

PD09-05: Outcomes Related to Implementation of a Fast-Track, Streamlined Pathway for Hematuria Referrals to the Urology Department at an Academic Center

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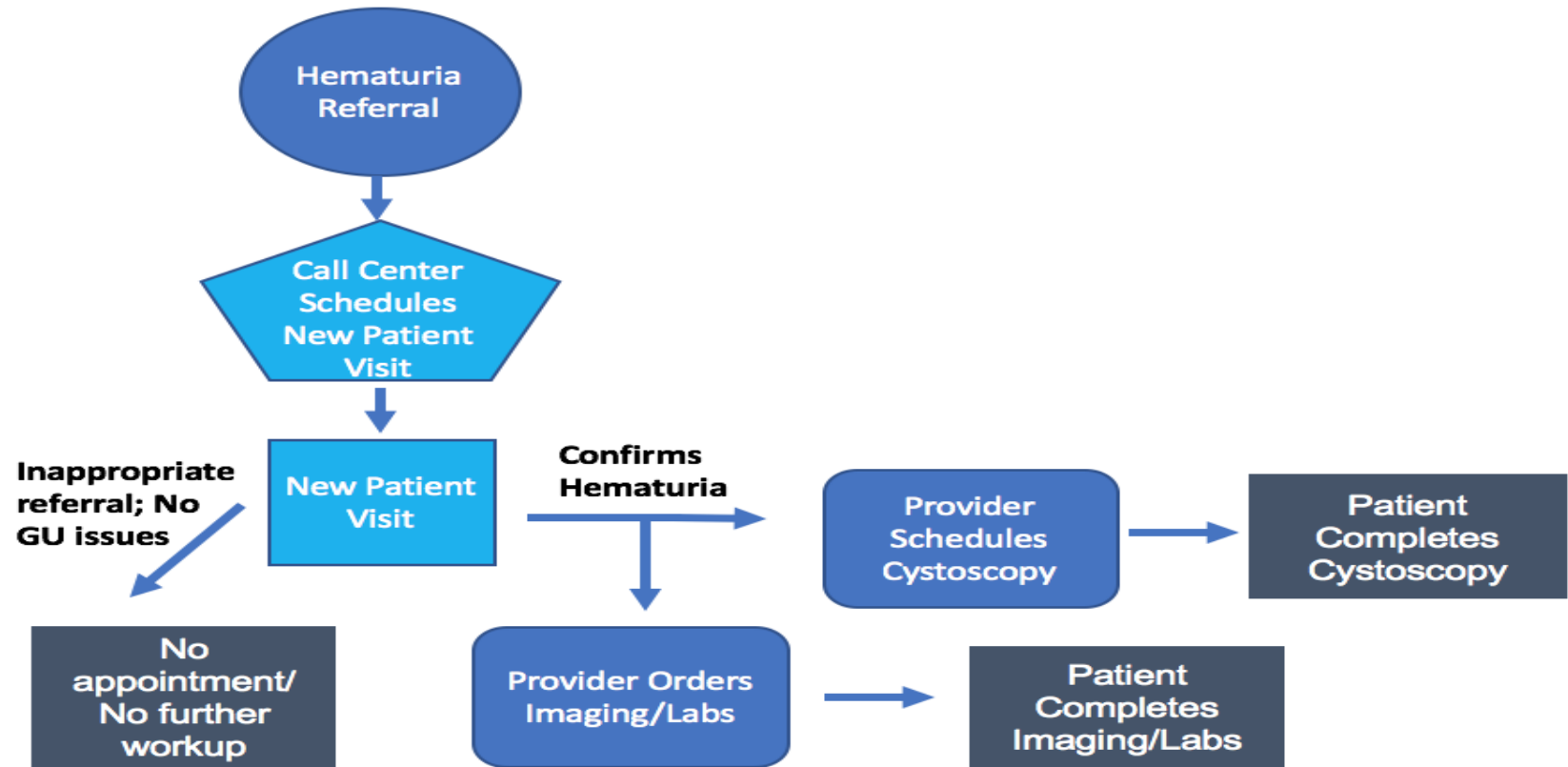
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New Referral Protocol: Background Information

