



WebMD (2021)

# OSTEOPOROSIS

## Improving the Screening and Referral Process

A QUALITY IMPORVEMENT  
PROJECT

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# BACKGROUND AND PROBLEM

## ▶ **BACKGROUND:**

- ▶ Elderly are living longer.
- ▶ OP is a well-known problem, yet there continue to be gaps regarding screening and treatment.

## ▶ **PROBLEM:**

- ▶ Worldwide gap of 80% people not being treated for OP.
- ▶ 1.7 million fractures projected each year.
- ▶ 70% of hip fractures will be due to OP.
- ▶ Burden to health care expense.

# FRACTURE LIAISON SERVICE

## ▶ **What is a Fracture Liaison Service (FLS)?**

- ▶ Best practice for identifying and treating osteoporosis (OP).
- ▶ It is a coordination of care that closes the gap by preventing secondary fractures.
  - ▶ Nurse practitioner led program.
- ▶ FLS is the most effective way to improve patient outcomes from fracture.
  - ▶ Physician Champion, FLS Coordinator, Nurse navigator
- ▶ Provides closer follow-up of OP

# AIM OF THE PROJECT

- ▶ **Improved screening and referral process to an FLS:**
  - ▶ Implement a custom alert button into the electronic health record to encourage surgeons to refer:
    - ▶ Increase referral rate within 90-days.
    - ▶ 50 years and older with a fragility fracture.
  - ▶ Retroactive Chart Review for both before (2019) and after (2020) implementation:
    - ▶ to determine the number patients referred to the FLS.
  - ▶ Compare results of 2019 and 2020 to determine if referral process was improved by at least 25%.



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# SETTING and RESOURCES

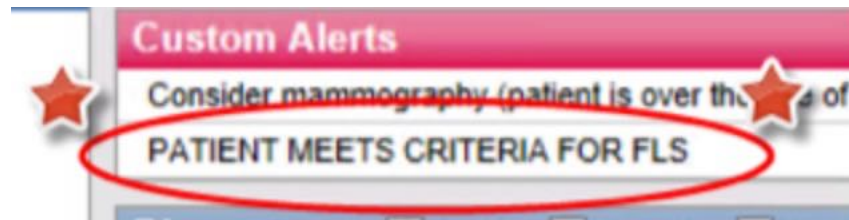
- ▶ **Orthopaedic Practice in the Southeastern United States:**
  - ▶ Specializes in Bone Health, Sports Medicine, and Rehabilitation
  - ▶ Six Orthopaedic Surgeons
  - ▶ Internal FLS Clinic
  - ▶ Two Nurse Practitioner FLS Coordinators
  - ▶ Approximately 3,000 patients seen annually
- ▶ **Resources:**
  - ▶ Billing Department
  - ▶ Information Technology
  - ▶ EHR
  - ▶ Computer and Workspace



