

Perfecting the Art of Consultation

**Ana Ledo, Hannah VanSumeren, Aaron Verbeelen,
Geover Virella, and Anwar Mari**

Faculty Advisor: Dr. Carrazana

Internal Medicine Residency

May 26, 2022

Area of Interest/Problem Statement

Currently, consultants at Osceola Regional Medical Center have different preferences for communication in regards to placing consults for new patients



These different preferences lead to confusion for consultees and frustration for consultants when communication/patient care is delayed

Background Information

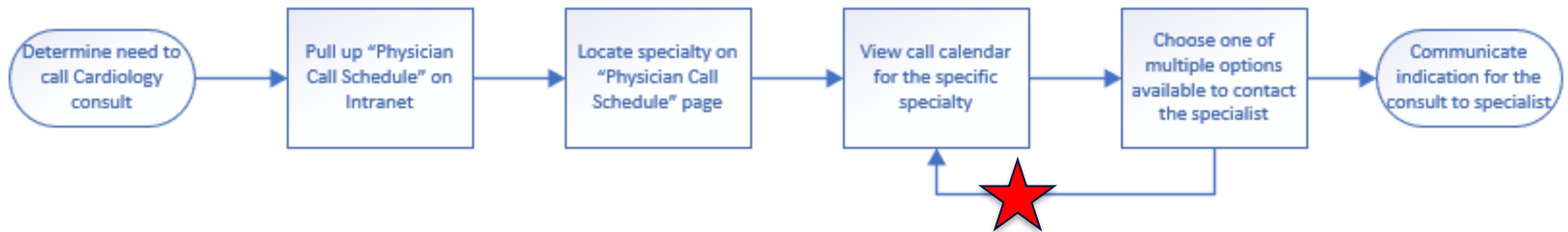
Communication between providers is essential for good patient care.

Communication is most effective when it is stream-lined and efficient.

Primary teams and consultants need pre- determined modes of communication to reach each other when needed, especially when placing initial/emergent consults.

The use of an incorrect method of communication among referring physicians can lead to delayed consults, delayed patient care and physician frustration.

Process Map



Nephrology: similar to Cardiology.

ID: Not on intranet, must contact multiple ARNP's and Consultant's before reaching the correct one.

Current Condition

Scope

- Nephrology, ID and Cardiology consultation process at Osceola Regional Medical Center

Average Level of Satisfaction of Specialists with the consultation process [1(not satisfied)-10 (highly satisfied)]

- Nephrology (5 responses): 6
- Cardiology (1): 5
- ID (0): N/A
- GI (1): 1

Current Condition

Residents consultation process at Osceola Regional Medical Center

- 26 responses (8 PGY-1, 9 PGY-2, 9 PGY-3)

Average Level of Resident Satisfaction with consultation process (1-10):

- Calling Nephrology Consults: mean 5.2
 - Calling Cardiology Consults: mean 4.8
 - Calling ID Consults: mean 5.9
-
- Know preferred method of communication (1-5): mean 2.5
 - Know preferred method of communication for urgent consults (1-5): mean 3.1
 - How often do you use text (1-5): mean 1.8
 - How often do you use phone (1-5): mean 2.5
 - How often do consultants communicate after initial eval (1-5): mean 1.7
 - How comfortable are you with calling consults (1-10): mean 6.7

Barriers to Contacting Consultants

“Not having a clear point of contact such as NP numbers available to call for non-urgent matters”

