

The WREN Review

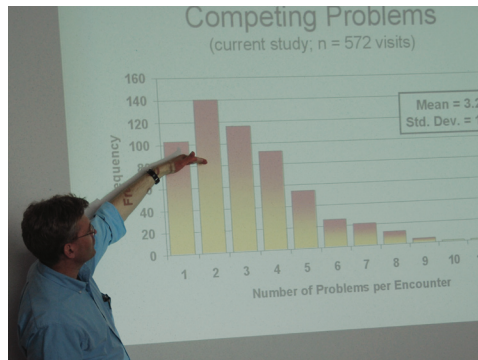
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Temte takes study results back to Wisconsin clinics

Complexity in Primary Care, an AHRQ funded project studied the interactions of the numbers of problems presented by the patient at clinical visits and the mental workload and errors associated with the number of problems. The study was conducted across four primary care practices affiliated with WREN—Wingra Clinic, Mile Bluff Clinic, Lake Tomah Clinic and Dubuque Medical Associates. Over a 9-month period, the Complexity research team, headed by Dr. John Temte, analyzed 585 clinical encounters conducted by 31 clinicians. Relationships between clinician mental workload and patient age and sex, continuity status, number of problems per encounter and perceived medical error were examined. Results indicate that clinicians managed an average of 3.3 problems per encounter. The number of problems per encounter was highly correlated to clinician mental workload. Clinician mental workload increased 7.2% for each additional problem and perceived medical error increased by 3.5% for each additional 10 point rise in clinician mental workload.

Upon completion of data collection and data analysis, Dr. Temte and his team visited the clinics to report the results. Each clinic received a composite report for their site in addition to an overall presentation of project results. Participating physicians got a copy of the report. The research team is currently



Dr. Temte explains study results from to the physicians and staff at the Mile Bluff Medical Center in Mauston, WI.

preparing several manuscripts for publication of the results.

Dr. David Hoffmann, a family physician at Mile Bluff Clinic in Mauston, WI said feedback from Dr. Temte was useful and that he appreciated the time he took to bring back the results in person. "It provided a personal level to the research," Hoffmann said. Dr. Hoffmann also remarked that the results confirmed that the physicians in his clinic do in fact see patients with complex problems, that these visits take more time and provide more frustration for the physicians even though they appear to be simple health concerns at first. He also noted the importance of WREN's work, saying that rural practices are often overlooked in research and the work WREN is doing contributes to answering important evidence-based, clinical questions and helps physicians look critically at their own practice.

In this issue

- PRA 2 underway.....2
- WREN working with DHS.....4
- Health literacy collaboration with St. Mary's Hospital.....5
- WREN nears fund raising goal....6
- Advisory Board selected.....6

WREN

**Convocation of Practices
Holiday Inn &
Convention Center
Stevens Point, WI
May 8-9, 2009**

**Wisconsin Primary Care
Research & Quality
Improvement Forum**

**Wilderness Resort
Wisconsin Dells, WI
November 12-13, 2009**

'09

Study looks at information chaos in primary care with a focus on safety issues for elderly patients



Ben-Tzion Karsh, PhD

Ben-Tzion Karsh, PhD in the UW-Madison Department of Industrial and Systems Engineering and his team of human factors engineers and primary care physicians are working with WREN

to evaluate an intervention that will provide timely patient information to Wisconsin primary care physicians to avoid the hazard of information chaos that is often experienced by physicians during clinical visits.

Information chaos is the simultaneous information overload, information scatter, information uncertainty, and information underload experienced every day by primary care physicians. It's

a common problem in primary care and one that is understudied.

This study *A Human Factors Intervention to Reduce Risk in Primary Care of the Elderly (PRA 2)*, is a three-year project funded by the Agency for Healthcare Research and Quality (AHRQ) to test a method to reduce information chaos.

The intervention involves a care coordinator—an RN who will collect problem lists, medication lists, tests and procedures from other providers on patients aged 75 or older 5 business days before a scheduled visit. The care coordinator will meet with the primary care provider at a scheduled time before the visit to provide him/her with the pertinent information at a time when he/she is not seeing other patients.

This study is being conducted at 4 clinics involving 16 primary care physicians, and 1536 elderly patients over the course of 15 months. The research team is currently recruiting WREN clinics to participate in the study.

PRA 2 builds on a previously funded AHRQ study, PRA 1, which investigated hazards during primary care clinical visits in the elderly population. PRA 1 involved 15 WREN physicians, from 15 different clinics, and 45 of their patients 65 years old and up. During that study, researchers observed 50 physician-patient visits (over 70 hours of observations), collected 105 physician-reported safety hazards, and conducted over 10 hours of focus group sessions with study participants and physicians. PRA 1 data analysis is currently underway.

