

Improved Utilization of a Standardized Order Set for Patient's Care in a Tertiary Care Inflammatory Bowel Disease Clinic with Introduction of an Express Lane

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Description of Problem:

Care of patients (pts) with inflammatory bowel disease (IBD) can be complex. Studies have shown standardization of care within a practice can improve outcomes, but this can be difficult to achieve. In order to improve this, many providers in our organization have made personalized preference order sets, which can lack standardization.

Methods:

In order to standardize care of patients with IBD and VUMC, an IBD SmartSet was developed. This included correct laboratory, radiology, and referral orders as well as medications tailored to care of pts with IBD. To open the orderset, providers were required to go to a "SmartSet" tab to start the order set (several clicks).

- Providers were educated about the IBD SmartSet in person and via an emailed educational handout.
- Despite this education, use of the IBD SmartSet was low.

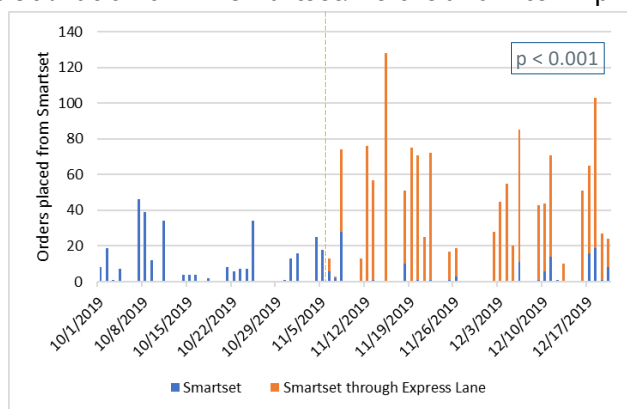
Approximately 2 months later, an **IBD Express Lane** was introduced which automatically opens with every encounter.

- In addition to the IBD SmartSet, it included IBD-related visit diagnosis, notes, billing, and provider communication in one window.
- Similar education was done for the IBD Express Lane

Results:

- In the 45 days prior to go-live of the IBD Express Lane, an average of 12.1 (SD 13.2) orders were placed from the IBD SmartSet per day.
- After the IBD Express Lane went live, this increased to 44.0 (SD 29.0) orders per day ($p < 0.001$ using Poisson regression).

Figure. Utilization of IBD Smartset: Before and After Express Lane



Conclusion:

Significantly increased utilization of standardized orders occurred when using an Express Lane that automatically opens compared to a SmartSet by allowing easier practitioner interface with the orders. This will allow for improved standardized order use and reduce errors.

Take Away Tool:

An **Express Lane** that opens when a clinic encounter is opened significantly improves order set utilization.