

# Motility Pod Town Hall Meeting

IU GI Motility and Neurogastroenterology

Feb 3, 2016

# Motility Pod Town Hall Meeting

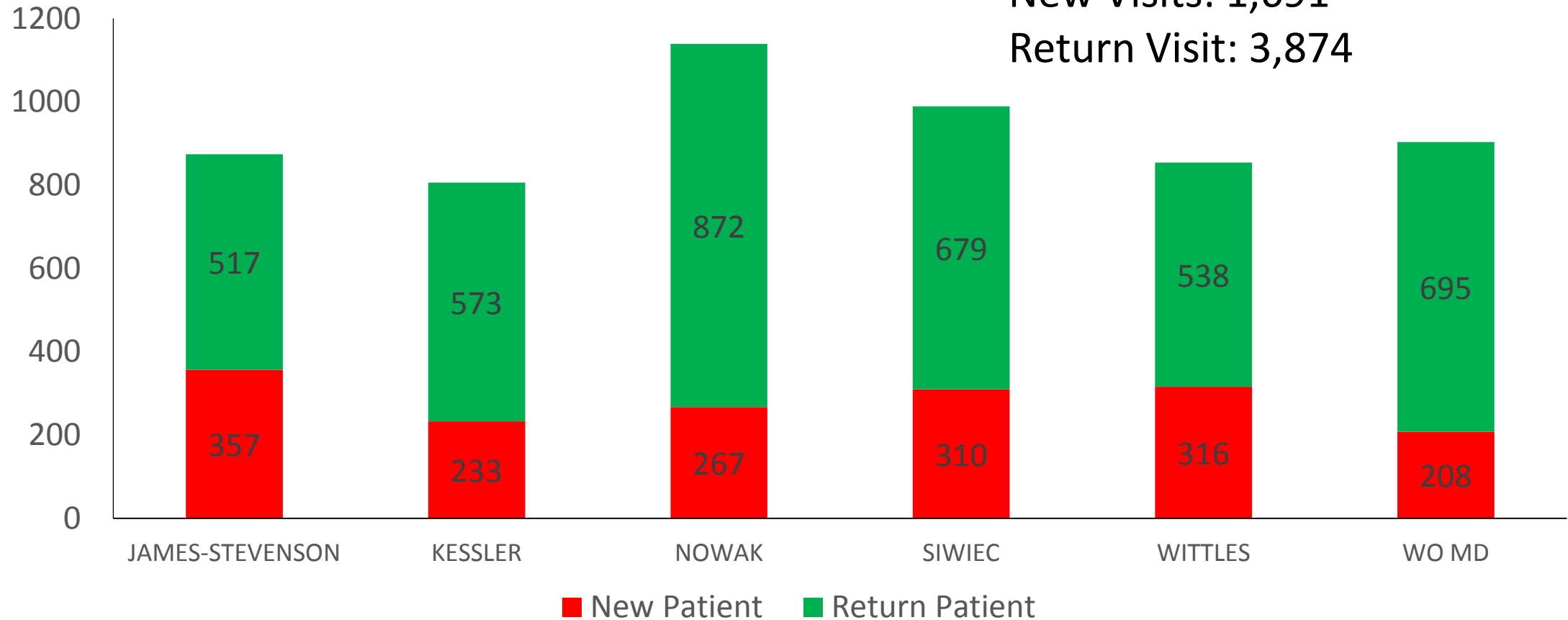
- Scheduling
- Clinic operation
- Communication with patients
- Communication with doctors
- Clinical research

