

A Human Factors Pre-Visit Planning Intervention to Improve Primary Care Physician Situation Awareness for Elderly Patient Visits

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Research Question

- Information chaos is the major hazard in the primary care of elderly
- Little known about impact of PC redesign on PCP outcomes
- Does a human factors designed intervention to improve information availability at elderly patient visits
 - Increase PCP situation awareness
 - Decrease PCP mental workload

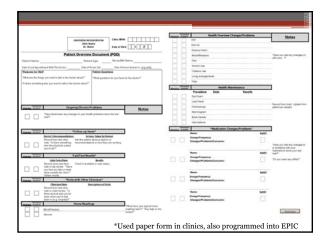
Study Design

- Randomized controlled trial of a pre-visit planning intervention
- 16 Physician-nurse teams at 4 Primary care clinics in Wisconsin
 - Pre: 768 elderly pts; Trial 768 pts control/INT
- Timeline

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Pre-intervention		Trial Phase		
 Care-as-usual 		 Control & Intervention 		
Feb 2011	Oct 2011	Nov 2011	Apr 2012	Jan 2013
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Pre-visit Planning Intervention - 3 parts

- Nurse chart review & patient phone call 4-5 days before visit using 'pt overview document (POD)"
- Nurse Physician Huddle before visit
- · Physician uses POD during visit
- POD Info collected:
- Reasons for visit & patient questions
- Elderly health overview & health maintenance
- New since the last visit
- F/u itemsLab/test results
- · Visits with other clinicians
- Medication changes
- · Chronic ongoing problems
- · Chronic disease control



What This Means for Clinical Practice

- · A standardized, nurse-led pre-visit planning team intervention
 - Improves PCP situation awareness before and during elderly patient visits
 - Improves PCP perceptions about visit itself
 - Does not adversely effect PCP mental workload
- Further analyses will determine if certain patient, visit or PCP characteristics influence these outcomes

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