposal, we will review the importance of certain policies and the ability to evolve within the policies and procedures.

Policy Development

This policy proposal will be a direct correlation and implementation to the need for consistency amongst meeting health maintenance goals. Within Centura, there is a great need for updating and encouraging patients to become proactive versus reactive within their healthcare. Many of Centura's patients are seen in several different clinics and often their health maintenance is sitting in a queue untouched and discussed. The Epic EHR that is present at Centura makes these benchmarks easy to reach and discuss with patient's, yet they are often ignored. In order to improve health care collaboration amongst the CHPG clinics, they need to act as one team unit versus several different clinics (Bosch & Mansell, 2015). The focus for the clinics needs to be supported to the effect that everyone understands they play a vital role in assuring that they are working with patient's for their quality of life, no person's role is insignificant, and every player is a piece of the puzzle for maximum team success (Bosch & Mansell, 2015). Essentially, initiating the questions to patients can be a difficult task. Understanding that many patients have a firm stance on having certain procedures, they need to simply understand that the questions that are being asked in regard to Colon cancer screenings, AAA abdominal screenings, hepatitis screenings, pap smears, mammograms, and the series of other health maintenance measures that are inquired about are for their own health success. Creating a flow that works well for every clinic could become complicated in the beginning but ultimately, when everyone

is participating within updating these ques, the process will become less of a strain on the individuals who are choosing to do this because they want for the better of the patient. Though, most team members should be updating this type of information when they are involved in patient care, only a small amount of staff are. This creates a great burden for members of the team whom are doing their best to make sure the best patient care and experience is received. The level of quality that will be necessary for this policy to be successful is a level that at times, those individuals enforcing the policies and assisting in their creation may have a lack of true understanding when they are challenged with the word quality (Whitlock, 2016). When reviewing quality and the metrics set forth, often the data that is available does not necessarily provide accurate information as this type of information is ever changing (Whitlock, 2016). The emphasis for this policy is to aspire for the best policy practice outcome and know going forward that individuals will have difficulty working through this process depending on their knowledge of the EHR system and their speed with accuracy when working in direct patient care. The end goal being for employees to understand the best practice measure is to obtain these health maintenance facts prior to the patient ever being present from records that are available from patient's primary care referrals and information from outside sources. This as well, can become challenging. The goal in creating a policy is to assure that when implemented, it works. Creating policy based around facts and implementation success will be a goal within this policy, as change will be necessary prior to finalization of the policy. Evidence informed policy formulation and implementation will be a key to success moving forward (Strehlenert & Richter-Sundberg, 2015). The key stakeholders involved within this policy will be senior leadership, physicians, and clinical employees.

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Scope

This guideline applies to adult and pediatric patients seen within the scope of care of any CHPG clinic.

Purpose

To initiate a standard of care that sets forth proactive care and preventative measures in patient care.

Guideline

1. Improvement upon health care maintenance measures for all CHPG specialty clinics.
2. Creating measures that are obtainable and the responsibility of each clinic as they are presented to the clinic during patient care.
3. Addressing measures with patients to encourage their participation in health care maintenance.

Measures: To adequately review health care maintenance with patients I.E. Colonoscopy, pap smear, mammogram, prostate exam, ophthalmology exam, immunizations, and other specialty measures presented by the EHR.

Goals

1. Each clinic that presents in a patient's chart for their direct care is required to address each measure that is present for the individual.
2. Update each measure with the appropriate date of preventative care.
3. If the preventative measure has not been met by the patient, an agreed upon time frame to be established by senior leadership should be entered the measure to postpone the

question. At which time, the next CHPG clinic that the patient presents to can again inquire about the patient's health maintenance activities.

4. The goal for participation is to assure our patients are receiving proper care.
5. The goal is not for a patient to become intimidated by question repetition, therefore a timeframe for these questions will be agreed upon to assure care is being received without the patient feeling harassed by repetition.
6. The goal is to set a benchmark that is to be reached by the specialty clinics within a 3, 6, and 12-month time frame. Based on the results and absolute participation by every clinic, Centura will be able to measure what is being attended to by patients and providers and what measures may be going unattended.

Conclusion

At the one-year mark, the evaluation by senior leadership can attest to the adequate stats that were presented from trying to meet each of these benchmarks. From this mark, Centura will be able to review if the guidelines being set fourth are providing accurate review and guidance with patient health maintenance and move forward to initiatives to encourage patients to take a role in their preventative care.

References

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