# Number of Outpatient Clinic Visits in 2015 – All Clinics

Total

New Visits: 1,691

Return Visit: 3,874

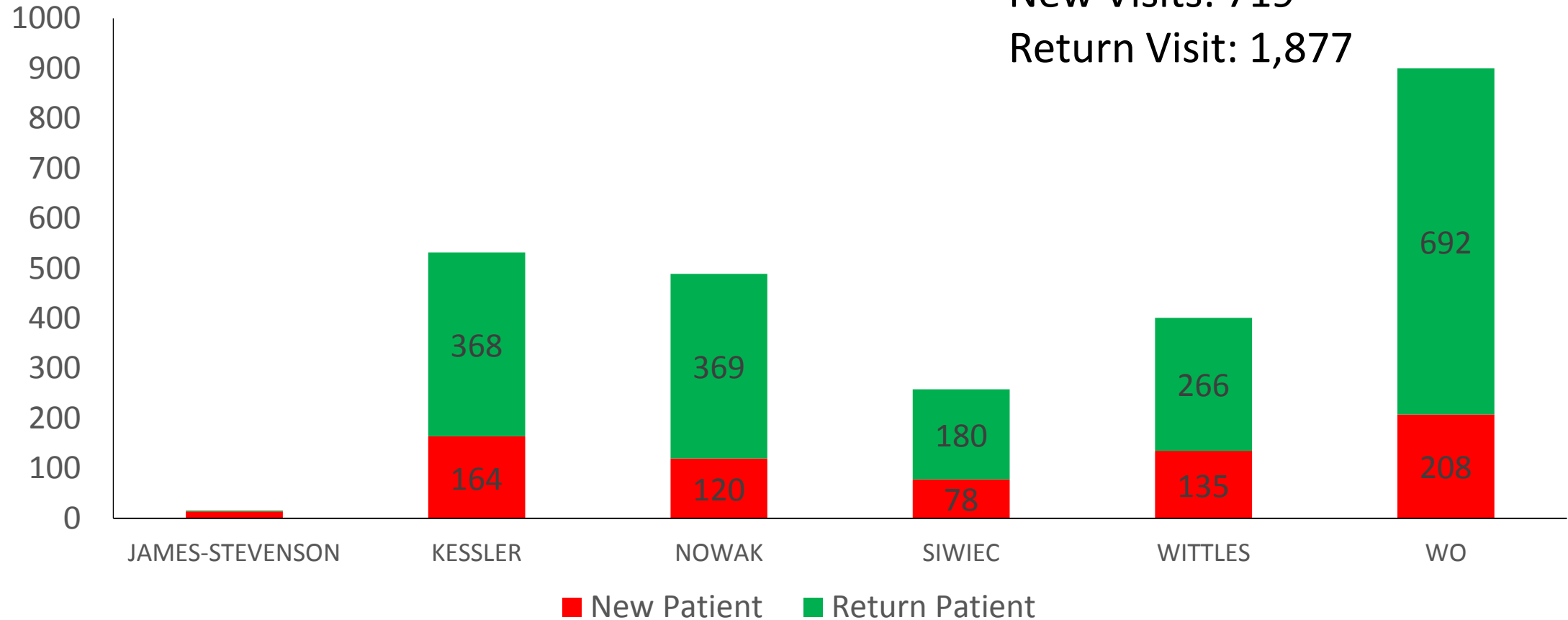


# Number of Outpatient Clinic Visits in 2015 – DaLD

Total

New Visits: 719

Return Visit: 1,877



# Motility Pod: Staffing (IU Hospital)

- 2 Office POA's
- 2 Clinic MA's
- 2 Clinic RN's
- 5 MD's
- 1 Nutritionist (? %)
- 2 Research Coordinators
- 3 Motility Lab RN's
- 1 Motility Tech
- (1 Clinical Psychologist)

# Scheduling

- New patients
  - Indiana vs Out-of-state (3 hour rule)
  - Standard work
    - Diagnosis requiring 4-hr GET (off opiates and prokinetics)
      - Gastroparesis, nausea, vomiting
    - Diagnosis requiring barium swallow (achalasia protocol)
      - Achalasia
    - Out-of-State pts (get records and review of attending MD before clinic)
- Return patients
  - Add-on
    - Wo's Thursday afternoon (1<sup>st</sup> & 3<sup>rd</sup> clinics)