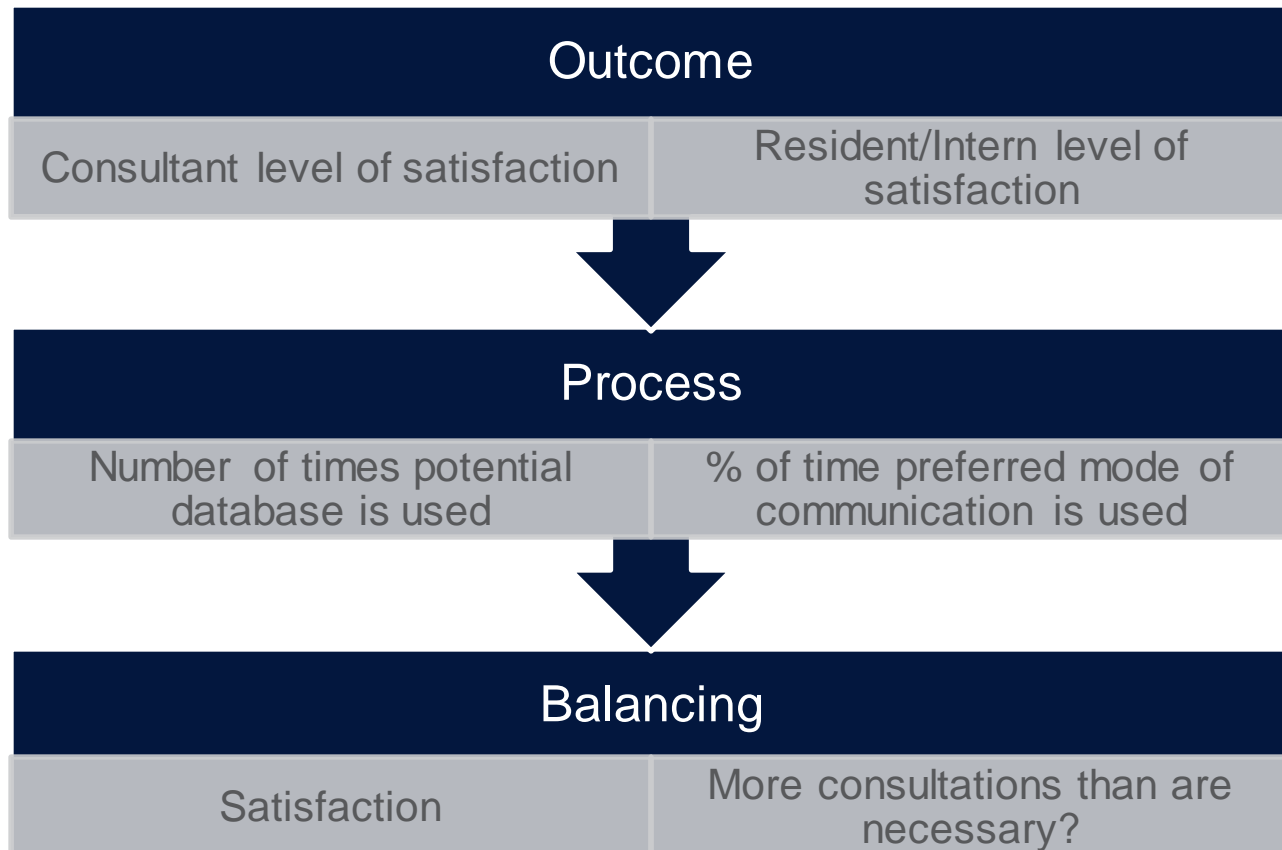
“Never clear who is on call and their preferred method of contact.”

“Multiple contacts, not knowing who to contact”

