



Mass General Brigham

Addressing Equity in Autism Spectrum Disorder

UAR Symposium: October 27, 2022

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MGH Lurie Center, MGH Everett Family Care, MGH Chelsea Health Center,
MGH Center for Community Health Improvement

Problem Statement

- Pediatricians from the MGHfC Community Health Centers reported difficulty in referring their patients to receive care at the MGH Lurie Center for Autism, a unique multidisciplinary center for ASD.
- Multidisciplinary care has been correlated with improved outcomes in children with ASD, and nationally children of color are less likely to be treated in such centers.
- Based on initial review of referrals from the Chelsea Healthcare (CHC) and Everett Family Care (EFC), we estimated that only 22% of pediatric patients referred to the Lurie Center were completing initial appointments.
- Nearly 70% of patient loss occurred before submission of the intake form to the Lurie Center.
- Initial aim: Increase quarterly percentage of intakes received for patients newly referred to the Lurie Center by primary care physicians at CHC and EFC from 41% to 60% by the end of December, 2021.



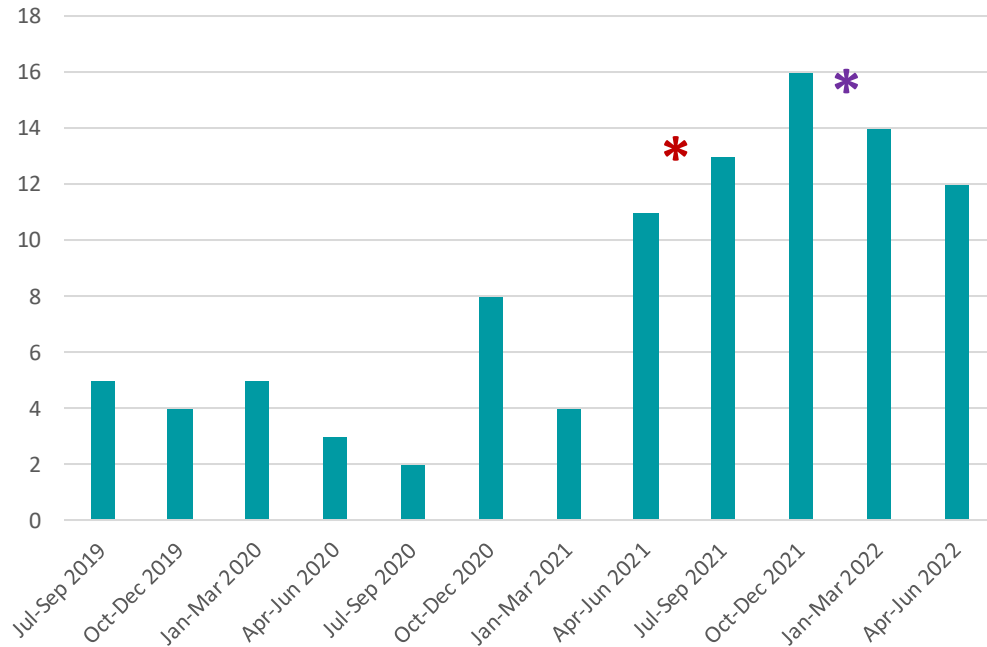
Year 1 Accomplishments - Overview

- Developed a new intake form for CHC patients that combines a small amount of information provided by the PCP with information available electronically from EPIC to allow submission of information directly by PCP at time of referral.
- New intake process currently available to CHC PCPs through an interim pilot procedure, but will be implemented systemwide in EPIC for all internal Lurie Center referrals.
- Hired and trained a community health worker specializing in coordinating care for pediatric ASD patients (ASD-CHW) to support families in completing an initial appointment.
- Following the introduction of the new intake process, percentage intakes received has been greater than 70% each quarter.
- By the end of year 1, the team's ASD-CHW had supported 57 families of newly referred pediatric ASD patients, 13 of whom completed first Lurie Center appointments.

