

Self populates education and referral.

***Notice flow sheet at bottom**

Test Test ID: 910916 PCP: Robert Slocum, DO Lang: Bosnian Alert: See Alerts Alias: Sunshine Com: cell
 58 Years Old Female (DOB: 07/29/1953) Ins: Sliding (475) LOC: FFGS HOME:(603)555-1212 WORK: None

Find Pt. Protocols Graph Handouts

Summary History Prob

Doc ID: 497 Properties: Office Visit

Summary:

Inserted

- HPI
- Vital Signs
- In-house Labs
- Episodic Risk
- Histories
- ROS
- Physical Exam
- Impression & Plan
- Prescriptions
- E&M Advisor

Language: B

HISTORY

Tobacco
 Current t
 Cigarette
 Education

OBJECTIVE

[In-house Labs]
 [Episodic Risk]
 [Histories]

Attachments
 Favorites
 Blank image

Episodic Risk: Test Test

Alcohol Tobacco/Drugs HIV Depression/Violence

Tobacco Currently (10/20/2009 1:19:14 PM) **Print Handout**

Use Tobacco? current every day smoker
 current some day smoker
 former smoker
 never smoker
 unknown if ever smoked
 smoker - current status unknown

Cigarettes/day: Cigarettes # per day: 20
 Pack Years: Pack Years: 30
 Cigars # per week: Cigars # per wk:
 Smokeless # per day: Smokeless # per day:

QUITWORKS **QW Handout**

Education: Education done
 Referred to smoke cessation class
 Referred to 800-879-8678 (TryToStop)
 Referred to QuitWorks NH

Status of Change: Status of Change: |
 Comments: Comments:

Days			
QW INITIAL			
QW FOLLOWUP			
QW 6MOSTATUS			

precontemplation
 contemplation
 preparation
 action
 maintenance

Drugs previously (08/12/2011 11:05:49 AM) **Print Handout**

Use Drugs? current previously never

Self populates an order w/ the “Disorder Tobacco Use” automatically added to the problem list

Centricity EMR - Peter Fifield @ Families First of the Greater Seacoast (CHANEMR.WORLD) - 05/24/2012 1:33 PM - [Chart]

Update Orders - Test Test 58 Years Old Female, (DOB: 07/29/1953)

Orders: This update Open All Primary Coverage: Sliding (475)

!	Date	Description	Status	Diagnoses
	05/24/2012	REFERRAL TO NH QUITWORKS	Unsigned	DISORDER, TOBACCO USE

Potential Diagnoses:

- DISORDER, TOBACCO USE
- BEHAVIOR PROBLEM
- CAFFEINE INTOXICATION (AX
- ALCOHOL DEPENDENCE (AX
- ESSENTIAL HYPERTENSION,
- DIABETES W/OTH COMA TYF
- WELL CHILD EXAMINATION
- DEPRESSIVE DISORDER, MA,
- ANXIETY DISORDER, GENER,
- CHRONIC OBSTRUCTIVE PUL
- LOTUM, MILD RESPIRATOR

Custom List Categories Search Order Details

Clinical Information

Description: REFERRAL TO NH QUITWORKS
Code: CPT-1034F
Authorized By: Fifield, Peter
Modifiers:
Instructions: Pref contact day: M-F Pref time: 9-5pm| Ok to leave msg? yes
Disposition: Admin Hold

Test Administration

Priority: Normal Urgent Stat
Start Date: 05/24/2012
Quantity: 1
Test Provider: Quitworks-NH (Quitworks-NH)
Insurance Notes:

For HIPAA Compliance the “yes” must be added on OK to leave msg for patient endorsement

Update Orders - Test Test 58 Years Old Female, (DOB: 07/29/1953)

Orders:

Sign Orders
Note: After you sign orders you will no longer be able to cancel this update.