# DaLD – GI Motility Clinics

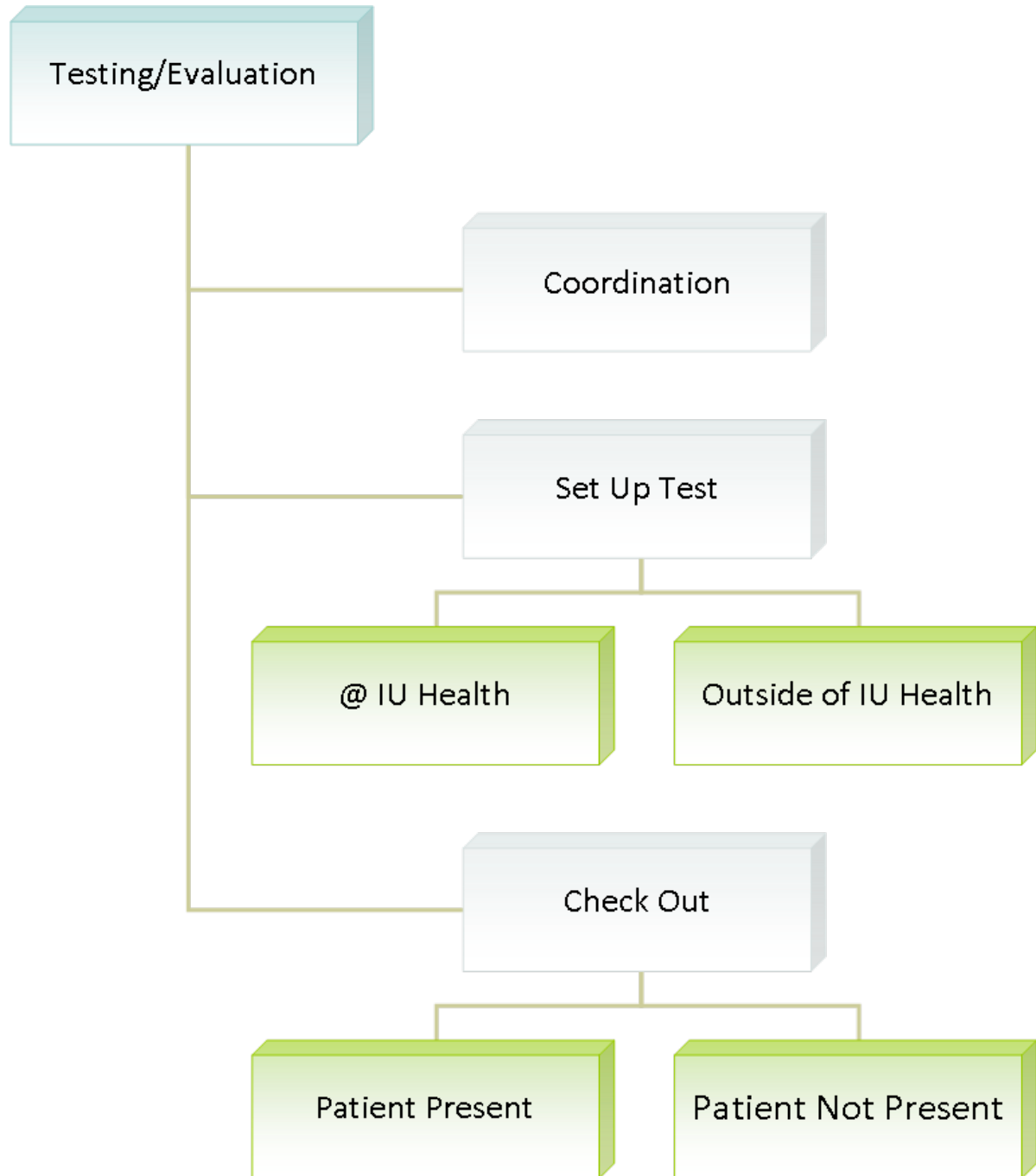
DaLD Clinic Schedule	Monday	Tuesday	Wednesday	Thursday	Friday
AM		Nowak		Wo	
PM	Wo	Nowak, Wo		*Wo, Siwiec	Kessler