# PROJECT DESIGN

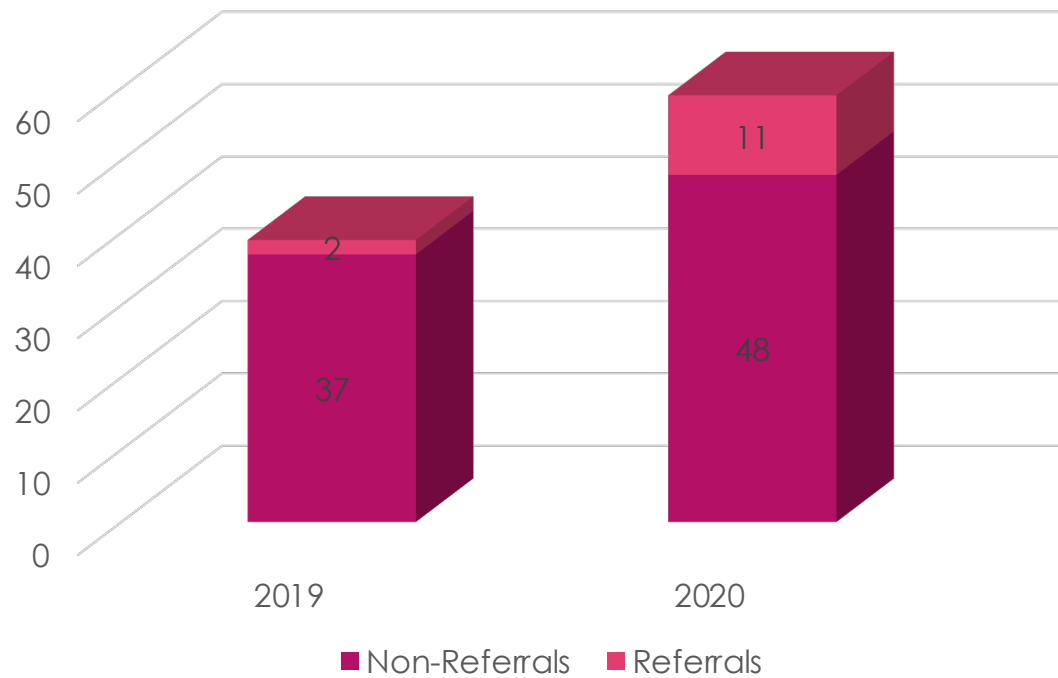
## Retroactive Chart Review

Pre-Implementation - 2019		Post-Implementation - 2020	
Total Patients	91	Total Patients	155
Inclusion	37	Inclusion	59
Exclusion	54	Exclusion	96

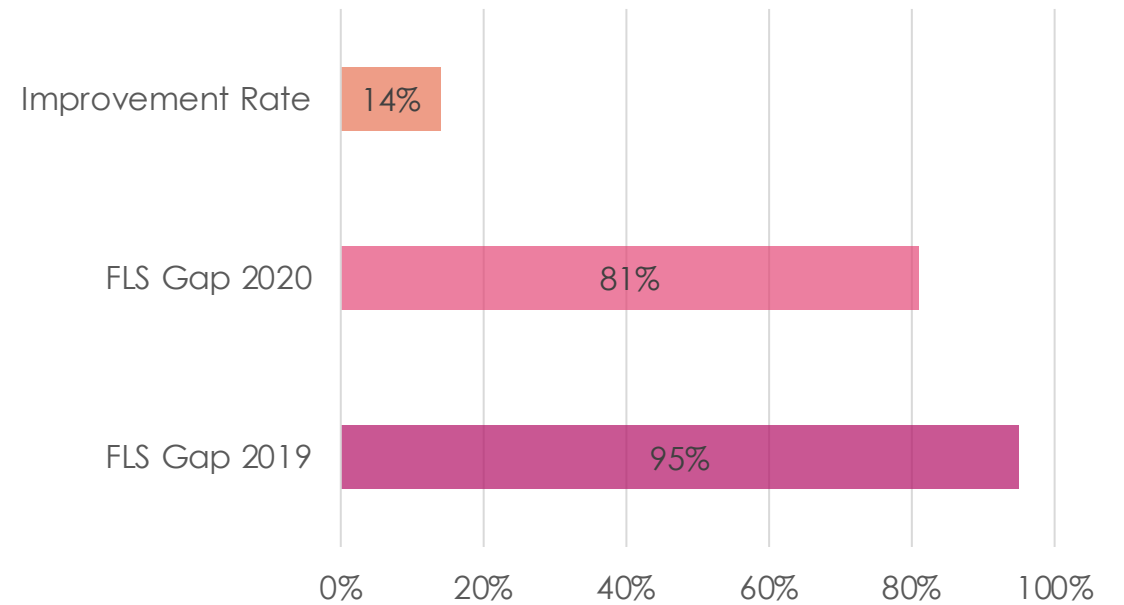


# RESULTS

FLS Referrals



Percentage Gap/Improvement



# IMPLICATIONS TO PRACTICE

Custom Alert was adopted into practice

Appointed a supportive physician champion

FLS coordinator to focus solely on FLS clinic

Monthly audits to capture missed opportunities

Changes in protocol



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