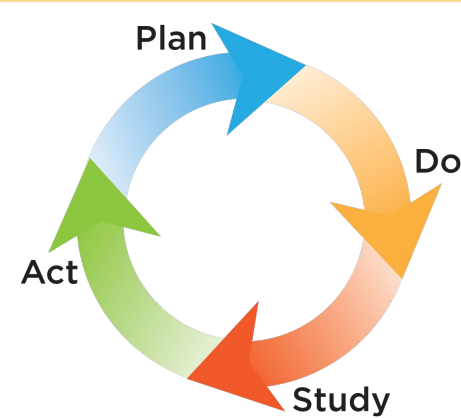


Physician Assistant Acne E-consult Service



Problem

Patients wait 3-6 months to be evaluated by dermatologists in the clinic for acne. This delays treatment, leading to acne scarring, increased patient expense, low patient satisfaction, low provider satisfaction, and inefficient use of dermatology clinic appointments.

- In the last calendar year the department received 845 referrals for acne and 50% of them had to be sent externally secondary to lack of access

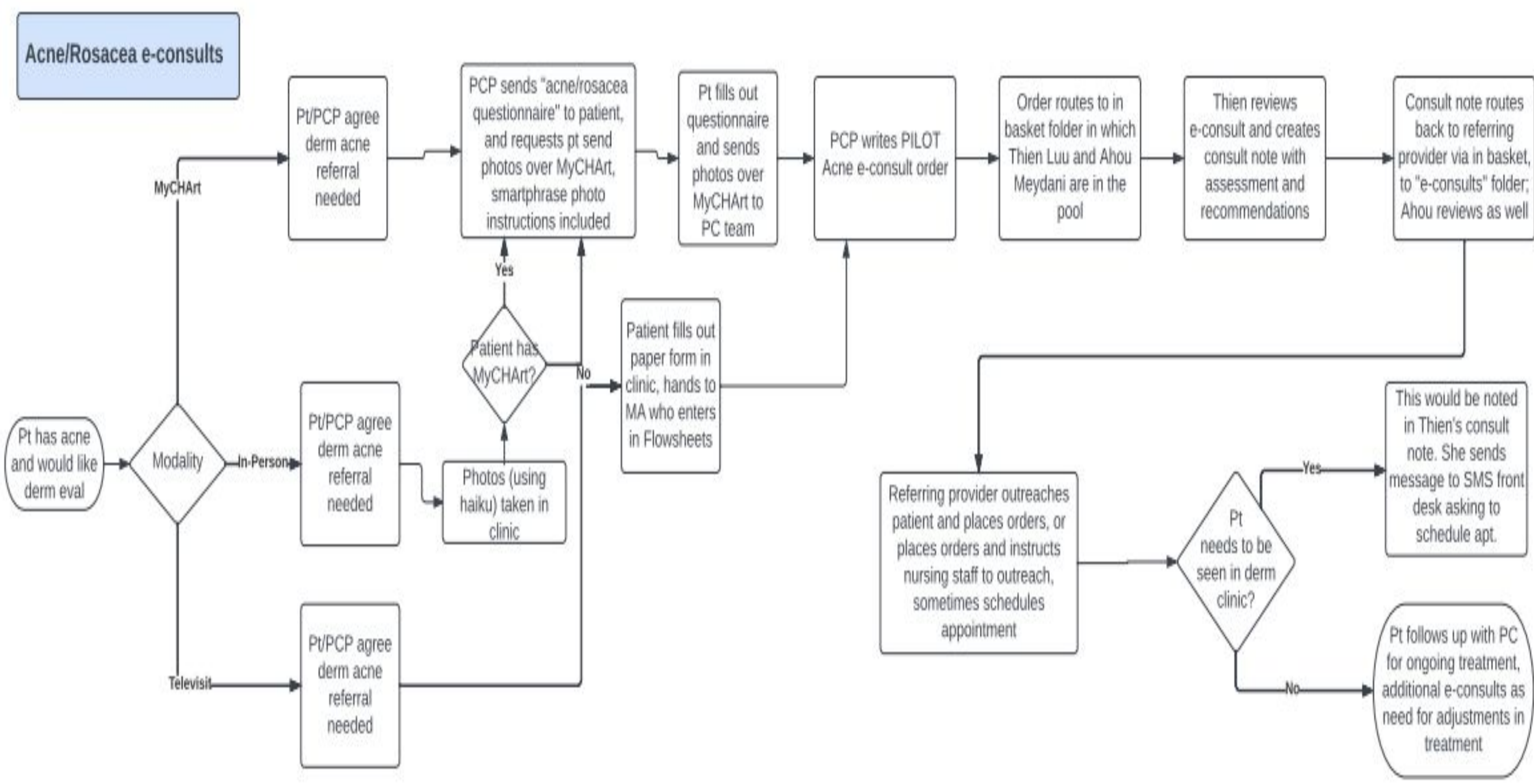
Aims

Improve timely access to dermatologic expertise for CHA primary care patients with acne through implementation of a PA- staffed, acne-specific e-consult service