Fall Forum attendance nearly doubles

There were several new faces at the 2008 WREN research forum, held November 6-7 in Wisconsin Dells. The forum was expanded to include quality improvement and compared to last year's forum attendees which numbered 42, this year's event included 72 participants.

Ten quality improvement sessions were presented which covered topics like quality and safety in nursing education, parent satisfaction in pediatrics, best practices in cervical cancer screening, improving the health literacy environment, and more. Twelve researchers also presented their work. Several of the presentations are available online at www.wren.wisc.edu.



Denice Cora-Bramble, MD, MBA speaking about cultural competency in rural and urban clinical settings at WREN's 2008 Research & Quality Improvement Forum

WREN's first nationally recognized plenary speaker, Dr. Denice Cora-Bramble, Executive Director of the Diana L. and Stephen A. Goldberg Center for Community Pediatric Health at Children's National Medical Center in Washington, DC spoke about cultural competency in rural and urban clinical settings. Dr. Kenneth Schellhase, Associate Professor and Director of Family & Community Medicine in the Division of Research, Family & Community Medicine at the Medical College of Wisconsin, gave a presentation on access to dental care for children. Dr. John Frey, Director for the Health Extension Program at UW-Madison's School of Medicine and Population Health spoke on community-based health research and primary care.

A great fall forum, news on fund raising, and our advisory board



We have a lot of exciting news to share with you in this edition of the *WREN Review*. In addition to three new projects, which you can read about on page 5, we are pleased to be near to finalizing our agreements with Aurora UW Medical Group and Milwaukee Health Services to become the newest full support practices. We look forward to working with Dr. Tito Izard and Dr. Elizabeth Badi to conduct research in the urban communities of Milwaukee. We are currently working with the Wisconsin Department of Health Services on the Ask Me 3 project at each of the Milwaukee Health Services clinics.

WREN is sad to announce Lisa Kietzer's departure in September 2008. Lisa was one of the first REPSS on our team and was integral in helping us build our research infrastructure in the last two years. Though we will miss her, Lisa is working toward her PhD in Sociology at UCLA. We wish her the best of luck.

We were thrilled to expand the scope of this year's research forum to include quality improvement. The meeting held November 6–7 in Wisconsin Dells had a great line-up of speakers and we had an excellent response in terms of registration and abstract submissions. It was the biggest meeting to date! Our plenary speakers included Dr. Denice Cora-Bramble, Executive Director of the Diana L. and Stephen A. Goldberg Center for Community Pediatric Health at Children's National Medical Center in Washington, DC, Dr. Kenneth Schellhase, an Associate Professor and Director of Family & Community Medicine in the Division of Research, Family & Community Medicine at the Medical College of Wisconsin, and Dr. John Frey, Director for the Health Extension Program at UW-Madison's School of Medicine and Population Health. It was great to see so many new faces.

As you can see from the redesigned newsletter, we have completed our "branded look" for WREN. On the advice of the UW Foundation we created a consistent WREN identity that will help us build awareness about WREN's mission and communicate more effectively about what we do. We used this "new look" for our first fund raising campaign. So far we have raised \$7640 which will be tripled with matches from the Wisconsin Academy of Family Physicians and the UW-Madison Department of Family Medicine. Gifts are still trickling in! We'll be preparing a stewardship report in the coming months to update the membership on our fund raising progress and plans for the future. Thanks to all of you who contributed.

We have assembled a 12-member advisory board for WREN, which you can read more about on page 6. The advisory board conducted its first meeting November 6th at the end of the first day of the research forum and will meet again May 7.

This year's Convocation of Practices will be held in Stevens Point at the Holiday Inn & Convention Center May 8th & 9th. You will be receiving registration information in the coming weeks. Until then, please save the date!

Paul Smith, MD
WREN Director

WREN STAFF

Paul Smith, MD
WREN Director
608.265.4477

Mike Grasmick, PhD
Network Coordinator
608.265.4597

Cindy Colombo, MS
Research Specialist
608.263.1636

Kelly Kwiatkowski, MA
Project Manager/Technical Writer
608.265.4313

Peggy O'Halloran, MPH
Senior Research Specialist
715.855.2057

Katie Pronschinske, BS
Research Specialist
414.219.7852

Adina Tucker
Program Assistant
608.262.1112

The WREN Review is published quarterly. If you have questions or article suggestions please contact Kelly Kwiatkowski at kelly.kwiatkowski@fammed.wisc.edu or Peggy O'Halloran at peggy.ohalloran@fammed.wisc.edu.