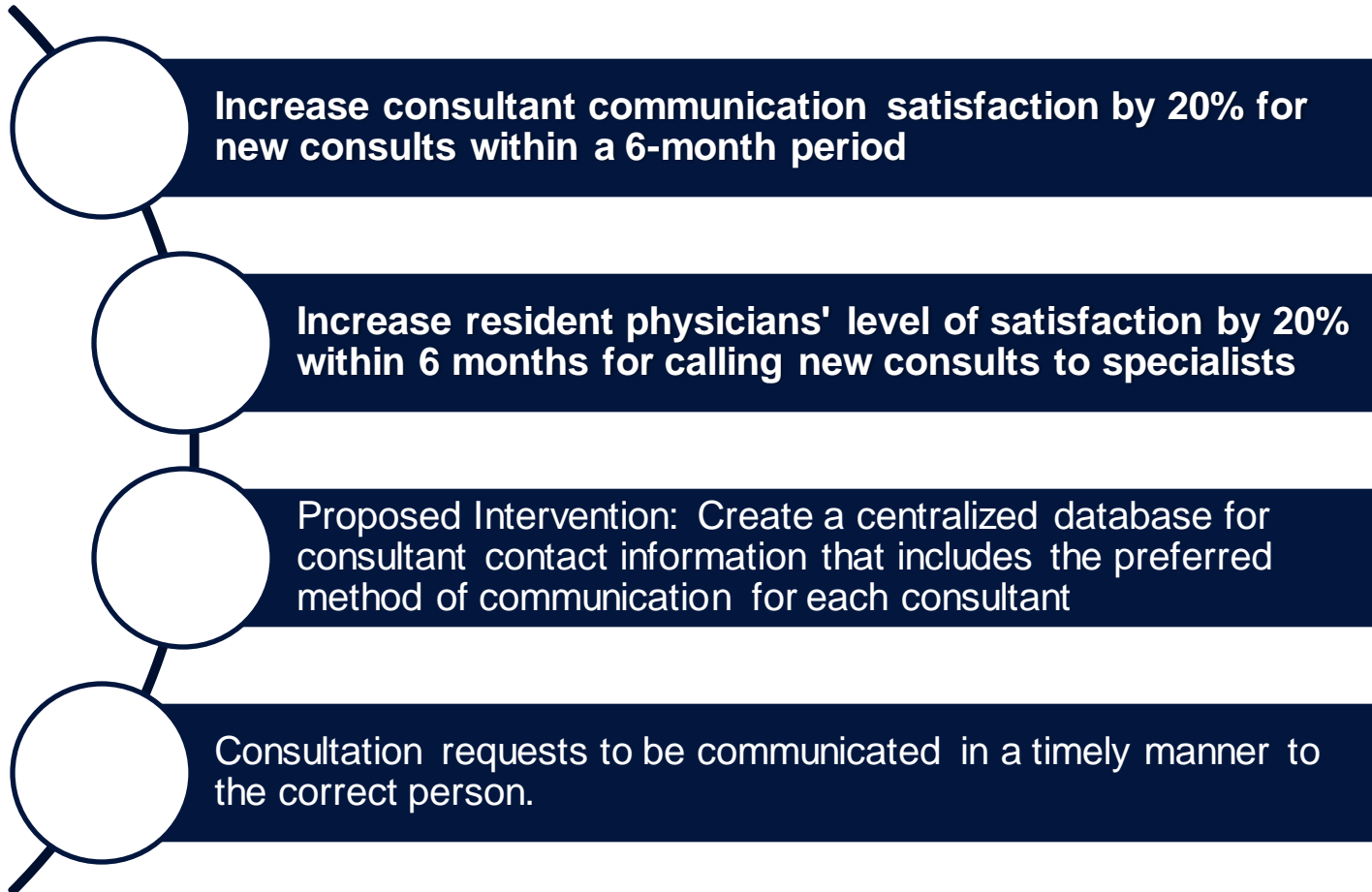
“Knowing that they will not like to be called”

“Finding the phone number.”

Metrics



Aim/Goal of Quality Improvement Project



Next Steps

Publicize to residents the communication preferences for Nephrology as agreed upon by the Nephrology group.

Continue surveying Cardiology, ID

Create a database of the above on intranet

Repeat surveys at 6 months and monitor for intervention success and pitfalls

References

- Cohn SL. Communication With Consultants. PSNet: [WebM&M: Case Studies](https://psnet.ahrq.gov/web-mm/communication-consultants). June 1, 2016. Accessed April 20, 2022. <https://psnet.ahrq.gov/web-mm/communication-consultants>
- Lee T, Pappius EM, Goldman L. Impact of inter-physician communication on the effectiveness of medical consultations. *Am J Med*. 1983 Jan;74(1):106-12
- O'Malley AS, Reschovsky JD. Referral and consultation communication between primary care and specialist physicians: Finding common ground. *Arch Intern Med*. 2011;171(1):56-65.