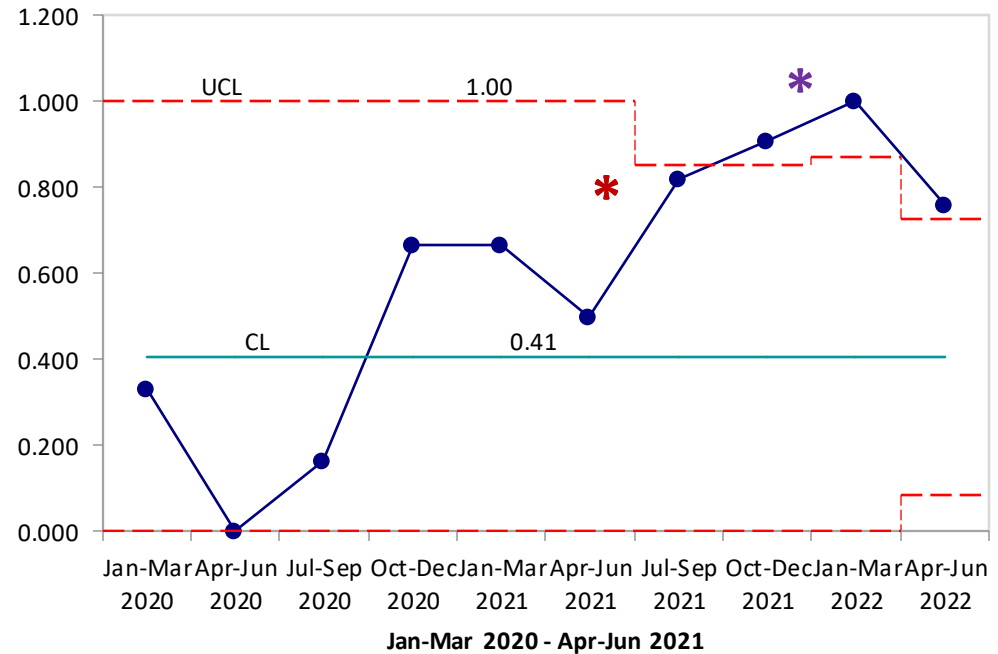


Year 1 Accomplishments – Process Metrics

Number of pediatric new patient referrals to the Lurie Center by Chelsea and Everett CHC primary care physicians by quarter



p Chart: Percent Intakes Returned by Quarter



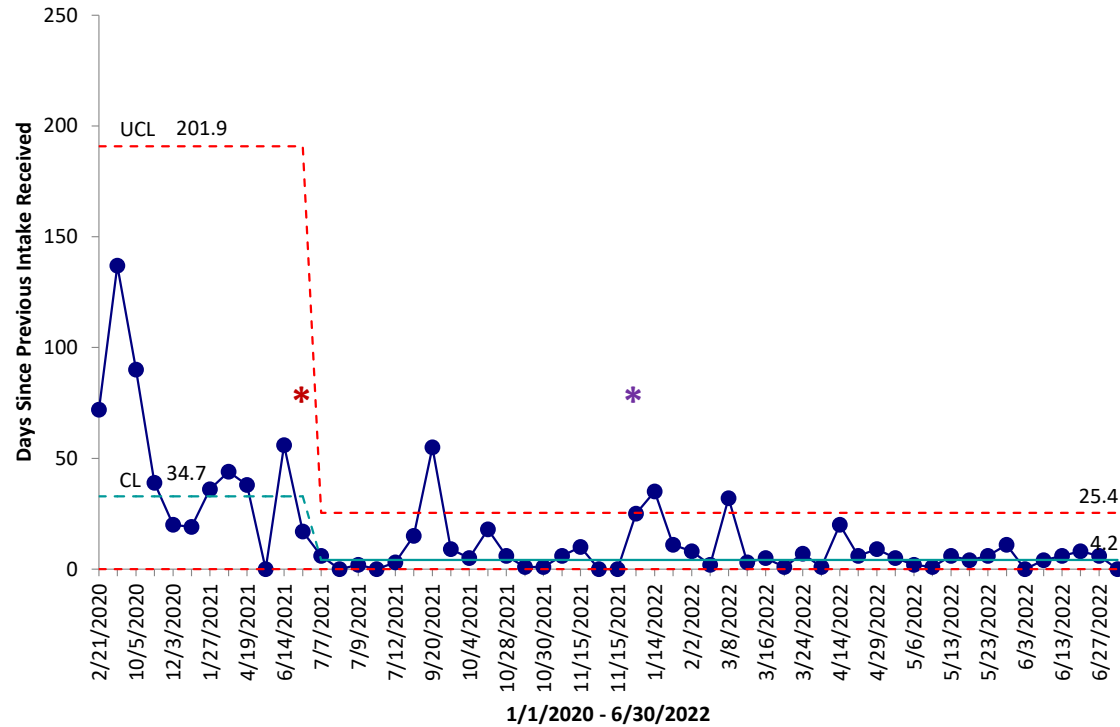
* Approximate timing, introduction of pilot intake process