Wisconsin Department of Health Services enlists WREN's help in promoting patient self-advocacy

Statistics show that about one-third of all patients are unable to read basic healthcare materials, almost half do not understand directions for taking medicine, and about one-fourth do not understand information on an appointment slip. Ask Me 3 is a patient education program designed to promote communication between health care providers and their patients in order to improve health outcomes. The project encourages patients to become active participants in their own healthcare and to understand their doctors' answers to three questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

The Wisconsin Department of Health Services and its partners, including WREN, are administering pre-intervention and post-intervention patient surveys to patients at seven community health centers throughout Wisconsin. Surveys ask about the patient visit and about the patient's health concerns.

Two approaches to improve health literacy are being tested for this project. The Social Marketing approach provides clinic staff with a project orientation and makes program materials such as videos, brochures and key tags, available to patients in the clinic. The Social Marketing Plus approach expands on the first approach by including additional in-person training for all doctors and selected direct care staff to enhance communication skills with patients. As a control, the survey evaluation will also be completed at three comparison health centers without the intervention.

Katie Pronschinske assisted DHS staff in completing the pre-intervention sur-



Martin Luther King Heritage Center, Milwaukee, WI

vey evaluation in October 2008 at Isaac Coggs Heritage Health Center and Martin Luther King Heritage Health Center in Milwaukee. Pronschinske will help

facilitate the interventions at each of these clinics over the next six months, and will assist with the post-intervention survey evaluation in March 2009.

WREN partnering with Milwaukee clinics

WREN, the Center for Urban Population Health and Aurora Health Care are working together to arrange a full-support agreement with five Milwaukee clinics. Clinic locations would include Aurora St. Luke's Family Practice Center, Aurora Sinai Family Care Center, and Aurora Wiselives Center for Wellbeing. The clinics' urban locations provide an opportunity for WREN to study a more diverse patient population and expand the network's opportunities for subject recruitment and project collaboration. Research Specialist Katie Pronschinske is as-

signed to support the new clinic sites. In the coming months, three of the sites are targeted to recruit for the Hypertension study.

WREN is also in the process of partnering with Milwaukee Health Services, Inc. to include the Isaac Coggs Heritage Health Center and MLK Heritage Health Center as full support sites. Pronschinske is currently working with the Wisconsin Department of Health Services on the Ask Me 3 project at each of the MHSI clinics.

Improving and expanding primary care treatment of chronic kidney disease



Dr. David Feldstein

Chronic Kidney Disease (CKD) is a worldwide epidemic with rapidly increasing rates in the U.S. and in Wisconsin. David Feldstein, MD, an assistant professor with the UW School of Medicine and Public Health, is the principal investigator of a project designed to develop and test an Internet based electronic patient management tool to help primary care physicians care for patients with stage 3 CKD. This project, funded by the ICTR CAP Type 2 translational research pilot program, will include physicians who are members of WREN and the Wisconsin Network for Health Research (WiNHR).

This study will use focus groups with WREN and WiNHR members to determine the barriers to adherence to CKD guidelines in primary care clinics and explore possible resources for improving care of patients with CKD. WREN staff will assist Dr. Feldstein with focus group implementation. So far, several WREN members have been recruited to participate in these focus groups, with recruitment of WiNHR members to begin soon.

Information from the focus groups will be used to develop a patient management tool to help primary care providers care for chronic kidney disease patients to try and slow the progression of CKD and postpone the need for dialysis. After the tool is developed, WREN and WiNHR members will again be invited to participate to test it in their practices. During this testing phase, we will evaluate patient management tool usability and the effects of the tool on provider knowledge of CKD, and attitudes and adherence to CKD care guidelines.

WREN collaborates with St. Mary's Hospital on health literacy project

The American Academy of Family Physicians Foundation (WAFF) funded a pilot program to evaluate a collaborative health literacy model between hospitals and literacy providers. This program involves WREN, St. Mary's Hospital, The Omega School, Wisconsin Literacy Inc, MetaStar and the Wisconsin Hospital Association. The pilot program will begin at St. Mary's under the direction of Dr. Paul Smith. Six adults with low literacy will be identified and trained to evaluate hospital signage, facility navigation, and hospital communication related to providing



St. Mary's Hospital, Madison, WI

consent for a surgical procedure. St. Mary's staff will conduct a similar assessment. WREN will conduct focus groups with each group to discuss what they found during the assessments. Once identified, barriers will be prioritized based on feasibility, impact on patient safety, patient understanding, patient satisfaction, impact on hospital efficiency and timeline for implementation. Study results will be disseminated to the 54 Wisconsin Literacy member programs, and 125 hospitals in the state and the patients they serve.

