

Student Led Consulting Group Improved Patient Quality Care in a Free Clinic at Wayne State University School of Medicine

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Introduction

Cass Clinic, a student-run free clinic, collaborated with Institute of Healthcare Improvement Chapter at WSUSOM, to increase adherence rate of HbA1c POC tests to its diabetic patient population.

Project Aim

The aim of this project is to pilot a student-led consulting group, in collaboration with a free clinic at Wayne State University School of Medicine (WSUSOM), in spearheading a healthcare improvement project to increase adherence rate of hemoglobin A1c (HbA1c) point-of-care (POC) tests.

Methods

Using the Define, Measure, Analyze, Improve, and Control (DMAIC) method, a project charter and key stakeholders were formulated and identified, respectively



The following key project events, along with timeline, were identified and delivered:



ATTN CASS VOLUNTEERS:

Please check if your patient is diabetic **at the beginning of each encounter**; if patient is diabetic please reference the ADA's HbA1c guidelines:

- Assess HbA1c **at least every 3 months**, and as needed, in patients whose therapy has recently changed and/or who are not meeting glycemic goals.

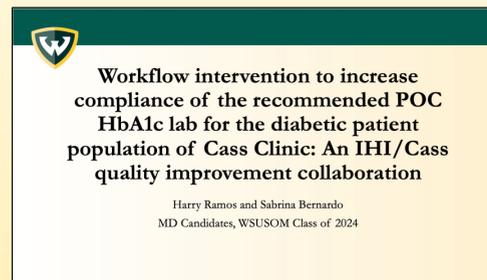
-Assess HbA1C **at least every 6 months** in patients who are meeting treatment goals (and who have stable glycemic control).

If your patient needs HbA1c at today's visit, please tell a Cass coordinator ASAP. This will ensure timely HbA1c result.

For implementation, materials and new workflow were disseminated to the clinic staff. A small placard detailing the HbA1c guidelines set forth by the American Diabetic Association (ADA) was placed in each desktop

To track adherence with new workflow and to evaluate success of project, retrospective chart review was performed tabulating the numbers of HbA1c POC tests resulted.

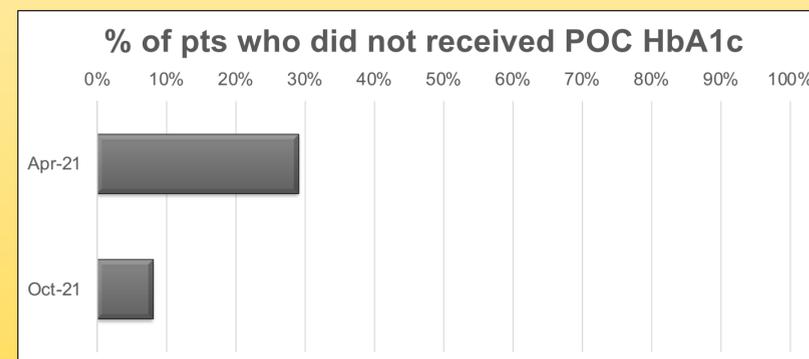
A PowerPoint slide deck was the final deliverable establishing new workflow, educational materials, and future strategy.



Results

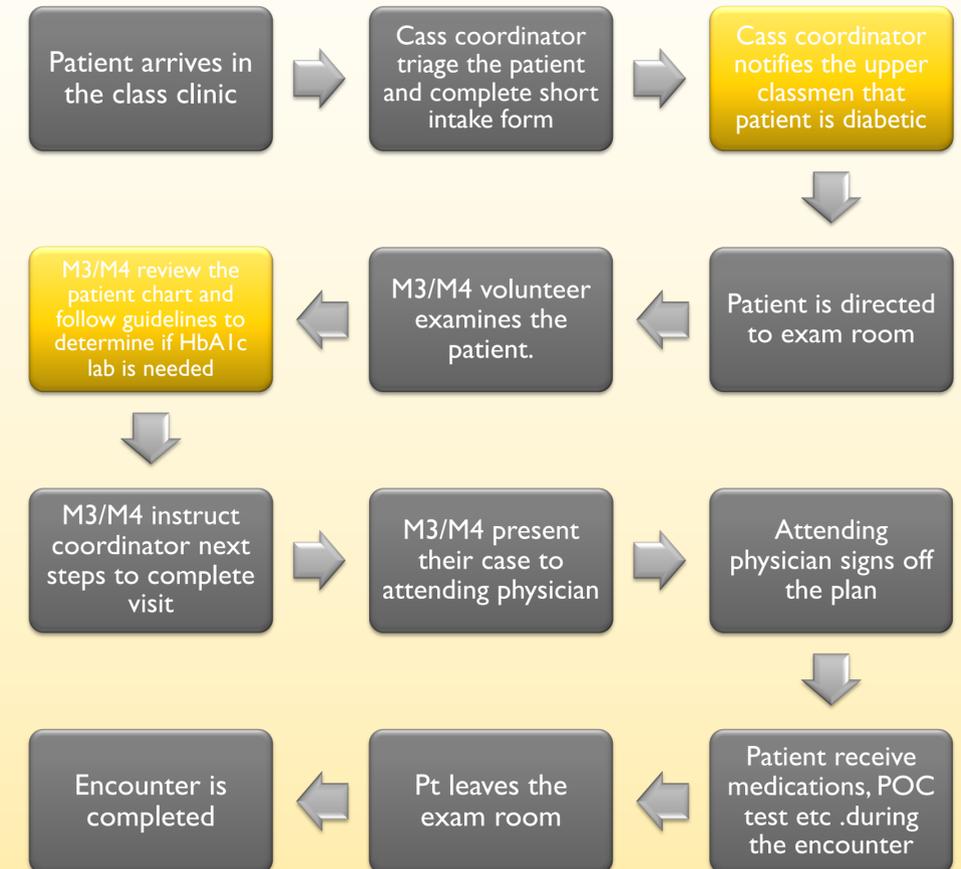
The project went live on 05/27/2021. Desktops were re-designed to add the ADA's HbA1c guidelines allowing 'face-up' visibility to follow protocol by clinic staff.

The percentage of diabetic patients who were not able to receive their duly HbA1c POC tests decreased from 29% to 8%.



Future State Workflow

Post implementation, a standardized workflow was established to order HbA1c POC tests. We demonstrated adherence to new workflow.



Conclusion

Our data suggests that the DMAIC method and the key project events/timeline streamlined the execution of the project engagement. This demonstrated the effectiveness of a student-led consulting group in leveraging a market-tested project management and consulting tools to launch similar quality improvement projects to scale.