



***LeaRRn, The Power of Patient Centered
Outcomes In Rehabilitation Learning Health
Systems, September 24, 2024***

“Outcome Capture in Out-Patient Clinics”

Stephen Hunter PT, DPT, FAPTA
Board Certified in Orthopedic Physical Therapy
Director of IPC, Rehabilitation Services
Intermountain Health

No Disclosures

Intermountain Health

Not-for-Profit Integrated Health System Based in Salt Lake City, Utah



Mission

**“HELPING PEOPLE LIVE THE
HEALTHIEST LIVES POSSIBLE”**



HOSPITALS & CLINICS

33 Hospitals
4800 Beds
385 Clinics
7 States



selecthealth.

INSURANCE

1,030,000

Members



OUR TEAM

60,000 Employees
2950 Employed Physicians

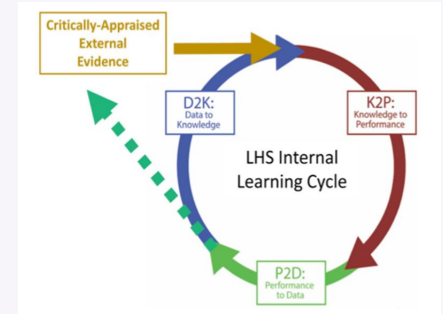


REHABILITATION SERVICES

1,900 Care Givers (PT, OT, SLP, Aud, ATC)
Wellness, Acute, IRF, Home Care,
Out-Patient

Foundations of a Learning Health System

Practice to Data



- Align and See

- Align with organizational structure
- How is success measured?
- How do we contribute to the system?
- Where can we focus on improvement?

- Engage and Improve

- All team members are responsible for ideas and to drive improvement

- Learn and Share

- Ensure best practice is identified and adopted

Goals\challenges with outcome collection

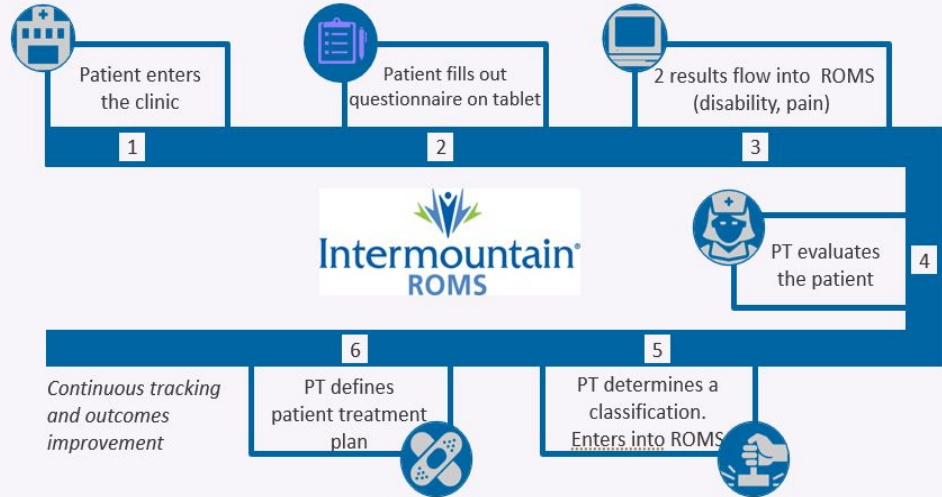
1999 Vision

- Valid capture across all clinic locations
- Successful capture rate (initial and DC)
- Minimize the burden of collection
- Adoption across 500+ caregivers (Knowledge to Performance)
- Realtime feedback on practice
- Champions and grassroots spread
- Patient engagement



Capture Process

- Front desk captures the PRO
- Outpatient ortho: Every visit, neuro every two weeks
- Patient scripting on first visit almost completely eliminates any patient complaints
- Caregiver determines classification after eval
- Caregiver engages patient using outcome during each follow up visit



Common Questions

- Why collect outcomes every visit? Patients will complain. Front desk doesn't have time. There is not enough change to make it meaningful.

- Capture rate

- Scripting

- Visit frequency

- How do you get clinicians to buy into collecting outcomes?