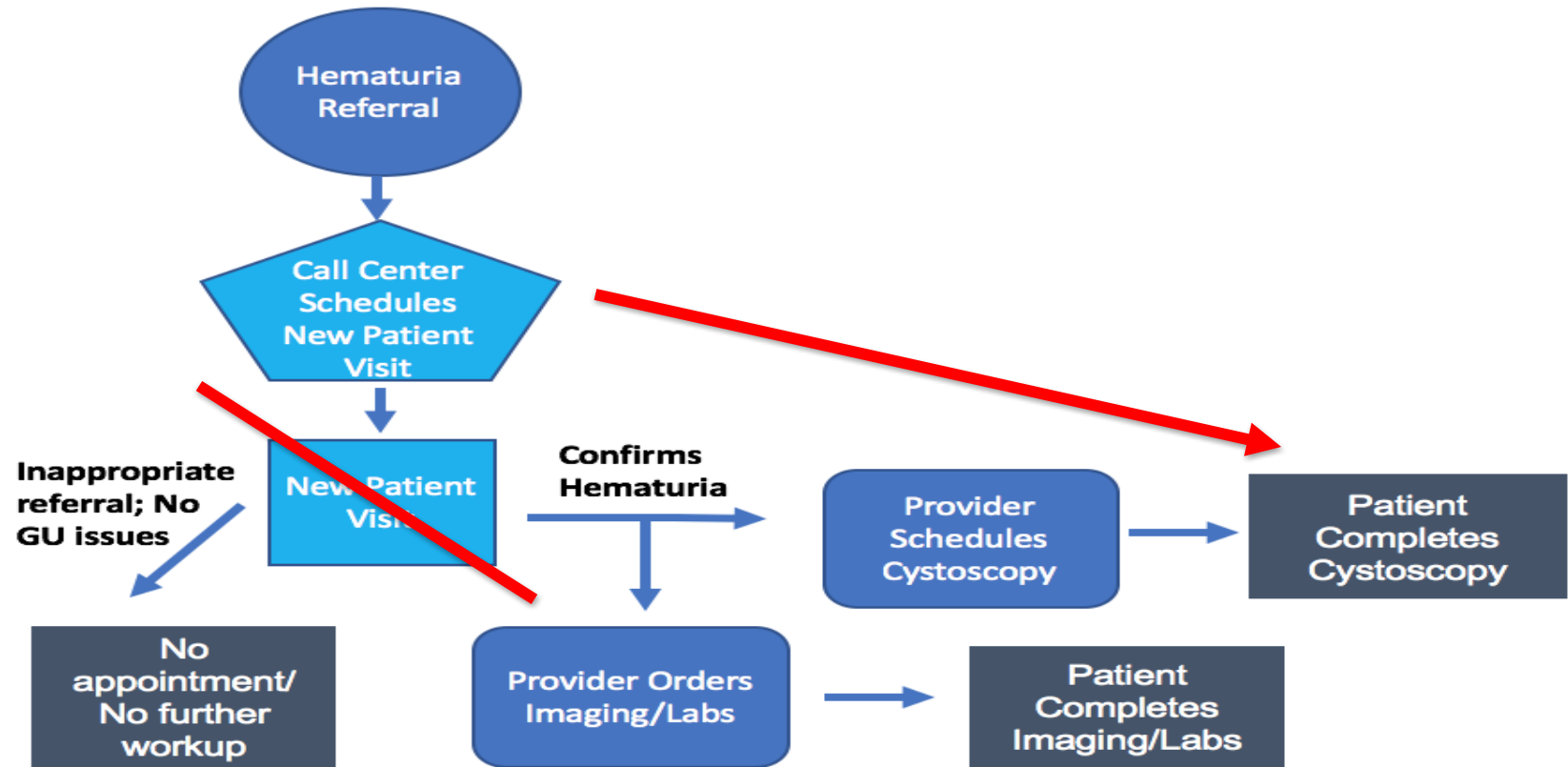
- Hematuria referrals comprise a high volume condition to the urology department (1,000+ annually)
- *Problem:* Hematuria referrals are handled inefficiently
 - Delay in diagnosis
 - Delay in surgical intervention (when needed)
 - Patient anxiety
 - *Unnecessary initial visit*