* Approximate timing, start of ASD-CHW support

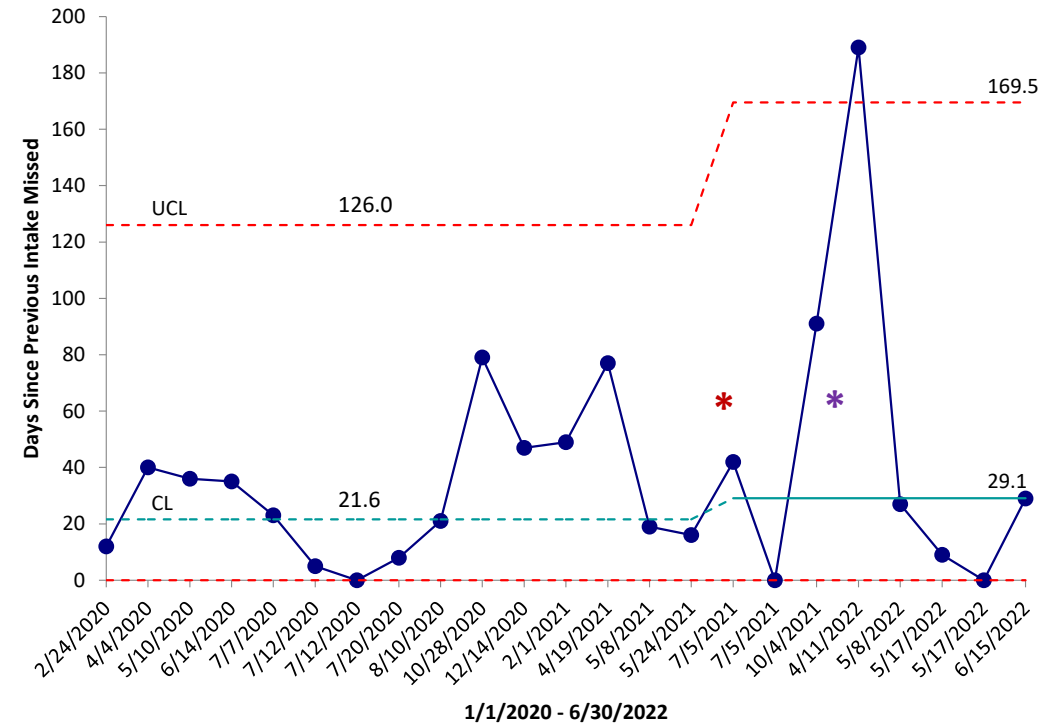


Year 1 Accomplishments – Process Metrics

Days Between Lurie Center Intakes Received
(Fewer Days Better)



