

# Implementing Automated Patient Questionnaires

IT<sup>2</sup> Team – Northwestern Medicine

**Resource Description:** This presentation outlines how the IT<sup>2</sup> team implemented automated urinary incontinence patient questionnaires prior to appointments. It includes implementation strategy, workflow, and depictions of the patient and clinician view of the EHR.

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# Implementing Automated Patient Questionnaires

## *IT2 Team*

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**Professor of Medicine**

**Feinberg School of Medicine, Northwestern University**

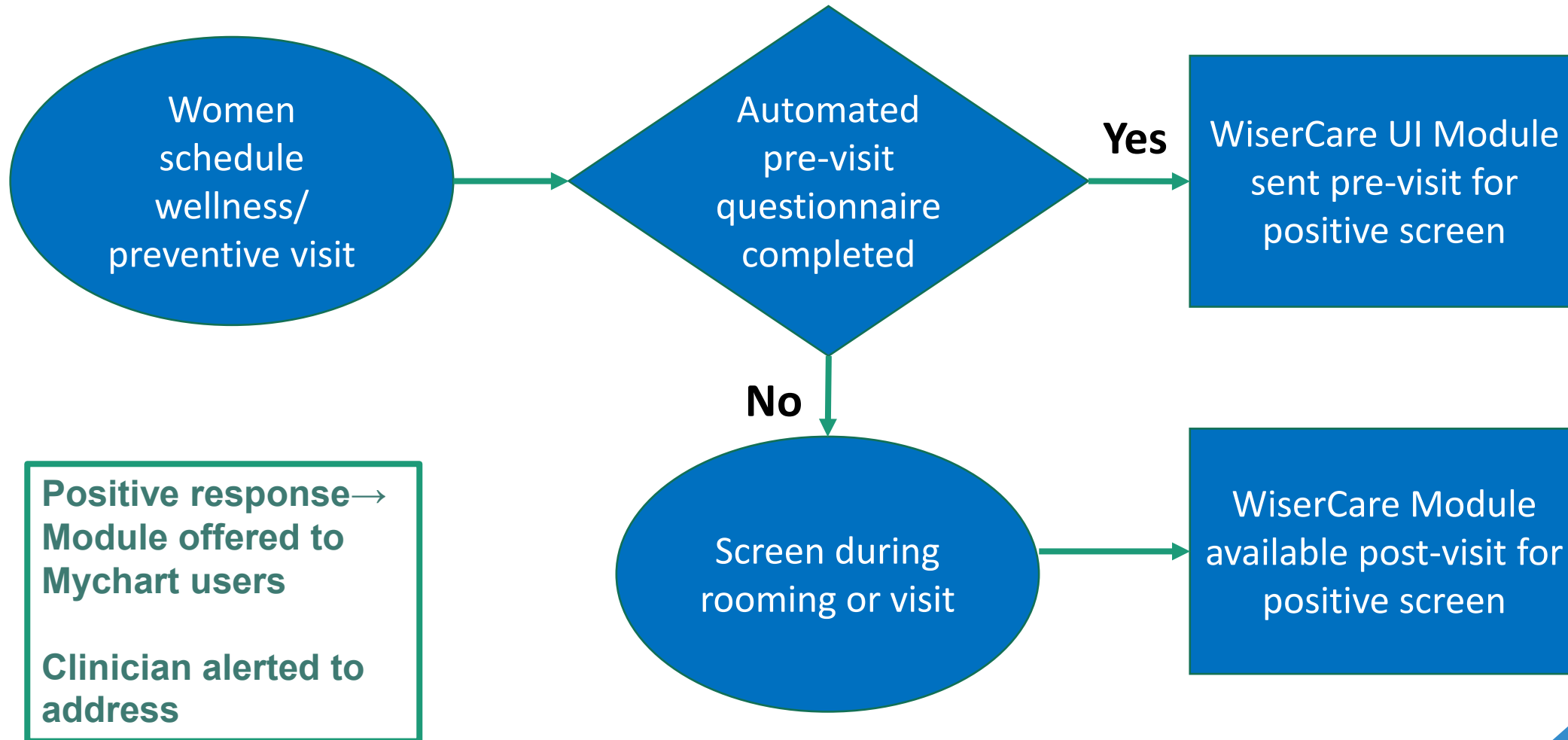
# Identify, Teach and Treat (IT2) Overview