Original Pathway



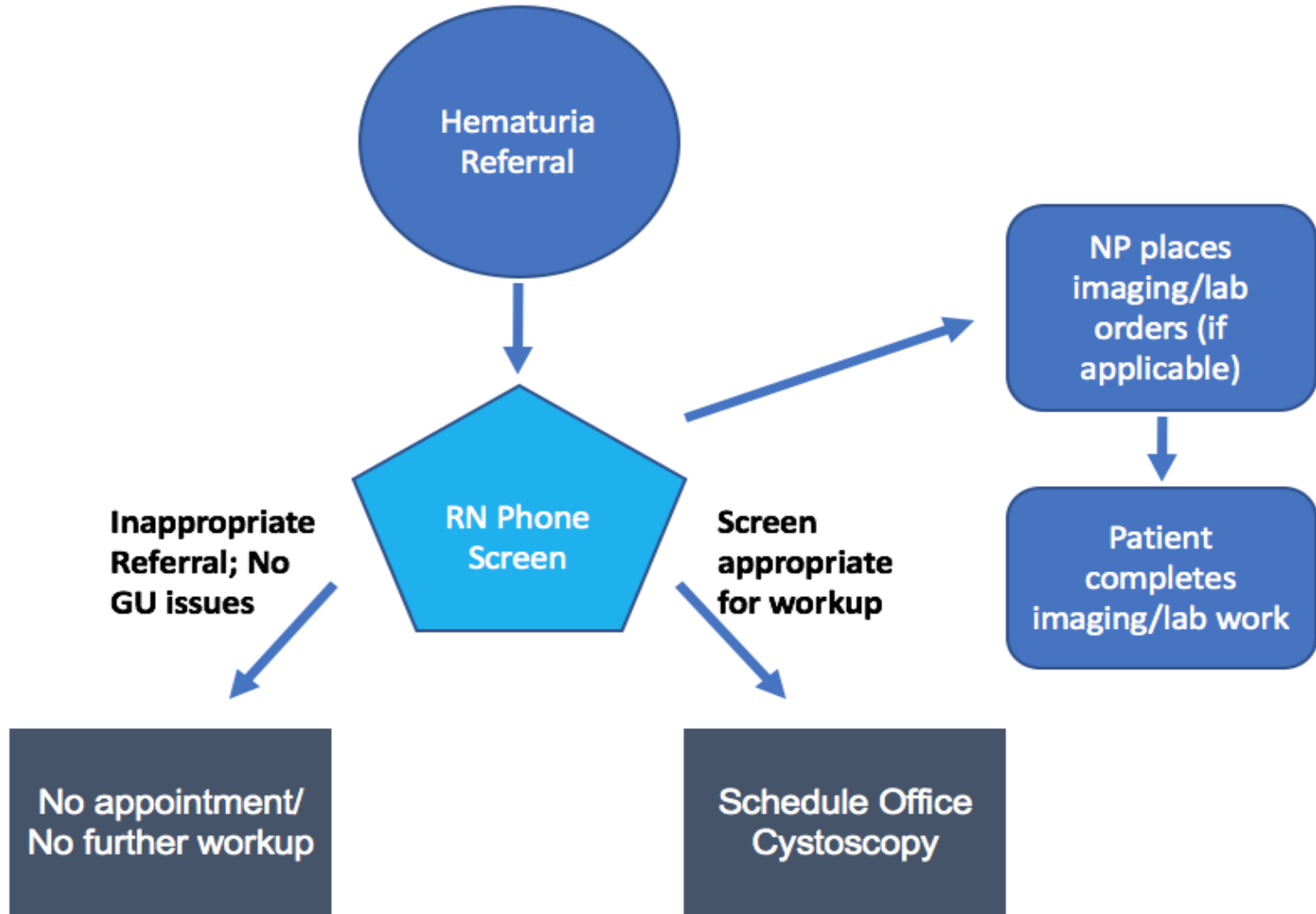
Graphic 1. Old Protocol Process Map

Original Pathway



Graphic 1. Old Protocol Process Map

Fast-Track Pathway



Graphic 2. New Protocol Process Map

Battery of Metrics

Outcome Measures:

- Time to Office Cystoscopy
- Time to Completion of Work-Up

Process Measure:

- Time to Phone Screen Completion

Balance Measure:

- Patient Satisfaction

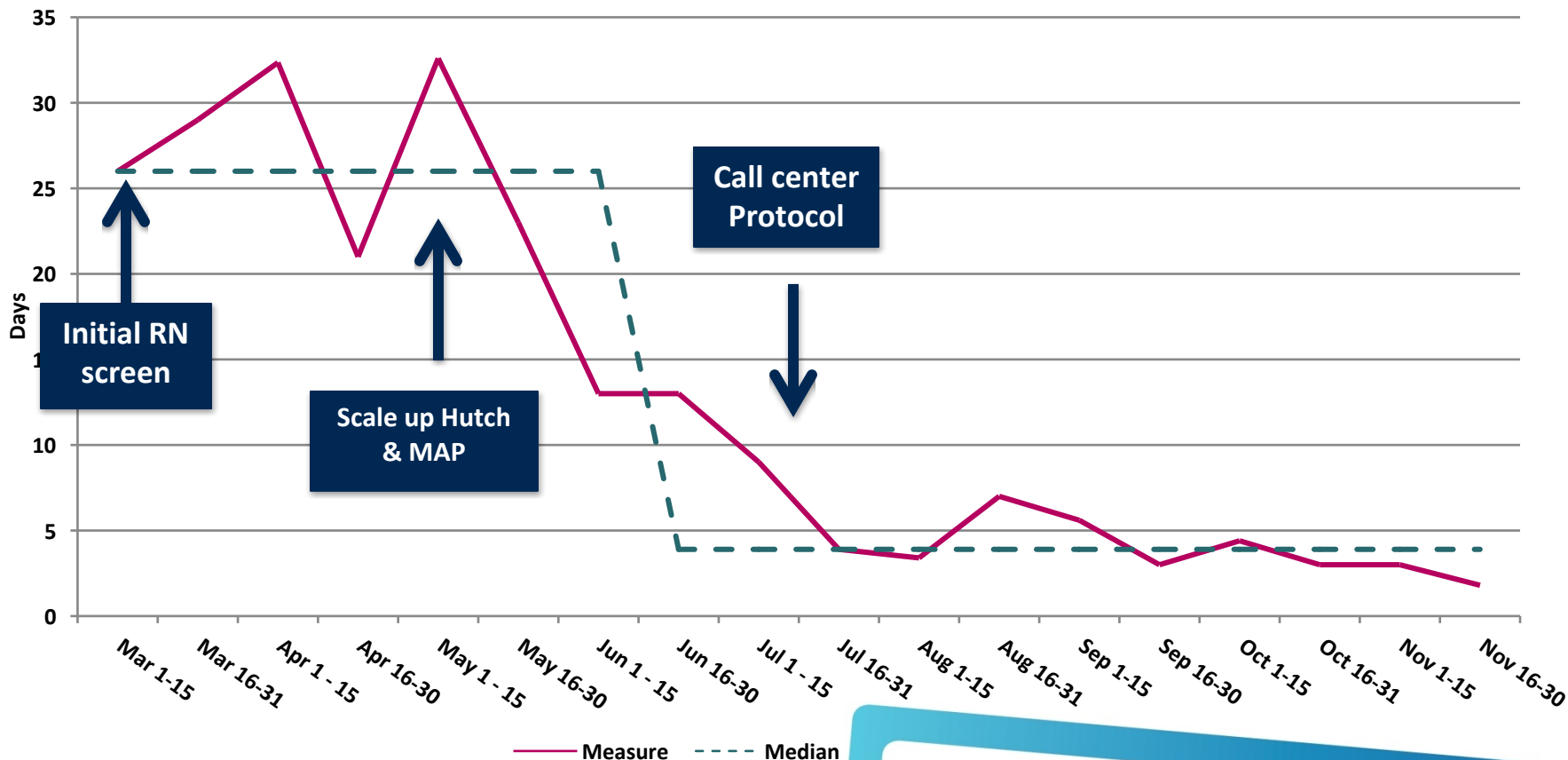
Results

Table 1. Demographics and Medical Comorbidities by Protocol

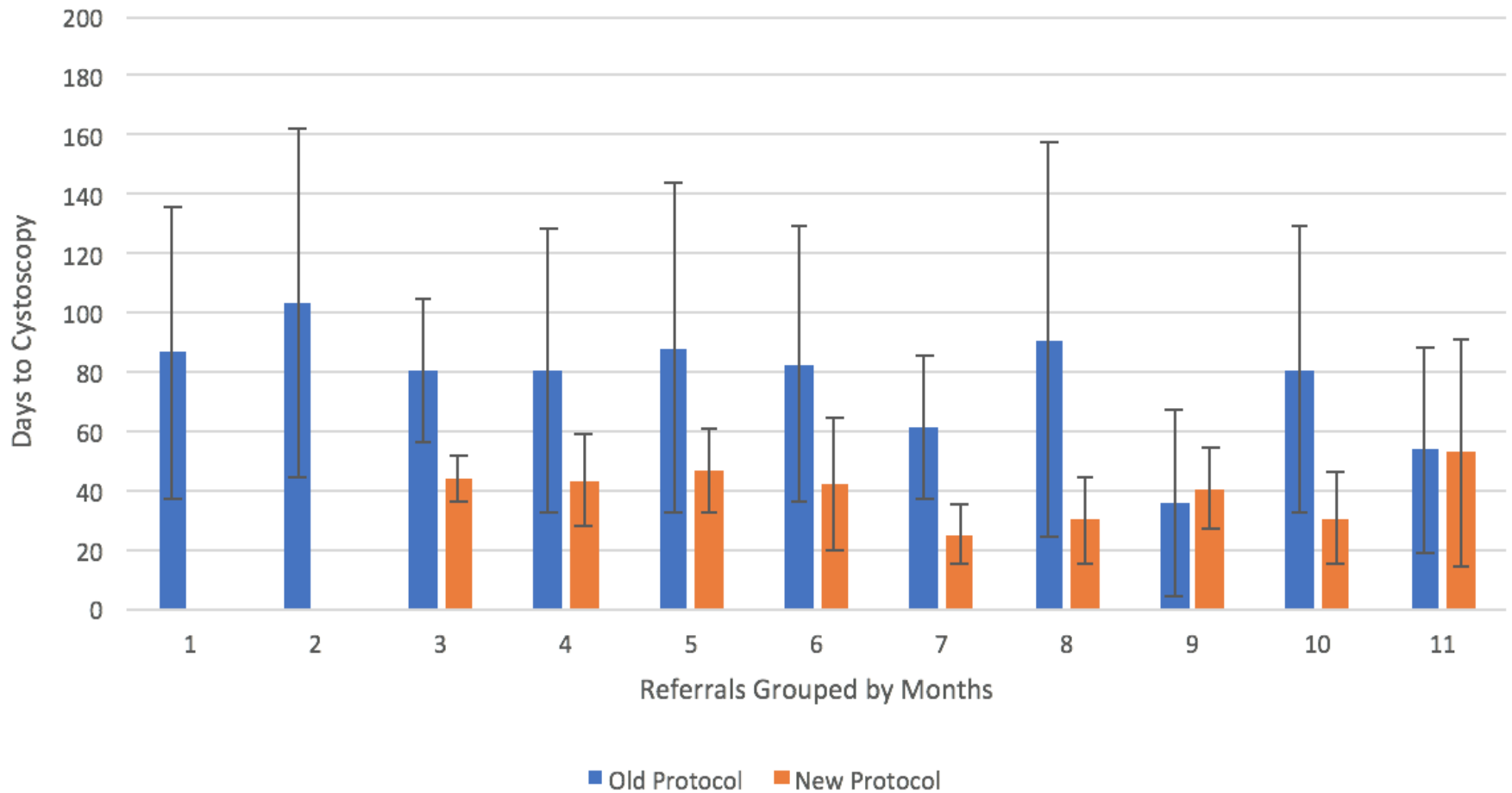
		Old Protocol (n=379)	New Protocol (n=126)	P value
Age (n)		59 (22-102)	56 (22-97)	.078
Sex (n,%)	Male	151 (39.8)	54 (42.9)	.55
	Female	228 (60.2)	72 (57.1)	
Race (n,%)	Black or African American	92 (24.3)	41 (32.5)	.30
	White	45 (11.9)	11 (8.73)	
	Asian	9 (2.37)	1 (0.794)	
	Other	175 (46.2)	53 (42.1)	
	Patient Declined/Unavailable	58 (15.3)	20 (15.9)	
Ethnicity (n,%)	Spanish/Hispanic/Latino	165 (43.5)	51 (40.5)	.42
	Not Spanish/Hispanic/Latino	147 (38.8)	46 (36.5)	
	Patient Declined/Unavailable	67 (17.7)	29 (23.0)	
Tobacco Use		133 (35.1)	42 (33.3)	
Comorbidities	Diabetes Mellitus (n,%)	54 (14.2)	14 (11.1)	.33
	Hypertension (n,%)	167 (44.1)	60 (47.6)	
	Average BMI (kg/m ²)	28.81	29.73	