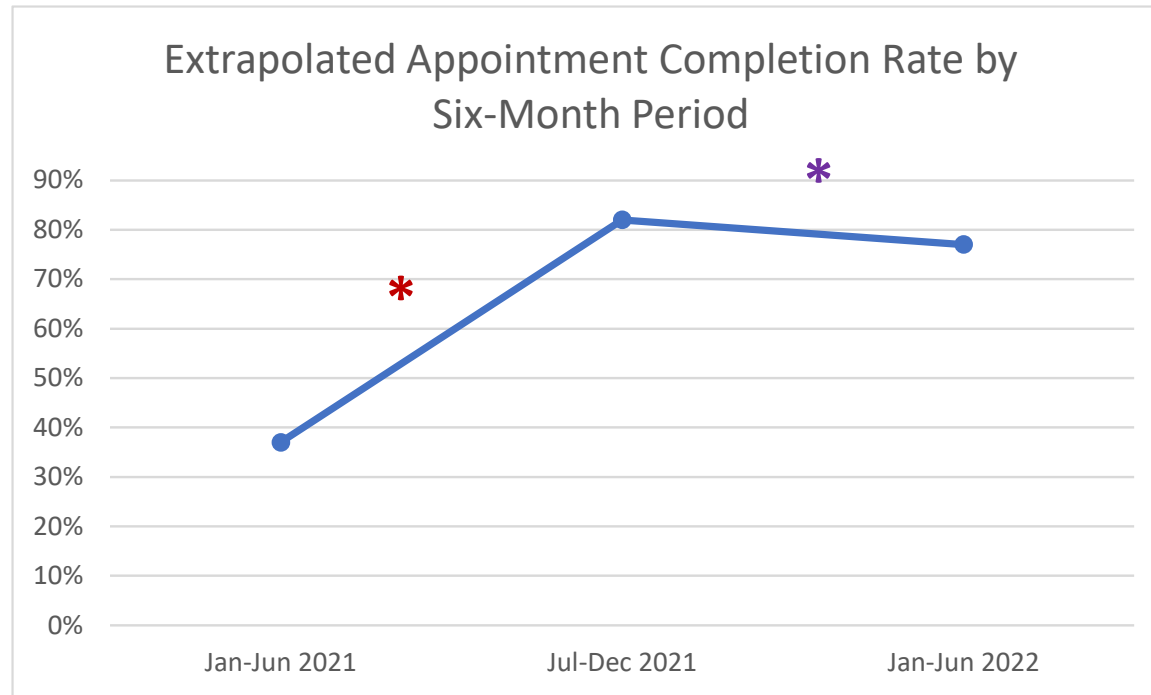
Days Between Lurie Center Intakes Missed
(More Days Better)



- * Approximate timing, introduction of pilot intake process
- * Approximate timing, start of ASD-CHW support