WREN working with Oregon Rural Practice based Research Network, other PBRNs on nationwide patient safety survey of primary care practices

WREN began work on a project funded by the federal Agency for Healthcare Research and Quality (AHRQ) called "Beta Testing of the Medical Office Survey on Patient Safety (SOPS)". This project is a collaboration of 14 practice based research networks located in 18 states, with the Oregon Rural Practice based Research Network serving as the lead network for this study.

WREN will be responsible for recruiting 25 small to medium sized clinics to participate. All employees of the participating WREN clinics will be asked to complete the SOPS survey, which is designed to assess the safety culture of primary and specialty care settings. Also, a clinic manager or lead clinician

from each clinic will provide additional information about barriers to implementing the survey and the perceived uses of SOPS information from the clinic perspective.



This study will result in the development of a benchmarking database for future users of the SOPS, as well as a better understanding of both the barriers encountered in completing the survey and the value of the survey data for clinic quality improvement initiatives. This study is in the planning stages, and WREN will begin recruiting practices within the next couple of months.

Convocation to be held in Stevens Point May 8–9

Mark your calendars for the 2009 WREN Convocation of Practices. This year's meeting will be held May 8–9 at the Holiday Inn & Convention Center in Stevens Point, WI.

Jim Mold, MD/MPH, from the Oklahoma Physicians' Resource/Research Network will present a plenary talk entitled *Quality Improvement Research*. He'll review the current knowledge and the

role of practice-based research networks on quality improvement in primary care and will describe a new primary care infrastructure that integrates key QI components and explains how this model can be implemented and funded.

Dr. Mold will also present a workshop, *Goal-Directed Care of the Diabetic Patient* where he will discuss goal-directed

care as it applies to patients with type 2 diabetes mellitus. Attendees will have the opportunity to work in groups to discuss and present interventions for simulated cases.

Registration and additional meeting details will be available mid-February. We look forward to seeing you in Stevens Point this May.



Holiday Inn & Convention Center in Stevens Point, WI

Advisory Board members selected, convened

WREN has assembled and convened its first Advisory Board in November. The board's purpose is threefold: 1) develop and make policy and procedural recommendations to the Steering Committee, 2) advocate for WREN to the general public and to funders, and 3) advocate for Wisconsin citizens in regard to WREN activities. WREN Advisory Board Members include:

- Greg Simmons, President and CEO, MetaStar, Inc.
- Howard Bailey, MD, Professor of Medicine, UW Wisconsin Network for Health Research
- Marc Drezner, MD, Senior Associate Dean, SMPH Professor of Medicine, UW Institute for Clinical and Translational Research
- Kristin McManmon, VP of Operations, St. Mary's Hospital
- Steve Yale, MD, Marshfield Clinic

- Molly Jahn, PhD, Dean UW-Madison College of Agriculture & Life Sciences
- Nancy Nankivil, Senior VP Quality & Efficiency, Wisconsin Medical Society
- Cheryl McIlquham, Director, Office of Policy, Wisconsin Dept. of Health Services
- Kathleen O'Toole-Smith, Outreach Program Manager, UWSP Dept. of Surgery
- Larry Pheifer, Executive Director, Wisconsin Academy of Family Physicians
- Charles Shabino, MD, Senior Medical Advisor, Wisconsin Hospital Association
- Paul Smith, MD, WREN Director, UW Dept. of Family Medicine

Greg Simmons will serve as Chair of the Advisory Board for a three year term. The Advisory Board will convene again May 7 in Madison, WI.

WREN closes in on fund raising goal

WREN launched its first campaign in December 2008 to raise funds for an endowment to support primary care research. To date WREN has raised \$7640, just shy of its \$8000 goal. The UW-Madison Department of Family Medicine and the Wisconsin Academy of Family Physicians will provide matching funds which will yield \$24,000 if WREN reaches its goal.

These funds are increasingly important to WREN given the current economic climate and WREN is making every effort to diversify its funding sources in order to continue its long tradition of conducting primary care practice-based research in Wisconsin.

WREN is actively seeking new collaborations with researchers and organizations to conduct high quality translation research in "real world" practices across the state of Wisconsin. Support from the UW School of Medicine and Public Health, the Wisconsin Academy of Family Physicians and the support of our donors will help WREN to continue this important work.