Process Measure

Time from Referral to Phone Screen

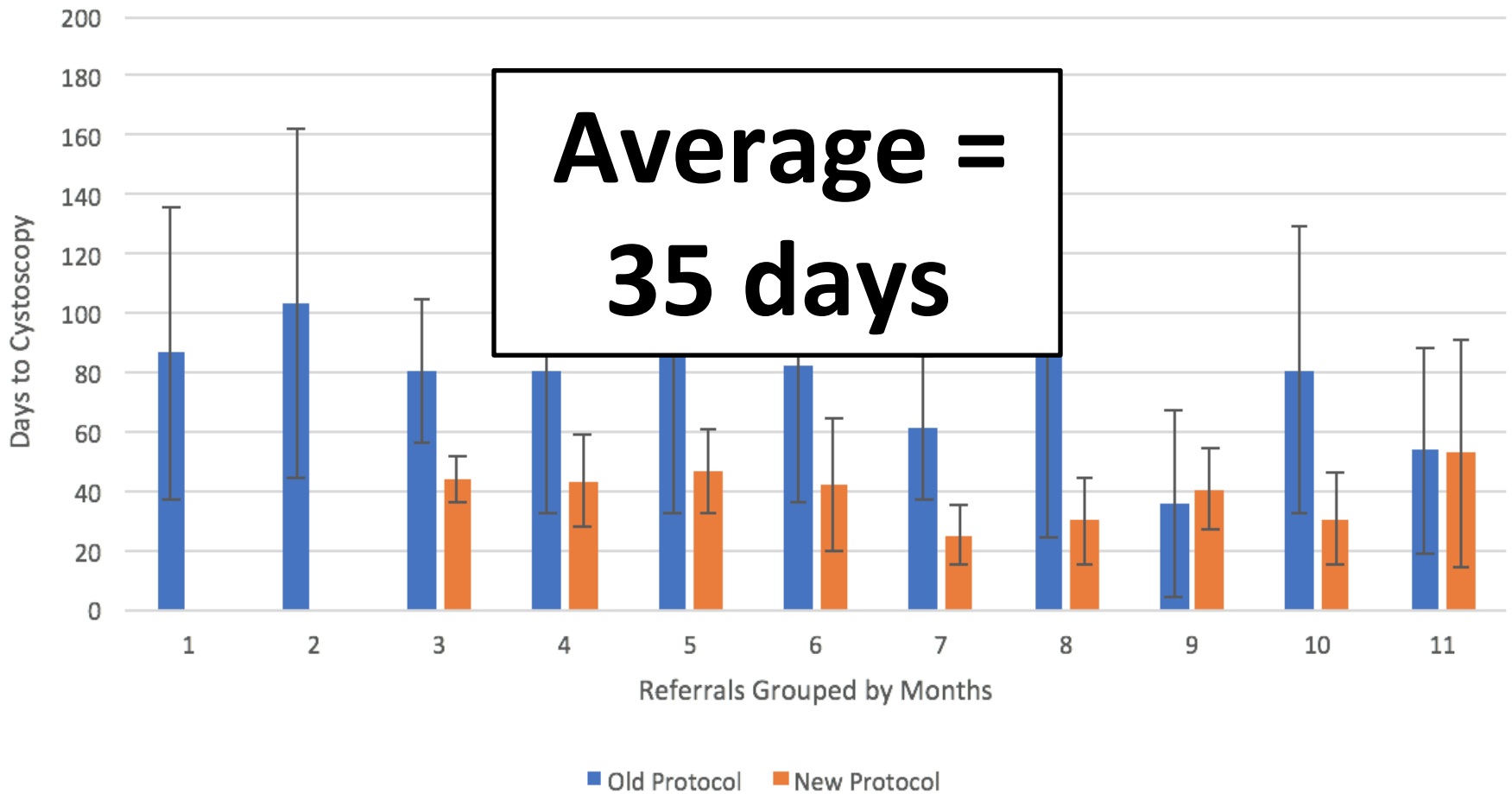


Average Time to Cystoscopy



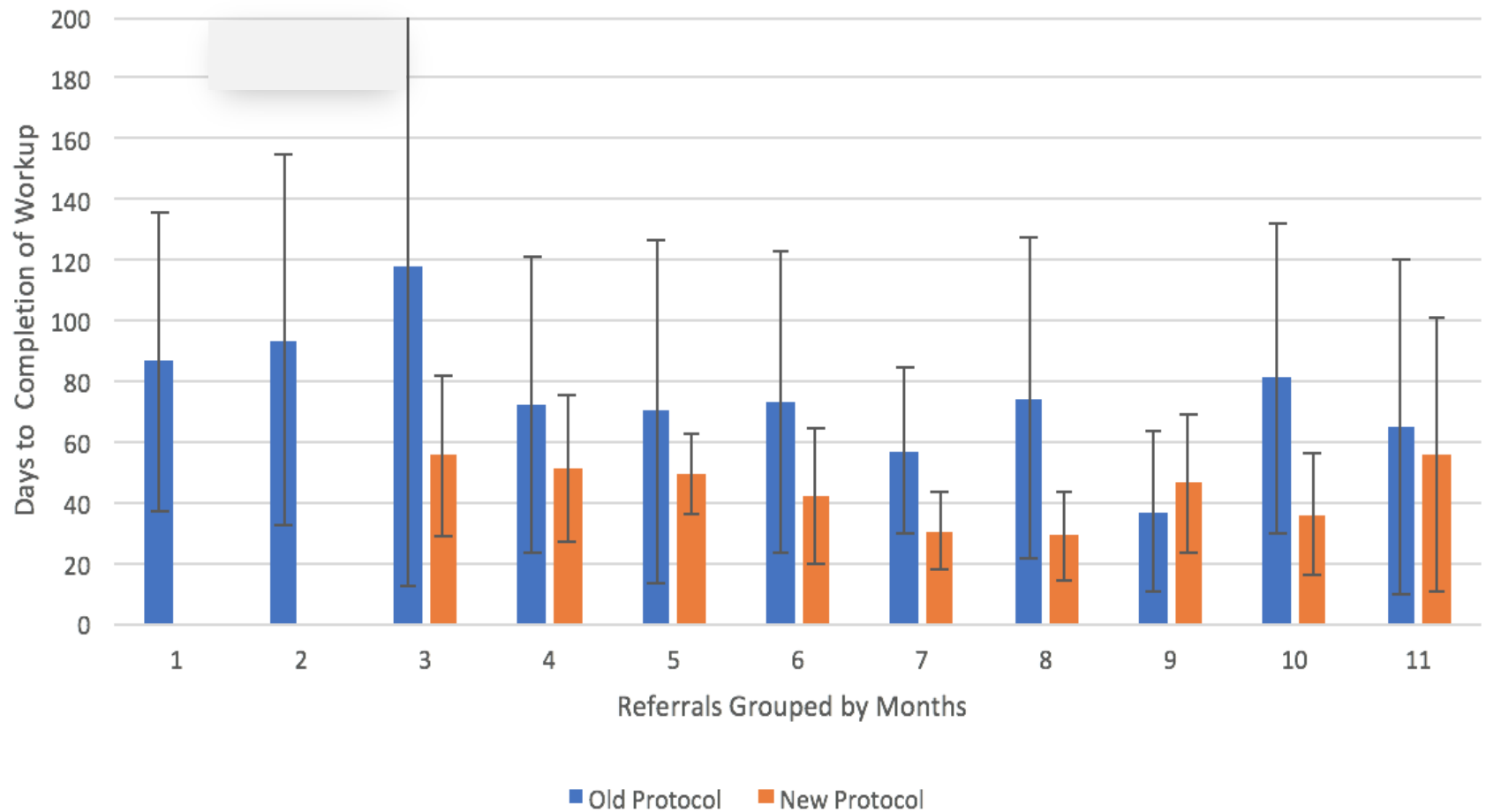
Graph 1. Average time (days) from referral to cystoscopy

