



Closing-the-Loop

Lessons Learned

Closing-the-loop for clinical referrals improves patient safety and satisfaction, as well as clinical care coordination.

Performance Challenge

/DFN RI UHIHUUDO WUDFNLQJ FDQ OH DG V R O F I L E T O
F\ DQG IUXVWUDWLRQ 8S WR RI UHIHUUDO V DUH
QRW FRPSOHWHG 2I WKH RQH'V QMHW+DIDR WKSISODDQXO WKH DOWK FDUH V\ VW
HG QRWHV DUH RIWHQ QRW V D W H E D F N I W R V D H H W U Q L W K H D O W K V \ V W H P I R U
SUDFWLFHV OH DY L Q J W K H P X Q D Z D U X Q R T X O H S D G L H Q W Y L V L W V S H U \ H D U I U R
Q R V H V R U F K D Q J H V O R V W S U D F W L F H V K H P Q W K W Q B H G V ' X H W R W K H H \ W H Q V
O L V K H G S U R F H V V H V I R U F O R V H Y L Q F H W K R I U H I H U U D O H O R R S + H D O W K RI U H I H

Practice Spotlight

Practice Solution

&ORVW O R R S U H T X L U H F W L R Q D O L Q I R U
P D W L R Q V K D U L Q J D Q G F R P P X Q L F D W L R Q J E H V Z H H Q
S U D F W L F H V 3 U D F W L F H V V K R X O G O R J D Q G W D F N W K H U H I H U U L Q J S U D F W L F
U H I H U U D O U H T X H V W W K U R X J K F R P S O H W L F D Q S U F L V W D Q W V D Q G S D W L H Q W G
S U D F W L F H V V K R X O G D O V R O R J U H I H U U D O V S R Q G S W K R Z W F D Q F H O O D W L R Q V
U H T X H V W L Q J S U D F W L F H V R I W K H U H I H U U D O V U H T X H V W W R H Q V X U H W K D W S D
G L V S R V L W L R Q L Q F O X G L Q J D S S R L Q W P H Q V S O F A W H D Q F U H U U D O Y L V L W D V S U H V
W L P H D Q G L I U H I H U U D O L V Q R W D S S U R S U L D W H R U L I X Q D
E O H W R V F K H G X O H 6 X E V H T X H Q W F D Q F H O O D W L R Q V R U W H D P W K H Q G H Y H O R S
Q V K R Z V V K R X O G D O V R E H F R P P X Q L F D W L R Q U H I H U U H G W R ' F O L Q L F L D Q V W R V H
O R Z L Q J D U H I H U U D O Y L V L W W K H U H F H L Y L Q J S U D F W L F H
V K R X O G V H Q G D W L P H O \ D Q G F O H D U U H V S R Q V H Q R W H
W R W K H U H I H U U L Q J S U D F W L F H

Change Steps

- %HORIZ DUH NH\ VWHSV WR HVWDEOLVK D UHIHUUDO WUDFNLQJ V\ VW W F O R R S E B B M H O R Z
- x &ROHFW GDWD RQ SHUFHQW RI ORRSV FORVHG
- x 3URFHVV PDS WKH FXUUHQW UHIHUUDO WUDFNLQJ SURFHVV QRWH JDSV DQG HVWDEOLVK FOHDU WHDP UROHV DQG UHVSQVLELOLWLHV
- x 7UDFWLRQ RZV FDQFHOODWLRQV ZLWKRXW UH VFKHGXOHV DQG UHIHUUDO V QHYHU VFKHGXOHG
- x 'HYHORS D SURFHVV WR LGHQWLI\ SDWLHQWV QHHGLQJ RXWUHDV RZV XFDQWRHQ ODWLRQ RU QRW \HW VFKHGXOHG
- x 'HYHORS D SURFHVV WR URDO FRP PXQLFDWLRQ DIWHU D UHIHUUDO DSSRLQWPHQW
- x 'HYHORS D UHSRUWLQJ PHFKDQLVP IRU FORVH WKOORRS PHWULFV DW WKH FOLQLF DQG SRWHQWLDO O\ FOLQLFLDQ OHYHOV

Lessons Learned

Change Tactics

6XFFHVIXO SUDFWLFH WUDQVIRUPDWLRQ WDFWLFV IDOO
XQGHU WKH DUH DQG GRIDS SHUVRQ QWHUHG
FDUH

x \$VVLJQ UHVSQRVLELOLW\ IRU FDUH FRRUGLQDWLRQ
DQG UHIHUUDO PDQDJHPHQW

x (VWDEOLVK FDUH FRRUGLQDWLRQ DJUHHPHQWV
ZLWK IUHTXHQWV WKHU SUDFWLFHV WKDW
VHW H[SHFWDWLRQV IRU GRFXPHQWHG IORZ RI
LQIRUPDWLRQ DQG SURYLGHU H[SHFWDWLRQV EH
WZHHQ VHWWLQJV

x 'HYHORS ERWK SHUVRQDO DQG HOHFWURQLF UHOD
WLRQV KLSV DPRQJ PHGLFDO QHLJKERUKRRG
SURYLGHUV WR HQVXUH LQIRUPDWLRQ VKDULQJ

x 0DLQWDLQ D UHIHUUDO WUDFNLQJ \V\WHPWR KHOS
SDWLHQWV PDNH DQG NHHS DSSRLQWPHQWV

Resources

\$&31V +LJK 9DOXH &DUH &RRUGLQDWLRQ &XUULFX
OX SURYLGHV ZHELQDUV DQG VXSSRUWLQJ GRFXPHQWV LH@QH €HQV
PHQWDWLRQ WR KHOS ERWK SULPDU\ DQG VSHELDOW\ \$DUU XOPDFW DQG qFWL
FDUH SUDFWLFHV LPSURYH WKHLU LQWHUDEFWLRQV ZLWK
HDFK RWKHU LQFORSRJ &ORVLQJ
IRXU NH\ VWHSV FRYHUHG LQFOXGH

i *HWWLQJ <RXU 2ZQ ±RKS LQ 2UGHU
SLQJ \RXU FXUUHQW SURFHVVHV

i *HWWLQJ D +LJK 9DOXH UHIHUUDO
SURFHVVHV DQG SHUWLQHQW GDWD VHWV

i (QVXULQJ 2WKHUV *HW ±KDW 7KH\ 1HHG
FORVLQJ WKH-GRFXPHQWV UHIHUUDO

i &UHDWLQJ &DUH &RRUGLQDWLRQ \$JUHHPHQWV

\$&3 3UDFWLFH \$GYLWU\$NPDQGOHV²