Year 1 Accomplishments – Clinical Outcome Metrics



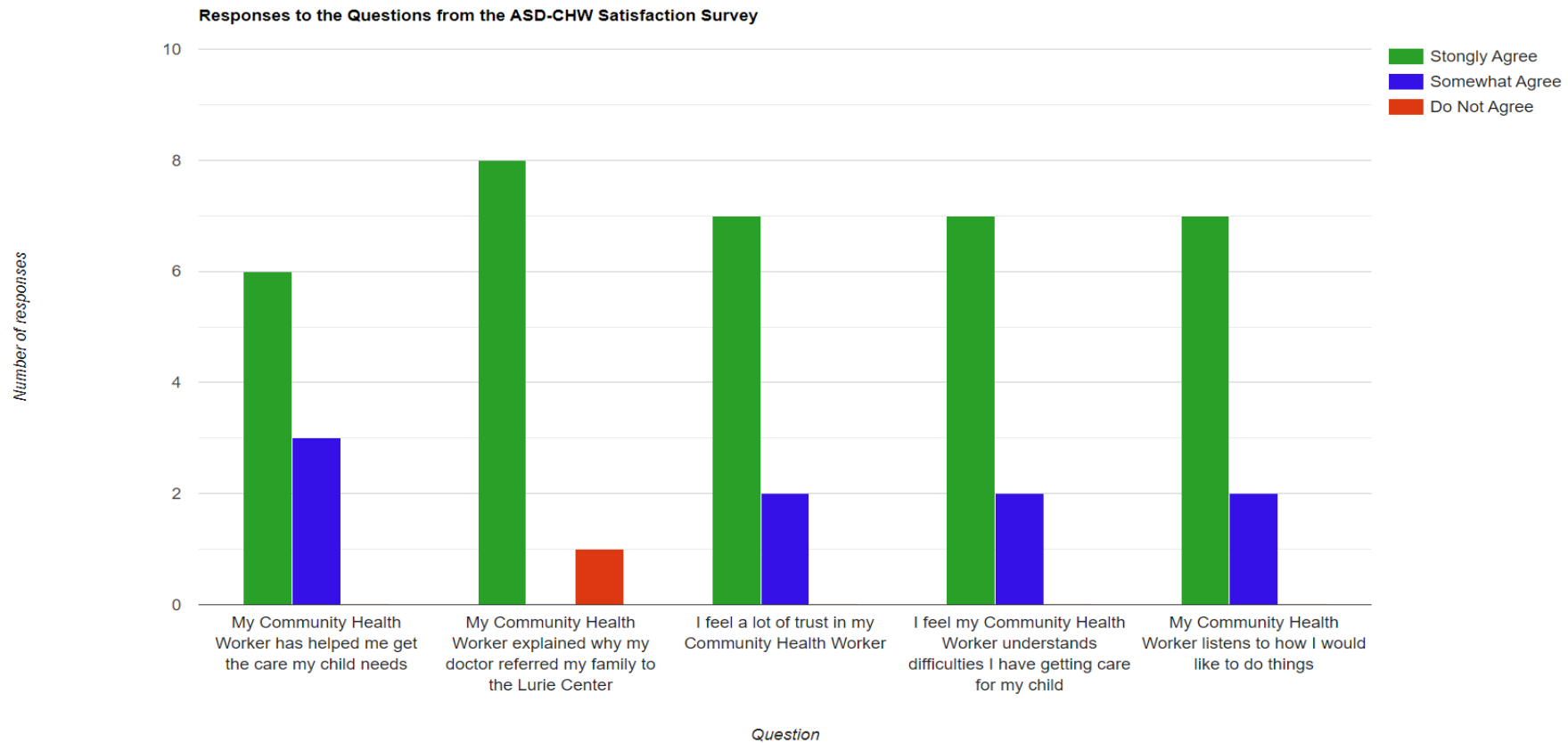
* Approximate timing, introduction of pilot intake process

* Approximate timing, start of ASD-CHW support

- Biannual appointment completion rate for pediatric PCP new patient referrals from CHC and EFC increased from 37% before year 1 to 82% and 77% during year 1.



Year 1 Accomplishments – Clinical Outcome Metrics



Year 1 Challenges

- Creating a set of intake questions that provided the minimum information necessary for insurance approval and clinical care, but was feasible for the PCP to complete at the time of referral
 - Achieved through PDSA cycles, collaboration between CHC and Lurie Center teams
- Integrating the new intake process into EPIC
 - Currently using pilot process
- Connecting families with transportation and translation resources
 - Ongoing effort to develop effective processes
- Facilitating access to key services for patients and families waiting for initial Lurie Center appointment
 - ASD-CHW developed process map for identifying service gaps prior to appointment
- Encountering periods when appointments not scheduled due to Lurie Center capacity constraints



Looking Ahead: Plans for Year 2

- Implement new intake process systemwide in EPIC
- Continue to monitor appointment completion rate and other key performance indicators following systemwide integration
 - Goal: maintain a biannual appointment completion rate greater or equal to 70%
- Improve processes for connecting families to transportation and translation resources, including translation of recommendations in clinical notes
- Connect families with behavioral consultations
- Assess unmet needs for services for patients waiting for first Lurie Center appointments and impact of associated support by ASD-CHW
- Survey families about experience with ASD-CHW and barriers to accessing care



Questions?