Average Time to Cystoscopy



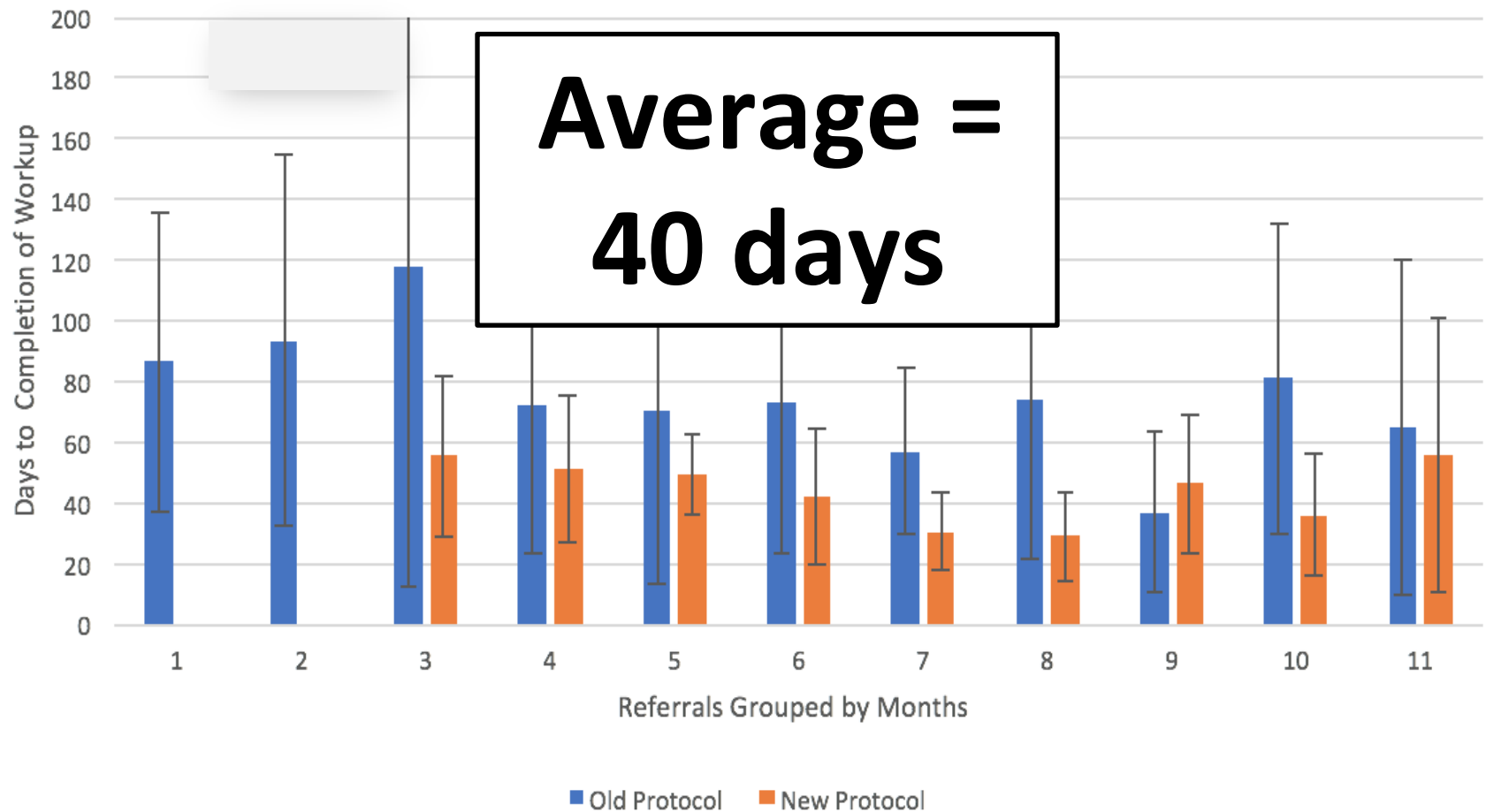
Graph 1. Average time (days) from referral to cystoscopy

