

## **ABSTRACT**

A 24-month Initiative to Improve Continuity of Care within a Family Medicine Residency

### **Background and Objectives**

In November of 2010, Naval Hospital Pensacola completed implementation of the military's first Patient-Centered Medical Home (PCMH) within a Family Medicine residency program. As part of this process, the hospital's leadership stressed the importance of care continuity (the percentage a patient is seen by their assigned provider) with a goal of 60 percent. To achieve this goal, each PCMH team began a collaborative initiative to improve continuity of care while adhering to the work hour restrictions set forth by the Accrediting Council for Graduate Medical Education.

### **Methods**

Continuity for all staff providers and residents was tracked for 24 months. To assess the effectiveness of increasing continuity of care, Patient Safety Reporting (PSR) events, 30-day hospital readmission rates, Healthcare Effectiveness Data and Information Set (HEDIS) measures, access to care, and emergency room utilization were analyzed.

### **Results**

After 24 months of PCMH implementation, continuity of care by staff providers improved from 48 percent to 72 percent. Continuity of care by residents improved from 45 percent to 65 percent. Further analysis revealed that 30-day hospital readmission rates decreased from 11.2 percent to 3.8 percent, PSR events decreased by 26.7 percent, and many HEDIS measures including cervical cancer screening, breast cancer screening, and chronic disease management improved drastically.

### **Conclusion**

The results of this initiative support the effectiveness and feasibility of improving continuity of care within a Family Medicine residency program. These strategies are recommended as best practices.