Background

• Mission Medical Center is a free clinic that has been serving the uninsured and underinsured people of Colorado Springs since 2004.
• Their services include: Primary Care Clinic, Diabetes Care, Dental Clinic, Pharmaceutical Dispensary, Behavioral Health Clinic, Vision Clinic, Spiritual Companion Ministry, Independent Living Program
• Volunteer medical professionals provide the mainstay of care for Mission Medical Center patients.
• The University of Colorado School of Medicine, Colorado Springs Branch has established a formal relationship with Mission Medical. Every third Saturday of the month, Mission Medical Center hosts a medical student-run clinic with the medical school faculty volunteering for professional guidance and patient safety.
• In addition to participation in the student-run clinic, medical students offer volunteer quality improvement and innovation services to Mission Medical Center.
• After participating in several clinics, the lab ordering and reviewing process was identified by staff and volunteers as an initial area for improvement.

Objectives

• Create a process map of the ordering and review of labs
• Pinpoint steps in the process map that are rate-limiting
• Select a rate-limiting step for an intervention
• Categorize future directions of improvement for subsequent medical students classes to pursue

Process Maps

Rate limiting step

Current intervention

Future intervention

Process Maps

Acknowledgments

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Conclusions

• Ordering and reviewing labs is a complicated process at Mission Medical Center
• Determining insurance status in order to properly utilize the various lab services and conserve resources is a complex algorithm
• Completion of the labs is under the control of the individual patients and thus difficult to regulate
• Integration and review of lab data in Practice Fusion, the electronic medical record, is a laborious process
• We selected lab data entry into Practice Fusion as a feasible area to implement a change (red boxes)
• Many areas were identified for future improvements
• As future classes of medical students rotate in Colorado Springs and at Mission Medical, interventions identified here and those identified as the partnership grows will be addressed.