Confirm	Date	Type	Description	Disposition
<input checked="" type="checkbox"/>	05/24/2012	Test	REFERRAL TO NH QUITWORKS	Admin Hold

Details
Code: CPT-1034F
Type: Test
Authorized By: Peter Fifield
Prime Coverage: Sliding (475)
Duration:
Clinical Notes: **Pref contact day: M-F Pref time: 9-5pm Ok to leave msg? yes**
Diagnoses: DISORDER, TOBACCO USE
Red Flags:
Order #: 1492906-1
Service Provider: Quitworks-NH (Quitworks-NH)
Authorization #:
End Date:
Units: 1
 Don't show me this dialog again

Flow sheet showing "Lab Rpt" 6 month status of "non-smoking"

Nancy Test ID: 911674 PCP: Robert Slocum, DO
30 Years Old Female (DOB: 01/25/1982) Ins: Medicare (19) LOC: FFGS HOME:(603)555-1346 WORK: None

Find Pt. Protocols Graph Handouts Update Phone Nt. Refills Edit Sign Append Route Organize

Summary History Problems Medications Alerts/Flags Flowsheet Orders Documents

Document View: All Alerts(0)/Flags(0) Drug interactions Group By

	Date	Summary	Provider	Location	St
	07/13/2011 12:00 AM	Lab Rpt: (P) 6 Month Patient Contact Report	Peter Fifield	FFGS	Signed
	07/13/2011 12:00 AM	Lab Rpt: (P) 6 Month Patient Contact Report	Robert Slocum, DO	FFGS	Unsigned
	07/13/2011 12:00 AM	Lab Rpt: (P) 6 Month Patient Contact Report	Peter Fifield	FFGS	Signed
	07/13/2011 12:00 AM	Lab Rpt: (P) 6 Month Patient Contact Report	Peter Fifield	FFGS	Signed
	07/13/2011 12:00 AM	Lab Rpt: (P) 6 Month Patient Contact Report	Peter Fifield	FFGS	Signed
	07/20/2011 12:00 AM	Lab Rpt: (P) 6 Month Patient Staus Report	Robert Slocum, DO	FFGS	Signed
	10/01/2010 7:25 AM	Lab Rpt: (P) GLUCOSE, T4 FREE, THYROID STIMULATING HORMONE	Kelli Meserve CHAN MIS	FFGS	Signed
	07/13/2011 12:00 AM	Lab Rpt: (P) Patient Contact Report - Not Reached	Peter Fifield	FFGS	Unsigned

Doc ID: 47 Properties: Lab Report at FFGS on 07/20/2011 12:00 AM by Robert Slocum, DO

Patient: Nancy Test
Note: All result statuses are Final unless otherwise noted.

Tests: (1) 6 Month Patient Staus Report ()
MLI-302246 NOT SMOKING
Provider Fax: 999-999-9999
Intake Completed: 20110401
Evaluation Completed: 20110705
Report Contact: Donna Jones
Report Contact Fax: 999-999-9999

Patient reported 5 quit attempts since the initial intake call.

Your patient reported that he/she was NOT SMOKING at the time of the six month evaluation call for 4 days.

Dental Integration

Centricity EMR - Peter Filler @ Families First of the Greater Seacoast (CENTRICITY-EMR) - 5/29/2012 1:50 PM - [Chart]

Go Actions Options Help

Desktop Chart Appts Reg Reports New View Print Help EXIT

Minnie Test ID: 906199 PCP: Healthcare Van Lang: Chinese-Cantonese
 112 Years Old Female (DOB: 01/01/1900) Ins: Sliding (475) LOC: HF

Find Pt. Protocols Graph Handouts Probs Meds Refills

Summary History Problems Medications Alert

Doc ID: 1762 Properties: Dental Visit at FFGS on 09/25/2012 1:24 PM by P

Summary:

Inserted

- Episodic Risk
- Dental Assessment
- Vital Signs

Courier 10 B

[Episodic Risk]

Dental Plan:
 Visit A: Tooth 4: Composite: DLO
 Visit B: Tooth F: Extraction
 Visit C: Tooth 30: Amalgam: MDO
 Visit D: Tooth 4: Amalgam: DBLO, Tooth 5: Am
 Visit E: Tooth 2: Extraction
 Visit F: Tooth 30: Composite: MDO, Tooth 32: C
 Visit G: Tooth 14: Sealant, Tooth 31: Sealant, T

Services due: Exam 09/24/2010 Prophy 03/24/2013 BWX 04/18/2010

Dental Exam:

Dental Clinic Health History
Alerts: **Premedicate for Dental Procedures**

Attachments

Patient indicates they have at present or ha

Allergies:
 AMOXICILLIN, * LATEX, PENICILLIN, * MOLD.