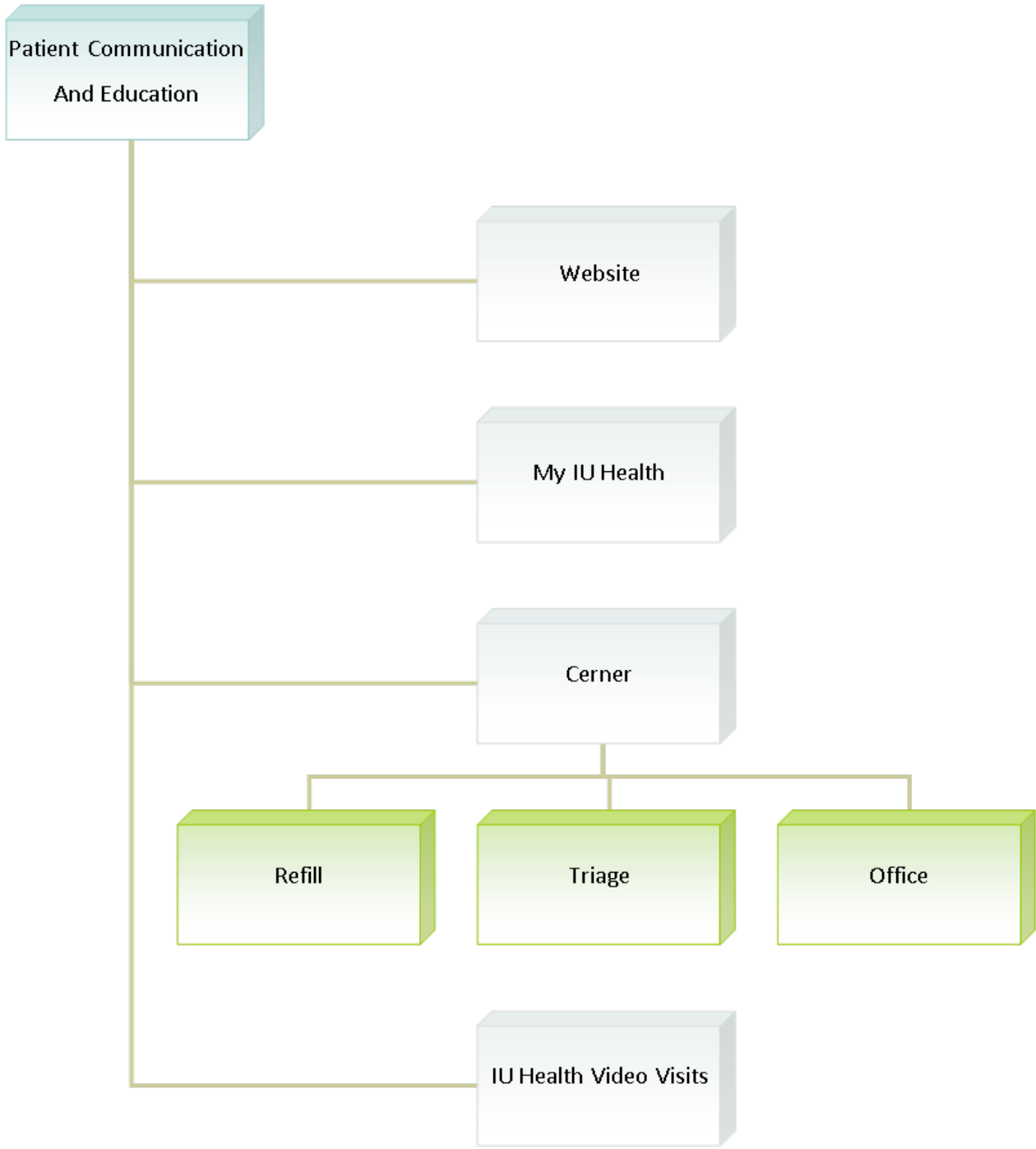
\*1<sup>st</sup> and 3<sup>rd</sup> Thursdays every month

# Clinic Operations

- Staff
  - At least 1 MA and 1 RN “per” doc in clinic
- Rooming
- MD-Patient face time
  - Doc specific
- Checkout
  - RN
    - D/C summary/implementation, education, domperidone
  - MA







# Standardized Patient Education Material

- Location of Patient Education Info
  - In Cerner, web, on cart
- Information Needed
  - Diet
    - Low FODMAP diet
    - Gastroparesis
  - Medical conditions
    - SIBO – needs to be written
    - Achalasia
    - Gastroparesis
    - EoE (Eosinophilic Esophagitis)
  - Testing
    - Motility procedures: ADM, ESIM, ARMC, Bravo, H2 breath, SmartPill, Endoflip
    - Sitz Marks – physician specific, needs updated?
  - Treatment
    - Domperidone – specific to physician?
    - PIE (Pulse Irrigating Evacuation) Machine
    - GES (Gastric Electrical Stimulation)

# Communication: Staff to Doctors

- Means of communication
  - In person
    - During clinic
    - Stuff to sign
  - By Cerner
    - Flag vs not-flag
  - By texting (Need answer “NOW”)
    - Need answer before weekend
    - Requesting home health
    - Triggers for texting (may need ER visit)
      - Bleeding, severe pain, dehydration, syncope, fever with central line, vomiting with high glucose

