



Job Aid: “Last 10 Patients” Chart Audit

Overview

For a “last 10 patients” chart audit, look at the records of the last 10 patients the practice saw, who should have received care or a service. Use a “last 10 patients” chart audit to:

- Identify "missed opportunities" for care and possible reasons for them.
- Generate ideas for improvements to reduce missed opportunities.
- Assess whether a change the practice is testing in a Plan-Do-Study-Act cycle is creating improvement.
- Monitor whether a change is being sustained.
- Spot possible “exemplars” — care teams in the practice that are doing well with the process that the practice can learn from.

8 steps for conducting a “last 10 patients” chart audit

Step 1: Identify inclusion criteria for the audit.

Step 2: Determine which data to abstract.

- Work with the practice to find out what information they want to collect.

Step 3: Generate a list of 10 patients.

- Work with the practice to generate a list of patients seen in the last month who meet the inclusion criteria, or you can take the schedule and do a hand search.
- Selecting recently seen patients is **important**. If you select patients seen too long ago, care may not reflect current processes, and clinicians and staff may not be able to recall what happened during the visit that can help identify obstacles in their process.

Step 4: Review records for targeted care.

- Record the data in an abstraction sheet.

Step 5: Review encounter notes.

- Look for factors that may be contributing to the "missed opportunities" that the practice could design changes to address.



Step 6: Interview clinicians and staff.

- You can conduct one-on-one interviews about the reasons the care was missed or pose your questions to the group when you review the results of the audit.

Step 7: Summarize the findings.

- Summarize the data. A single sheet or slide is usually enough. (See p. 3.)

Step 8: Use findings to generate improvement ideas and assess improvement.

Some helpful questions you can use to stimulate discussion in a group:

- What are your thoughts about your performance based on the results of the audit?
- What are you doing well?
- Where are the obstacles or challenges?
- What obstacles or successes do you recall with the patients in this audit?
- Are there any "exemplars" for this process the practice could learn from?
- What ideas do you have for changes to try?
- Do you need any more information before deciding on changes to test?
- Are the changes you are testing creating the desired improvements or do you need to make modifications?
- Are improvements being maintained over time or is there backsliding?



Primary Care Practice Facilitator Training Series



Examples of Summaries of Data from “Last 10 Patients” Chart Audits

Unhealthy Alcohol Screening

“Last 10 Patients” Chart Audit Summary

7/10 patients had current unhealthy alcohol screening results in chart

3/10 patients did not have current unhealthy alcohol screening results in chart

- 1 had never been screened
- 2 had screenings more than 24 months ago

Summary of Last 10 Chart Audit (BMI)

| Variable | #(%) | Comments/Observations |
|--------------------------------------|--|---|
| Age | 0-18 = 0 19-44 =6 (60%) 45-64=4 (40%) 65-84=0 85+ = 0 | |
| Sex | Female=4 (40%) Male = 5 (50%) Trans M to F =1 (10%) | Will want to look at preferred language and race/ethnicity in future audits |
| Race/ Ethnicity | Black = 4 (40%) Latinx = 2 (20%) Anglo = 3 (30%) Other= 0 | 2 Spanish language preferred |
| Reason | Wellness =5 (50%) Follow-up=1 (10%) GI= 1 (10%) Lower back=1 (10%) Headache=1 (10%) Women's=1 (10%) | Is BMI measured during every visit type? Should it? What is process for annual visit? |
| BMI present | Y = 10 (100%) N=0 | |
| BMI in last 12 months present | Y =6 (60%) N=4 (40%) | *86.6% assessment rate benchmark for HEDIS 2018 (Medicaid HMO) |
| BMI =>25 | 5:10 (50%) | |
| Counseling for BMI =>25 | 0:10 (0%) (all patients) 0:5 (0%) (BMI =>25) | Possible documentation issue? |
| Team w/ current BMI | Red= 0:3 (0%) Green = 2:3 (75%) Blue = 4:4 (100%) | Is Blue a possible exemplar |