Favorites

- Blank image

Tobacco Use Status: current every day smoker
Cigarettes: 1 packs per day

Episodic Risk: Minnie Test

Tobacco Alcohol Drugs HIV Depress/Viol

Tobacco previously (07/07/2011 3:36:26 PM) **Print Handout**

Use Tobacco? current every day smoker
 current some day smoker
 former smoker
 never smoker
 unknown if ever smoked
 smoker - current status unknown

Cigarettes/day: 40 (01/28/2010 3:22:41 PM) Cigarettes # per day:
 Pack Years: 24 (01/28/2010 3:22:41 PM) Pack Years:
 Cigars # per week: 0 (06/25/2008 9:48:30 AM) Cigars # per wk:
 Smokeless # per day: 0 (06/25/2008 9:48:30 AM) Smokeless # per day:

QUITWORKS **QW Handout**

Education: Education done, Referred to smoke cessation class, Referred to 800-879-8678(Try) Education: Education done
 Referred to smoke cessation class
 Referred to 800-879-8678 (TryToStop)
 Referred to QuitWorks NH

Status of Change: Status of Change:

Comments: Comments:

Days			
QW INITIAL			
QW FOLLOWUP			
QW 6MOSTATUS			

precontemplation
 contemplation
 preparation
 action
 maintenance

Dental Assessment Episodic Risk Episodic Risk

Prev Form (Ctrl+PgUp) Next Form (Ctrl+PgDn) Close

Families First

Internal Performance Targets (IPT)

For documenting 2A and R

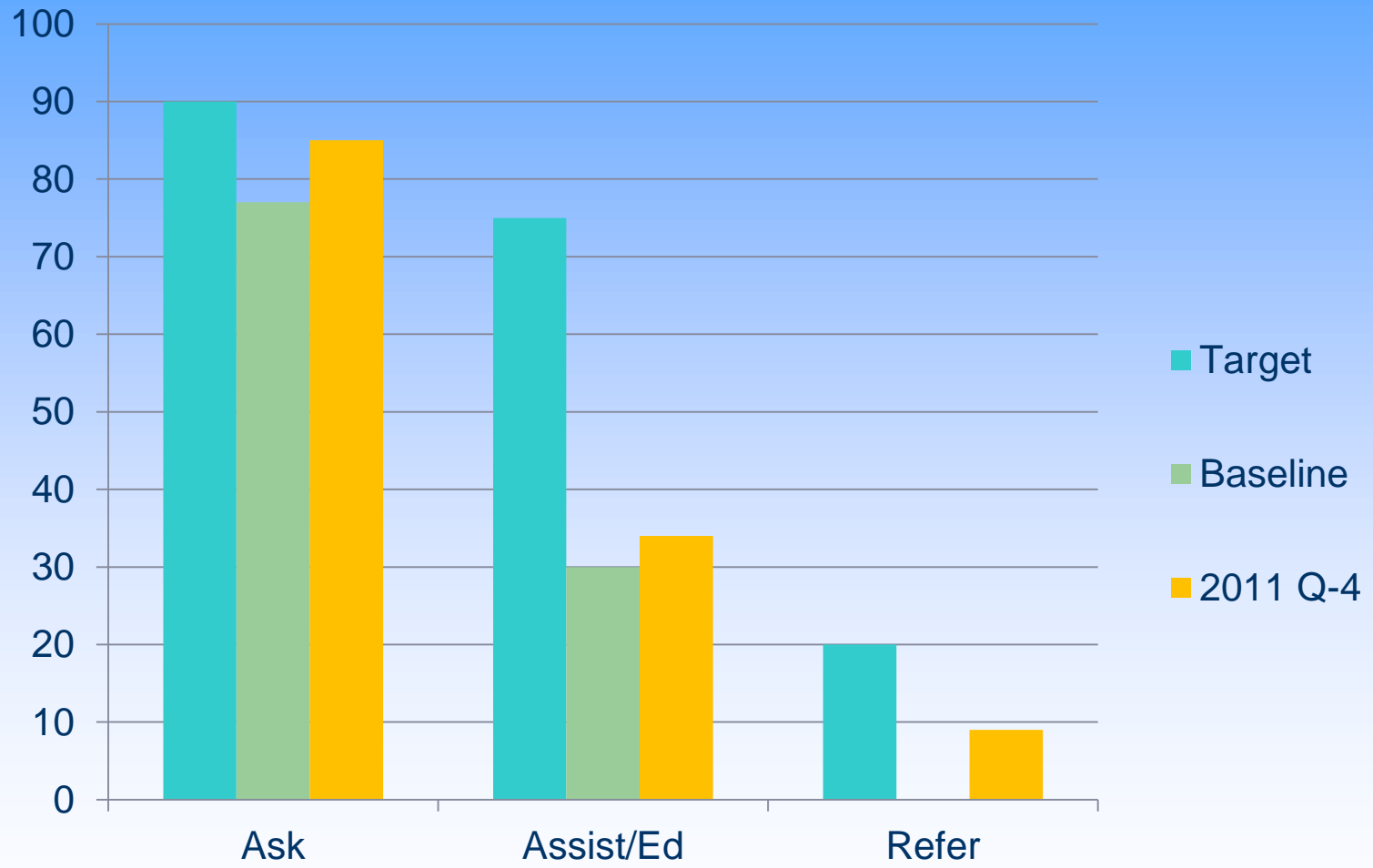
- Ask**
 - **IPT = 90%**
 - **Baseline = 77%**