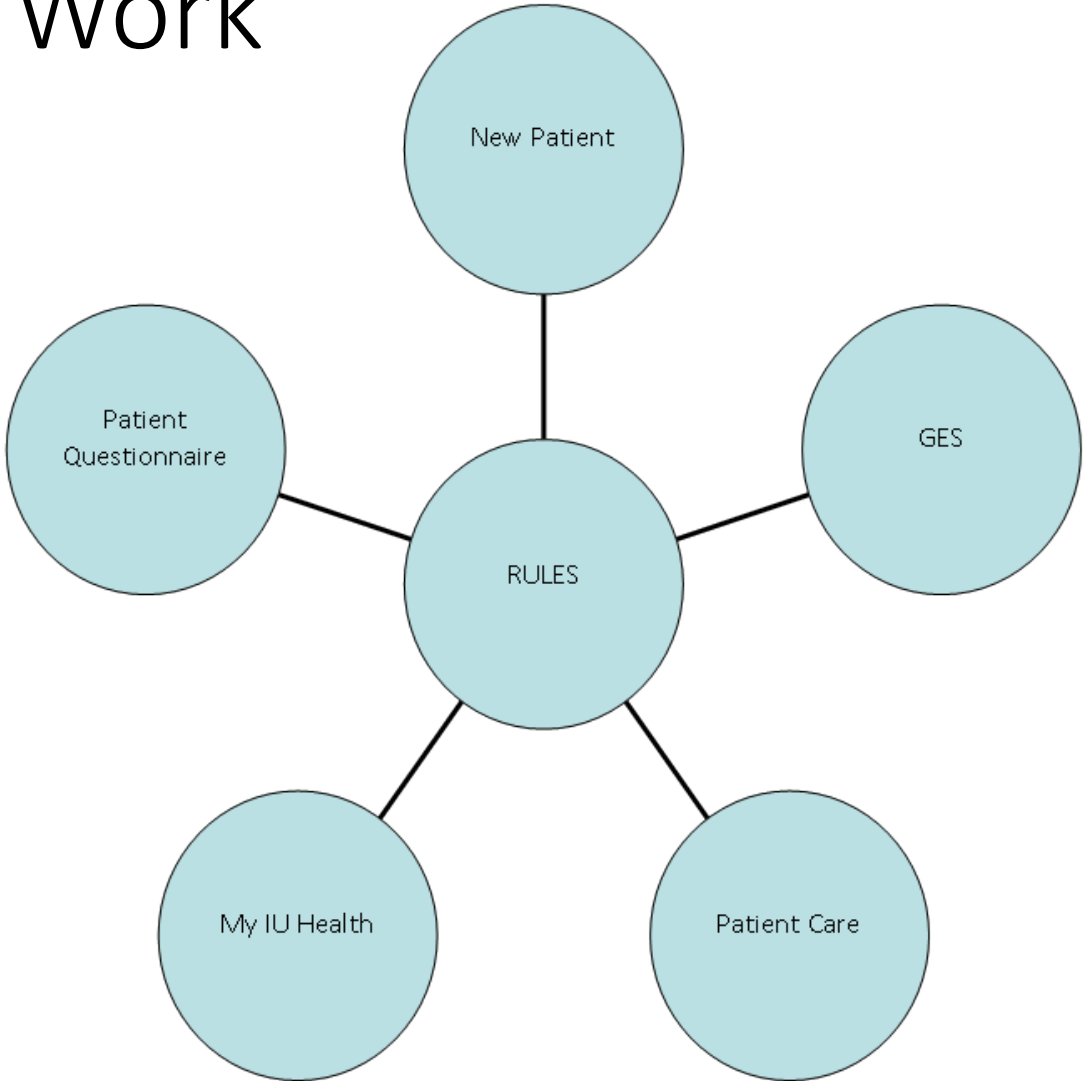
# Communication: Doctors to Staff

- Means of communication
  - In person
  - By Cerner
    - GI Motility – Office
    - GI Motility – Triage
    - GI Motility - Refill
  - By texting

# Clinical Questions or Research

- Questionnaires to hand out
  - Anyone with GES
  - All patients
    - Motility Diagnosis Sheet for Doc
    - Consent form for patients
- List of study patients needed

# Standard Work



## Scheduling

```
graph TD; Scheduling --> NPV["New Patient Visits (From far away)"]; Scheduling --> FUV["Follow Up Visits (Urgent and add-ons)"]; Scheduling --> R["Records (Gathering paperwork and images/disc)"]; Scheduling --> LNSR["Lower No Show Rate"];
```

New Patient Visits  
(From far away)

Follow Up Visits  
(Urgent and add-ons)

Records (Gathering  
paperwork and  
images/disc)

Lower No Show  
Rate



Clinic  
Visits

```
graph TD; A[Clinic Visits] --- B[Flow]; A --- C[MA Role]; A --- D[Education Materials]; A --- E[Depart Summary];
```

Flow

MA Role

Education  
Materials

Depart  
Summary

Incorporate  
Research

```
graph TD; A[Incorporate Research] --- B[Symptom Scores]
```

Symptom Scores