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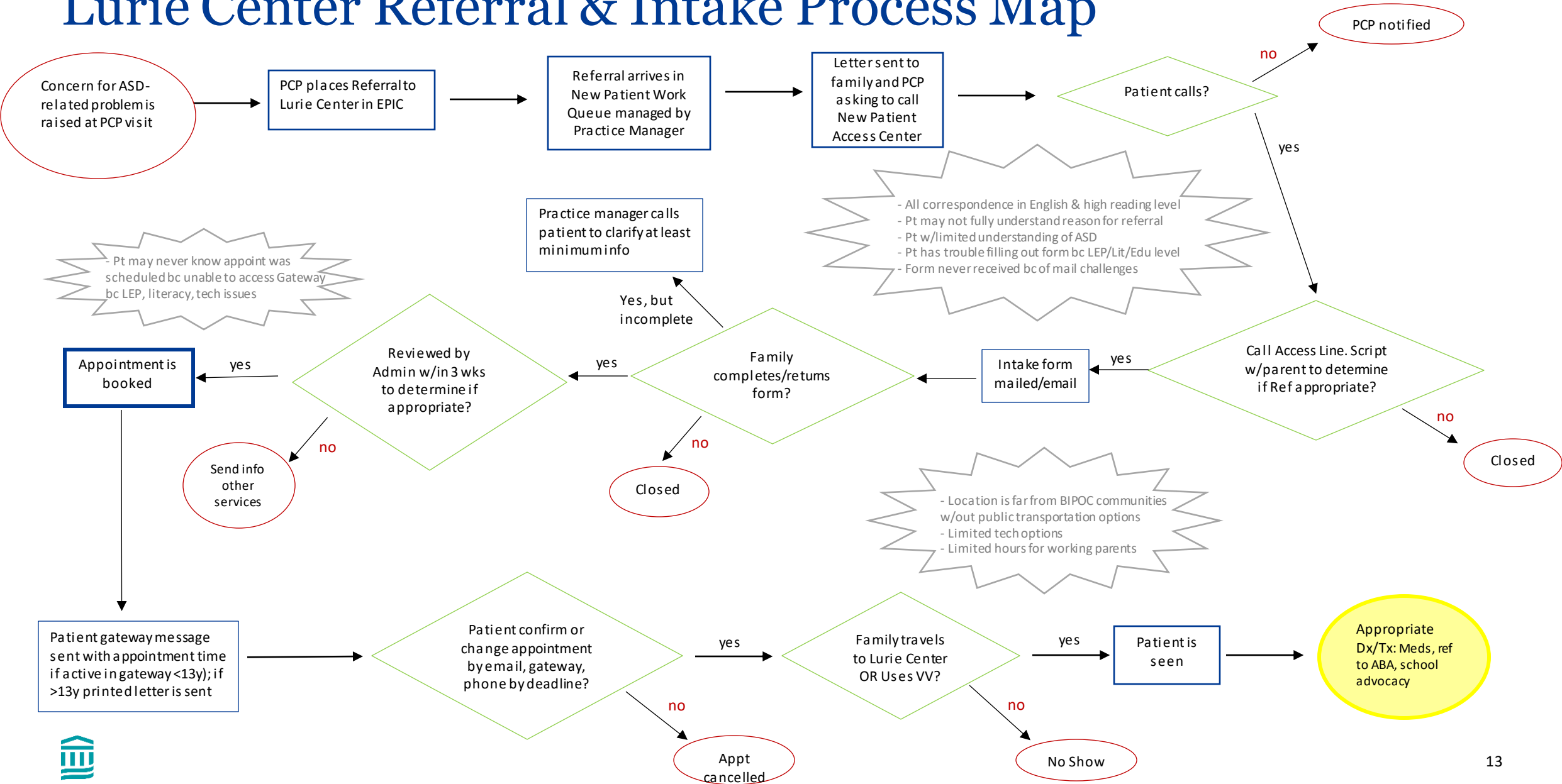
Appendix