- Assist/Educate**
 - **IPT = 75%**
 - **Baseline = 30%**

- Refer to QUITWORKS-NH**
 - **IPT = 20%**
 - **Baseline = 0%**

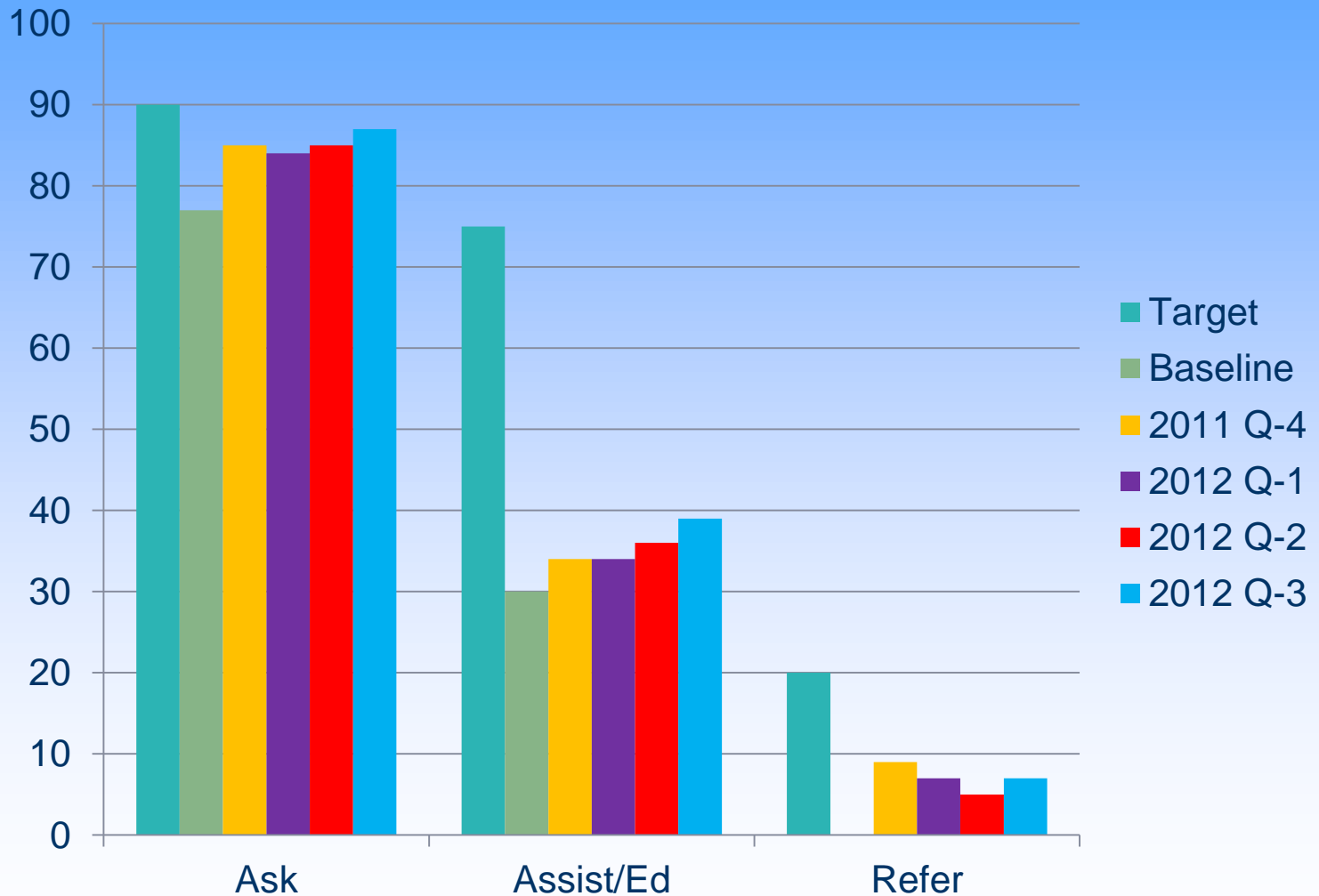
2011 Quarter 4(Sept-Dec)Data

Internal Performance Targets for documenting 2A and R



Families First 2012 Quarter 3 (July-Sept) Data

Internal Performance Targets for documenting 2A and R



Reported conflicts with meeting IPT

- Repeat patient visits in a short period of time
- “...other matters were more important and I did not enough time.”
- Not “clicking” the Education button
- Confusion and philosophical discussion over what *Education* means
- “They [QW NH] ran out of [NRT] patches”

Three Worlds View [Peeks, 2008]

- Financial:** Of or relating to matters concerned with money. [billing]
- Operational:** Of or relating to the routine functioning and activities of a business or organization [how it fits in with the flow of the office and daily procedures]
- Clinical:** Of or relating to the observation and treatment of patients rather than laboratory studies [The who, what, and where of the process]