- The Why: Improve clinical practice, link to evidence-based care processes



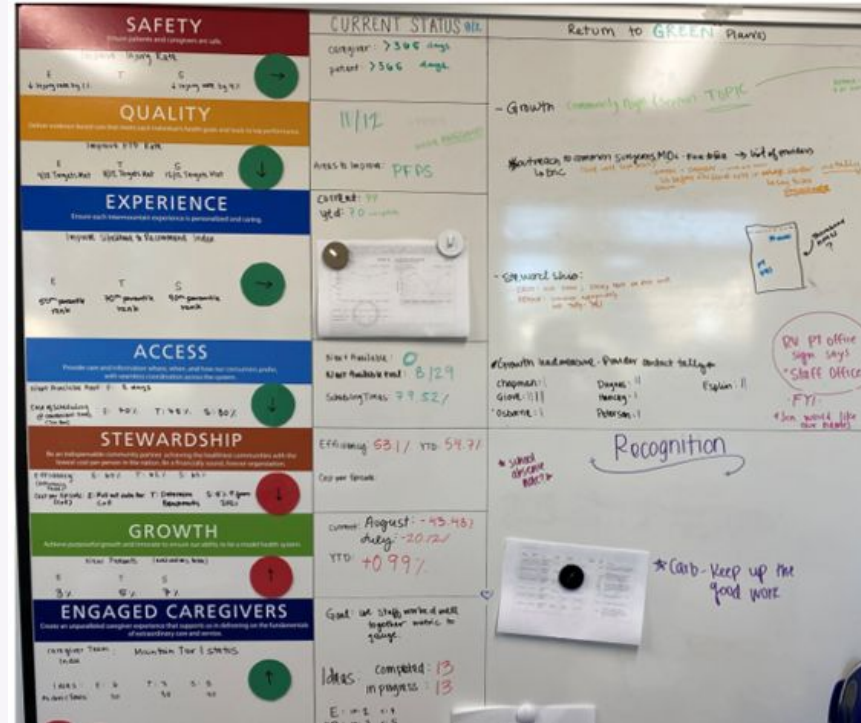
Focus on capture rates (2024 YTD through Sept 1)

ROMS Admissions	ROMS Discharges	Admissions with 2+ Visits	Admissions with 2+ Outcomes	Multiple Outcomes Rate	Outcome on Last Visit	Outcome on Last Visit %	Admissions Lost to F/U	Lost to F/U Rate	Admissions with Classification	Classification Rate
56,973	29,707	42,797	40,902	95.57%	52,566	92.26%	8,414	14.77%	56,470	99.12%

For data to be trusted by providers and payers, it must be complete

Capture Rates

- A lead measure departments and providers can control
- Transparent to all providers
- Posted on department huddle boards
- Integrated into individual provider annual goals



Why the success?

- 40-year history of continuous quality improvement
- Senior leadership support
 - Full time rehab services director of research (Kate Minick PT, DPT, PhD)
 - Full time rehab services data analyst (Devyn Woodfield Mstat)
- Engaged caregivers
- Part of daily work

Current and Future Work

- Outcome capture and classification within the EHR through the patient portal
- Integrate outcome capture, evidence-based care process models and predictive analysis into real-time AI decision assist

References

- Minick KI, Hunter SJ, Capin JJ, Stevens-Lapsley JE, Snow GL, Woodfield D, Dibblee P, Brennan GP. Improved Outcomes Following a Care Guideline Implementation: Part 1 of an Analysis of 12 355 Patients After Total Knee Arthroplasty. *J Orthop Sports Phys Ther.* 2023 Mar;53(3):143-150. doi: 10.2519/jospt.2022.11369. Epub 2022 Dec 12. PMID: 36507694; PMCID: PMC10243735.
- Jette DU, Hunter SJ, Jette AM. Overcoming Research Challenges to Improve Clinical Practice Development *Phys Ther.* 2020 Oct 30;100(11):1889-1890. doi: 10.1093/ptj/pzaa153.
- Fritz JM, Hunter SJ, Tracy DM, Brennan GP. Utilization and clinical outcomes of outpatient physical therapy for Medicare beneficiaries with musculoskeletal conditions. *Phys Ther.* 2011 Mar;91(3):330-45. doi: 10.2522/ptj.20090290. Epub 2011 Jan 13. PMID: 21233306.
- Fritz JM, Cleland JA, Speckman M, Brennan GP, Hunter SJ. Physical therapy for acute low back pain. Associations with subsequent healthcare costs. *Spine* 2008; 33:1800-1806
- Fritz JM, Cleland JA, Brennan GP. Does adherence to the guideline recommendation for active treatments improve the quality of care for patients with acute low back pain delivered by physical therapists? *Medical Care.* 2007;45:973-980.
- Brennan GP, Fritz JM, Hunter SJ, Thackeray A, Delitto A, Erhard RE. Identifying subgroups of patients with acute/subacute “nonspecific” low back pain: results of a randomized controlled trial. *Spine.* 2006; 31:623-631.

Thank You

Questions\Discussion

Stephen.Hunter@imail.org