- **To implement health-system-wide screening for UI in women in primary care followed by automated access to online education about UI subtypes and treatments**
- **Project team**
  - Urogynecology, primary care internal medicine, clinical quality, information technology, analytics and statistics, program management
- **Target population**
  - Women 18 years of age and older seeking routine ambulatory primary and preventive care
- **Main intervention components**
  - Routine screening for annual and preventive care visits
  - Access to interactive, online education about UI subtypes and treatments
  - Clinician point-of-care resources and decision support

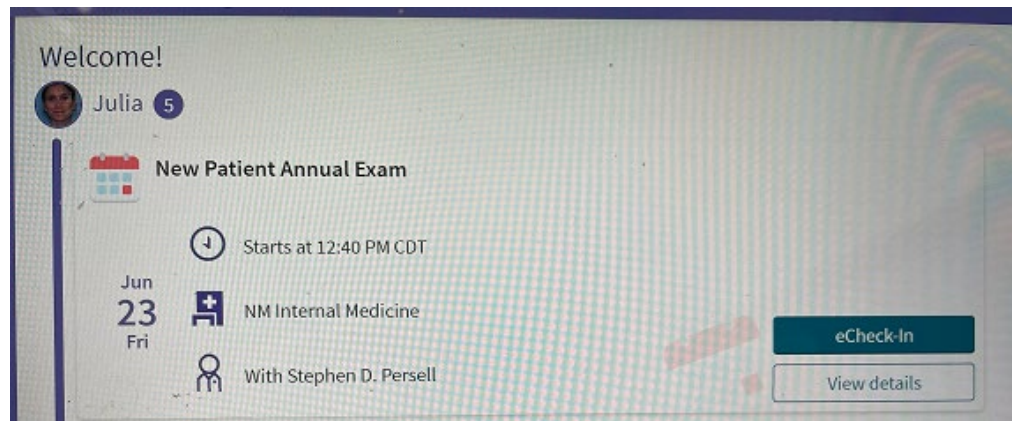
# Implementation Need

- **“Hardwiring” urinary incontinence screening into routine primary care requires imbedded and reliable workflows**
- **Advantages to using automated patient questionnaire**
  - Already in use for other registration and clinical content
  - Allows for completion prior to office visit
  - Does not require staff/clinician time
  - Enables pre-visit use of online educational content
  - Possibly better patient disclosure of symptoms

# IT2 Implementation Strategy



# Patient Display



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Your Menu Visits Messages Test Results Billing Center

## eCheck-In

Personal Info Insurance Questionnaires

### Urinary Incontinence

For an upcoming appointment with **Stephen D. Persell, MD** on 6/23/2023

Bothersome leakage or urine is very common. As many as half of women have urinary incontinence at some time in their life. There are several type of urinary incontinence and several different kinds of treatment available.

Do you have bothersome leakage of urine?

Yes, and I would like to learn about possible treatments

Yes, but I am not interested in learning more right now

Yes, and I am already receiving care for this

No

Continue Finish later Cancel

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# Clinician Display

10/13/2023 visit with Persell, Stephen D., MD for ANNUAL EXAM - Hemo A1C

Care TeamsHealth MaintenanceImmunizationEpisodes of CareCare EverywhereQuestionnairesSmartSetsPDMP ReviewPrep for Procedure

CC / Visit InfoVital SignsPatient-Reported VitalsAllergiesVerify Rx BenefitsMedicationsOutside MedsHistoryGoalsBestPracticePt Entered QuestionnairesSDOH Due

Pharmacy

Pt Entered Questionnaires

Current view: Showing only relevant answersShow All Answers

Nm Amb Urinary Incontinence Wiscare

Question10/11/2023 10:45 AM CDT - Filed by Patient

Do you have bothersome leakage of urine?No

Phq-2

Question10/11/2023 10:46 AM CDT - Filed by Patient

Little interest or pleasure in doing things? / ¿Poco interés o placer en hacer las cosas?Not at all / Para nada

Feeling down, depressed, or hopeless? / ¿Sentirse decaído, deprimido o desesperado?Not at all / Para nada

PHQ-2 Score: Address in Screening tab or BPA above if score is 3 or greater. (range: 0 - 6)0

Nm Hp Sdoh Screening Full

Question10/11/2023 11:04 AM CDT - Filed by Patient

Do you have trouble getting medicines, medical supplies, or paying for medication co-pays on a regular basis?No

Do you have trouble getting transportation to medical appointments?