Peek, C. J. (2008). Planning care in the clinical, operational, and financial worlds. Kessler R., Stafford D, (Eds). *Collaborative Medicine Case Studies: Evidence in Practice* (p 25-39). New York, NY: Springer.

□ PDSA Cycles

- PLAN
- DO
- STUDY
- ACT

Welcome to QuitWorks »

Guides for Providers

- :: Hospitals
- :: Health Centers
- :: Office Practices
- :: Medical Specialties
- :: Public Health Programs
- :: Worksites

QuitWorks Tools »

Education & Training »

News »

" Electronic referring to QuitWorks-NH makes treating our patients who want to quit tobacco easy and efficient. And the electronic feedback loop makes it easier for providers to track whether patients have been using the resources. "

Robert Slocum, DO
 Medical Director
 Families First Health and Support Center
 Portsmouth, NH



REFERRAL FORMS



 **Download Patient Enrollment Forms**

WHAT'S NEW

Families First Health and Support Center receives TREATING TOBACCO USE & DEPENDENCE INNOVATION AWARD

for their Innovative Health Systems Change Advancing Electronic Health Records to Implement Ask, Assist and Refer to QuitWorks-NH. [Learn more »](#)

What happens when a patient calls the NH Tobacco Helpline?

[Click here to watch the video from Quitline.com »](#)