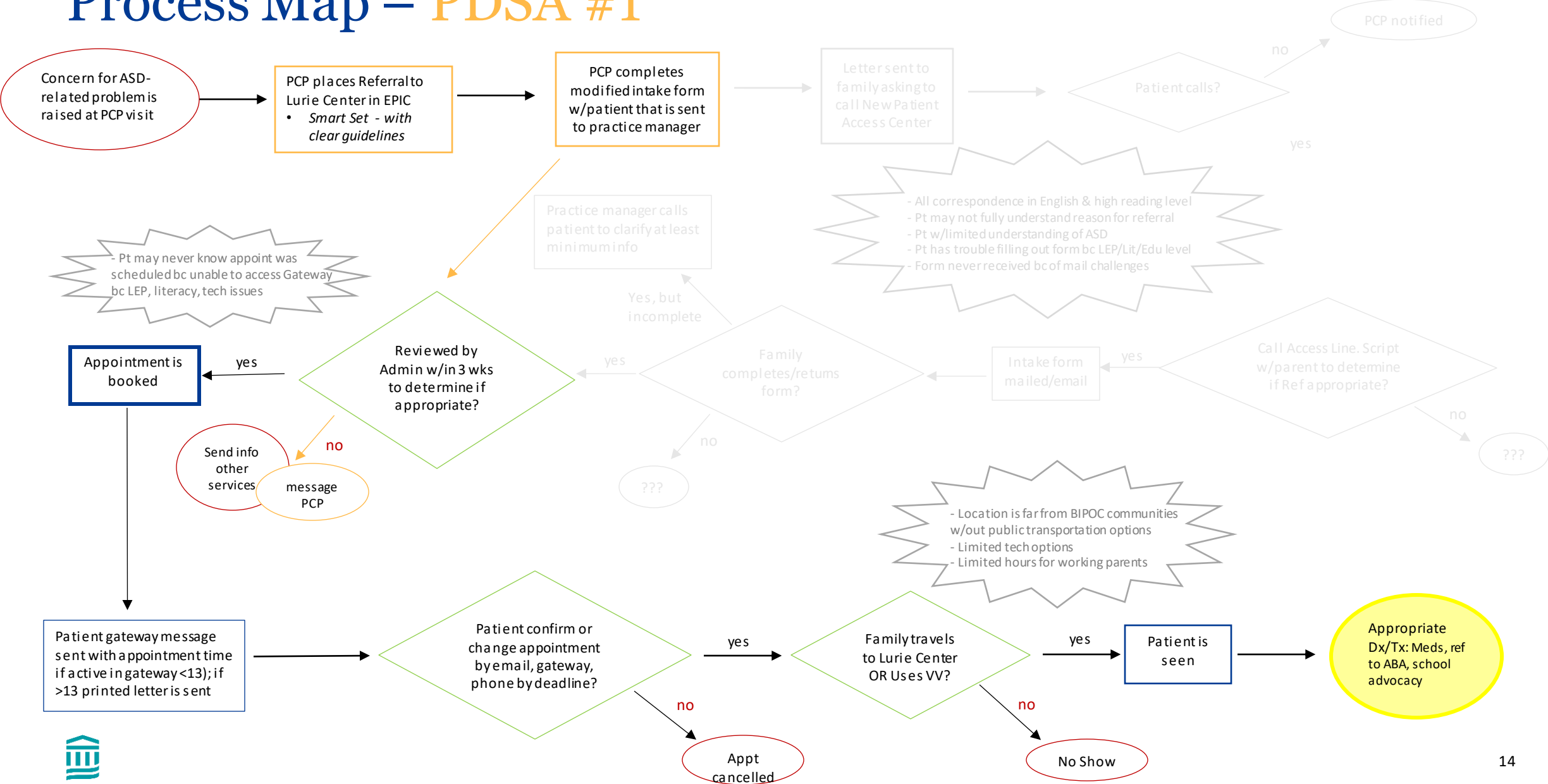
Team Members

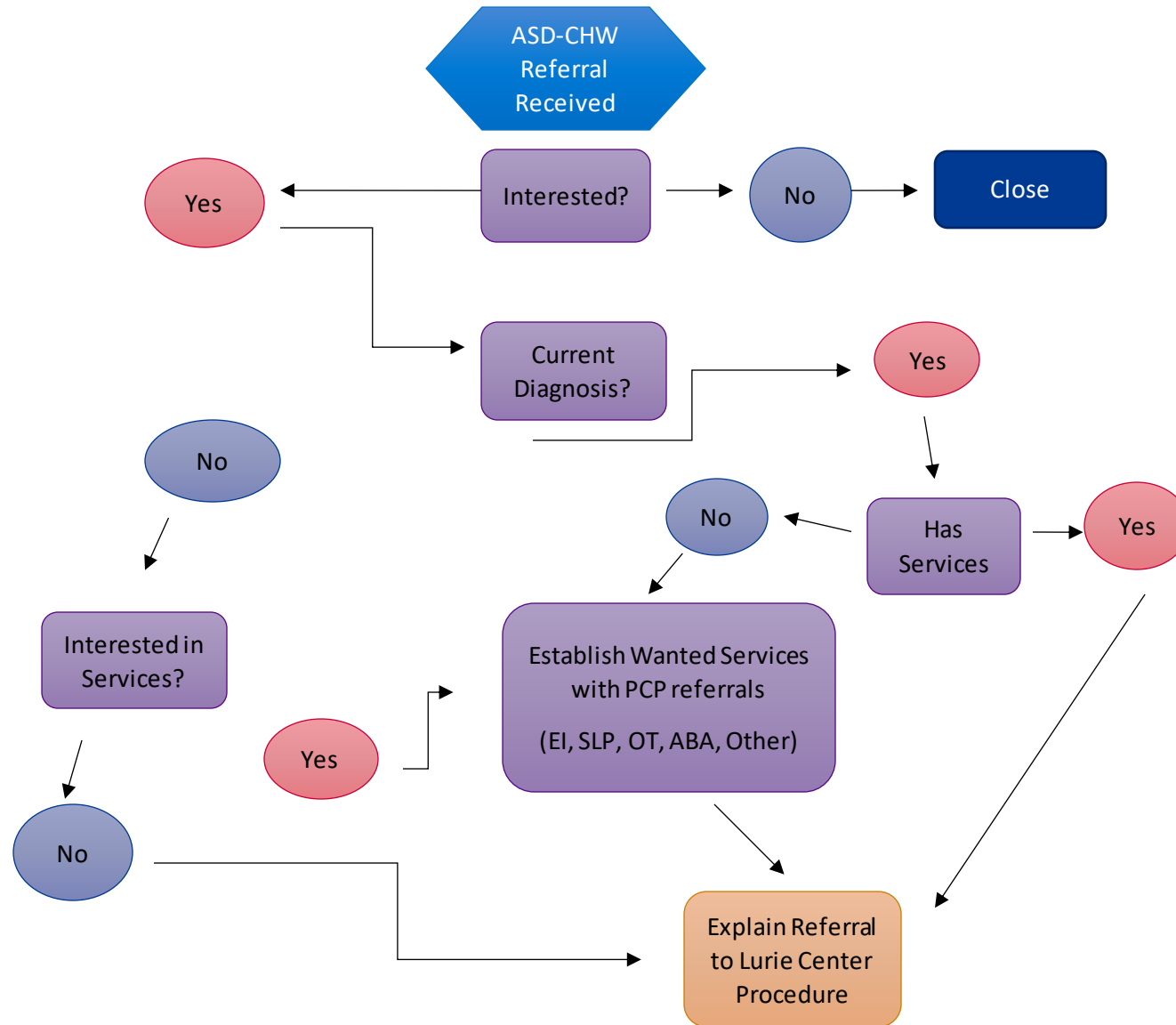
Name	Credentials	Role/Discipline (i.e. hospitalist, nurse manager, analyst, etc.)
Project Leaders:		
Yamini Howe	MD	Developmental-Behavioral Pediatrician, Lurie Center
Aisha James	MD, MS	PCP, MGH Everett Family Care, and Associate Director, Diversity and Equity Committee, MGHfC
Caitlin Ravichandran	PhD	Biostatistician and Research Associate, Lurie Center
Team Members:		
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Margaret Plagge		Practice Manager and New Patient Intake Coordinator, Lurie Center
Alexy Arauz Boudreau	MD, MPH	PCP, MGH CHC, and Director, MGHfC Primary Care
Larry Stratton	MD	Director, MGH Everett Family Care
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Natacha Baez		CHW, MGH CHC
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Gracia Kwete	MD	PCP, MGH Revere, Associate Director of Diversity and Equity, MGHfC
Ryan Cannistraro		Lurie Center summer intern 2022
Project Sponsors:		
UAR MGB (Project Specialist: Emily Leonard)		
MGH/Lurie Center for Autism		

Lurie Center Referral & Intake Process Map



Process Map – PDSA #1







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