How do you normally get to and from your appointments?

Have there been times that your food ran out, and you didn't have money to get more?

Are there times that you worry that this might happen?

Is this an emergency? Do you need food tonight?

Are you concerned about having a safe and reliable place to live?

Is this an emergency? Do you need a place to sleep tonight?

Would you like help finding professional services to help with stress, depression, anxiety or other mental health concerns?

Close

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Problem ListVisit DiagnosesMed ManagementSmartSetsBestPracticePatient Instructions

Urinary Incontinence

Patient response when asked do you have bothersome urinary incontinence:  
Yes, and I would like to learn about possible treatments.

Open SmartSetDo Not Open

NM AMB URINARY INCONTINENCE  
Preview

Wisercare report can be seen here. (if available)

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# Successes

- **Uptake by patients is high**
  - Of initial 4589 patients eligible for screening 3871 (84%) completed screening
  - 2523 (65%) of screenings done with pre-visit questionnaire
  - 1348 (35%) were screened in the office
- **Questionnaire respondents more likely to indicate help wanted**
  - 13.2% of pre-visit questionnaire respondents indicated they had bothersome UI and wanted help
  - 6.8% of office screening respondents indicated bothersome UI and wanted help



# Uptake Considerations

- Current use of automated pre-visit questionnaires
- Governance and stakeholders
- IT group capacities and capabilities
- Workflow for reviewing the results
- Front line user input
- Communication strategy

# Northwestern Medicine Primary Care & WiserCare Partnership

## What is WiserCare ?

- Digital software partner who has developed an online patient/clinician program that provides education for urge and stress urinary incontinence, then provides best fit for treatment options based on patient feedback, preferences, and clinical guidelines.

## How does WiserCare help patients and clinicians?

- Helps prepare the patient for the upcoming visit through education about urinary incontinence, offering care options to consider along with personal preferences for care prior to the clinician appointment.
- Provides the clinician with a patient-centric report electronically filed into the patient's medical record. This streamlines urinary incontinence discussion at the point of care, allowing for efficient focus on next steps in care.

## What does the WiserCare process look like?



# What Does WiserCare Look Like?

Example Page in Module

## Urinary incontinence

Based on your responses to the urinary incontinence questionnaire in Epic, we understand you would like to explore treatment options for urinary incontinence.

This online experience will help you learn more about urinary incontinence and what types of treatment options you can consider.

Your responses will be sent to your primary care team so you can discuss further at your next primary care appointment.

Below are the steps of this online experience.



### 1. About Urinary Incontinence

Learn about common types of urinary incontinence and how they can be treated.



### 2. About You

Answer a few questions about your symptoms and your overall health to help us personalize your treatment recommendations.



### 3. Your Preferences

Rank some considerations about the treatments that may matter to you.



### 4. Treatment Options

Based on your answers, we'll provide a personal profile along with a report that shows the treatment options that best match your treatment goals and values.



### 5. Next Steps

Download your personalized report. You and your doctor can use the report to talk about which treatment options might be best for you.

Get Started

# What Does WiserCare Look Like?

## Example Report

## Urinary Incontinence Provider Report

### About this report

Through an initiative to address urinary incontinence in women, this patient screened positive for urinary incontinence and completed an online instrument to identify treatment options.

### Your patient has described the following treatment goals:

not pee

### Your patient has symptoms of incontinence most consistent with:

Stress Incontinence

### In the past, your patient has tried the following treatments:

Lifestyle treatments

Bladder retraining

Pelvic floor PT

### Treatment options available through your office:

Bladder Retraining

Lifestyle Changes (weight loss, smoking cessation, regular bowel movements)

Pelvic Floor Physical Therapy

Medication Adjustments to Reduce Urinary Incontinence Symptoms

**Your patient is not interested at this time in advanced treatments, available through referral, for urgency urinary incontinence. Your patient is interested in advanced treatments, available through referral, for stress urinary incontinence.** Please place a urogynecology referral order.

### Your patient's treatment preferences prioritize:

Avoiding injections in the bladder or urethra, Avoiding surgery, Avoiding having to have a pessary placed and care for a pessary regularly

### The treatments that are most consistent with these preferences are:

Pelvic floor physical therapy

Bladder re-training

Lifestyle changes