ABOUT QUITWORKS-NH

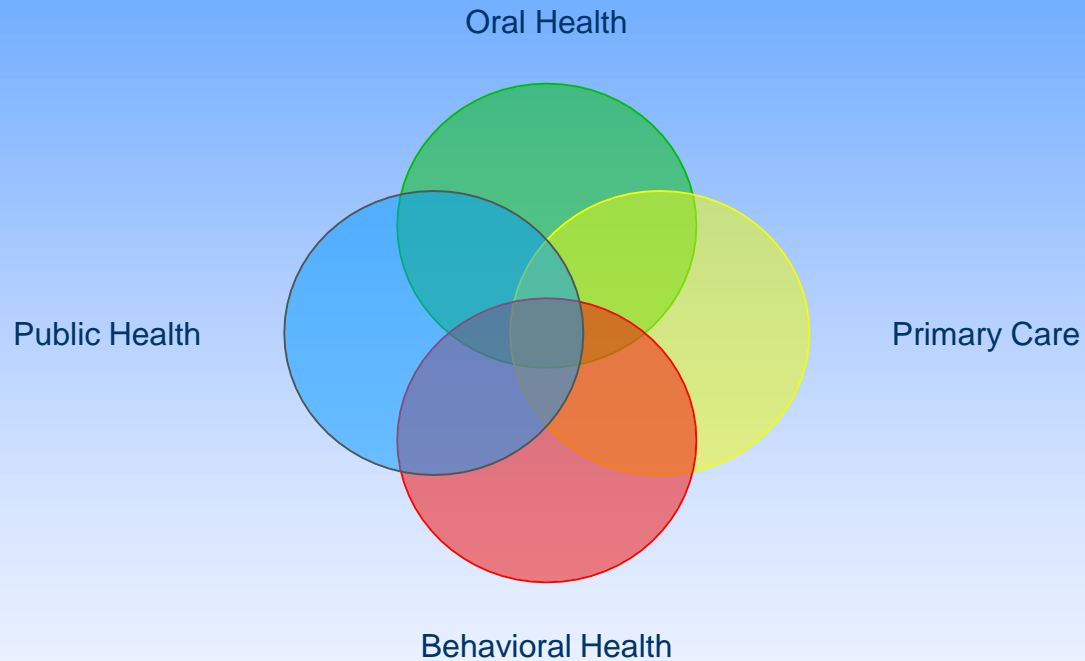
What happens when I refer my patient to QuitWorks-NH?

[Click here to learn about the QuitWorks-NH Solution »](#)

QuitWorks -NH is a free, evidence-based stop-smoking service modeled after Massachusetts QuitWorks.

[Learn More »](#)

Integration



Complications and Concerns

- **SMI 40-70% of patients w/ co-occurring Dx [Behavior and Med]**
 - Schizophrenia,
 - PTSD
 - With any Mental Illness the **narrative** matters

- **Contraindicated medications**
 - varenicline: Chantix
 - bupropion SR Wellbutrin/Zyban
 - NRT+

- **Quitting is still quitting.**
 - Success rates % ?-40% report trying
 - Recidivism rates—on average 7 times to quit

QWNH Highlights 8/10-7/11

☐ Quit Aids.

- More than half of the total sample used NRT (55.6%) but among the Self-Referred NRT use was 60%.
- Overall about 71% used the phone counseling services.

☐ Quit Rates.

- Among the total sample 30 day current quit rates were 20.9%.
- The ever quit for 30 days or more since calling the quitline was 34.0%.

☐ Satisfaction Rates.

- 88.7% were satisfied with the helpline Counselor. They also 79.1% and that the helpline met their quitting needs
- **78.9% felt the helpline counselor increased their motivation to stop using tobacco**
- 89% said they would contact the helpline again
- 93.9% said they would recommend it to a friend.

More Highlights

- **For the Quitworks clients**
 - 84.1% felt the health care provider explained Quitworks well
 - 92.9% were satisfied with the Proactive calling aspect of the Quitworks program.
- **Response Rates:** 333 follow-up interviews were attempted
 - 153 Interviews were successfully obtained in cases for a
 - 45.9% followup rate.
- **Only 7 % of those attempted resulted in refusals.**
- **Demographics of those reached.**
 - 60% were females
 - 61% in the 45 to 64 year old age range
 - 91% were white
 - 39% had a high school diploma
 - 50% had some college or more education.

So Why QUITWORKS in primary care

- **There is more here than the physical ailments:**
 - 80% of all psychotropic meds are prescribed by non-psychiatric providers
 - 40-70% of pts w/ Co-occurring Dx smoke
- **High Co-occurring rates of MH Dx and smoking**
 - 35% population smokes [NH 19%, US 25%]
 - 30% diabetics are depressed and smoke
 - 35% with MH dx [depression or anxiety] smoke
 - FFGS total of 1250 patients and 2825 total smokers