Average Time to Completion of Workup



Graph 2. Average time (days) from referral to completion of workup

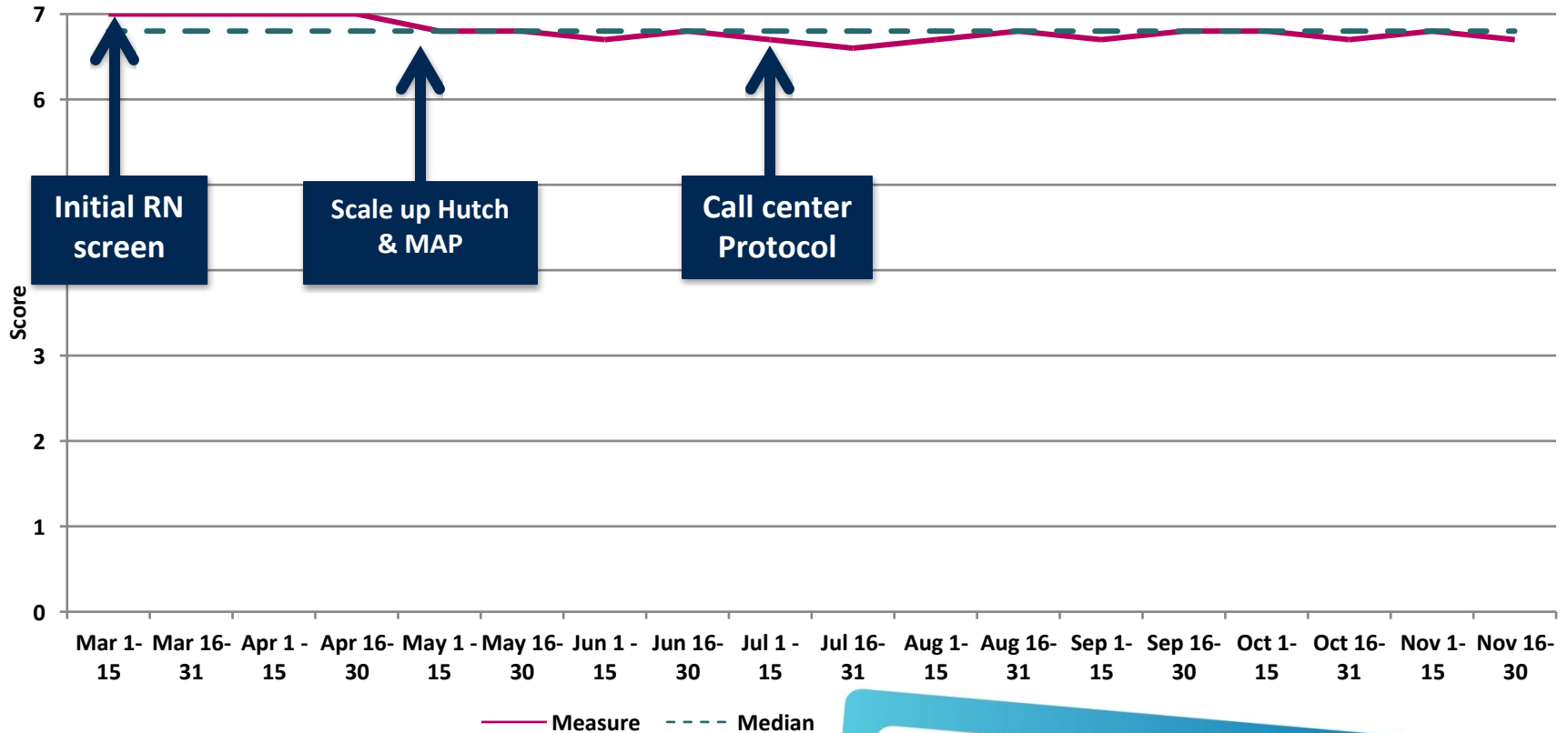
Average Time to Completion of Workup



Graph 2. Average time (days) from referral to completion of workup

Balancing Measure

Patient Satisfaction



Conclusions

- Decreased time from referral to cystoscopy from 72 to 35 days (mean)
- Demonstrated feasibility of 'one-stop' hematuria evaluation
- Increased visit availability for new patients
- Future directions: expand this protocol to other conditions to better triage and expedite care of urology patients

Thank you!

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