Interventions

Developed a provider-to-provider E-consult service for patients referred to dermatology for acne, staffed by a dermatology PA, under supervision of a dermatology MD.

- Provider Acceptability Surveys / Focus Groups
- Patient Interviews
- Acne history form developed via PDSA cycles with patients
- Worked with IT to build new Epic referral order and workflow
- Piloted service with Cambridge Primary Care Center May 3rd, 2023 (first pilot site)



Project Team Leads

Dr. Ahou Meydani-Korb, Chief Dermatology
Dr. Stephanie Hastings, Chief Resident Internal Medicine
Thien Luu, PA-C Physician Assistant Dermatology
Lucia Kmiec, Manager Department of Medicine

Executive Sponsor and Mentor

Kim Keough; Chief Strategy and Marketing Officer
Dr. Amy Smith, MD, MPH; Medical Director of Ambulatory Asynchronous Care

Scale up, spread, sustain

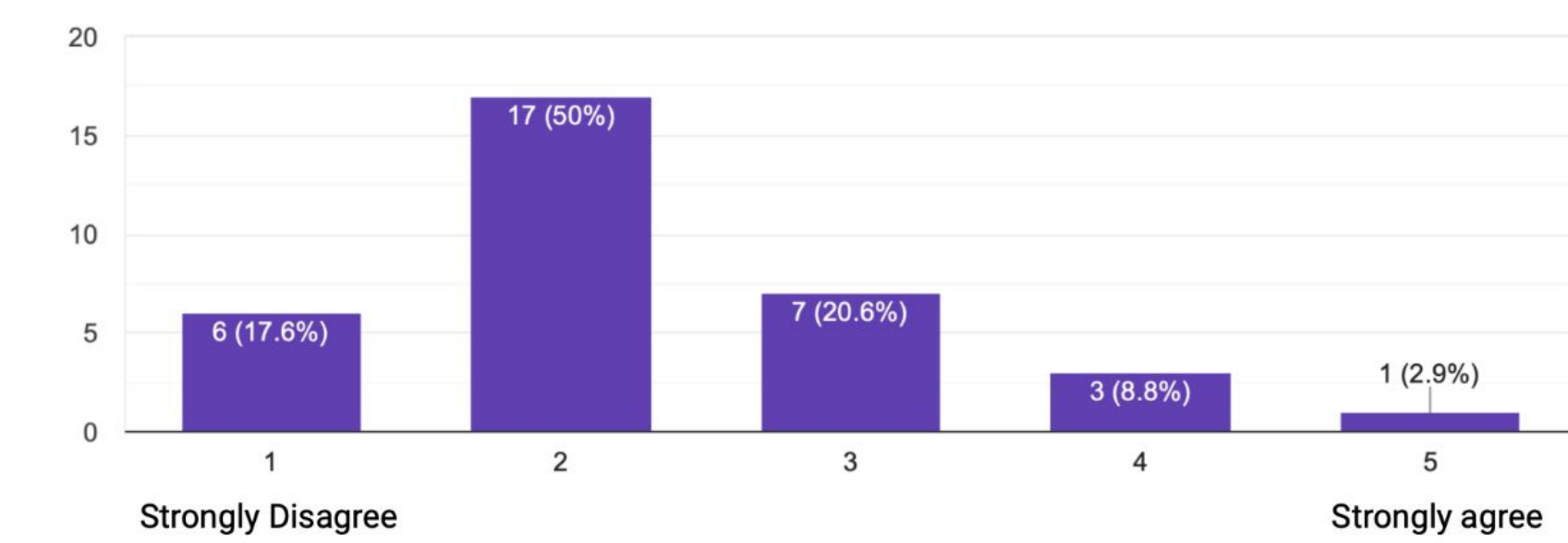
Plan to roll-out this service to additional Primary Care clinics and Pediatrics.

Lessons Learned

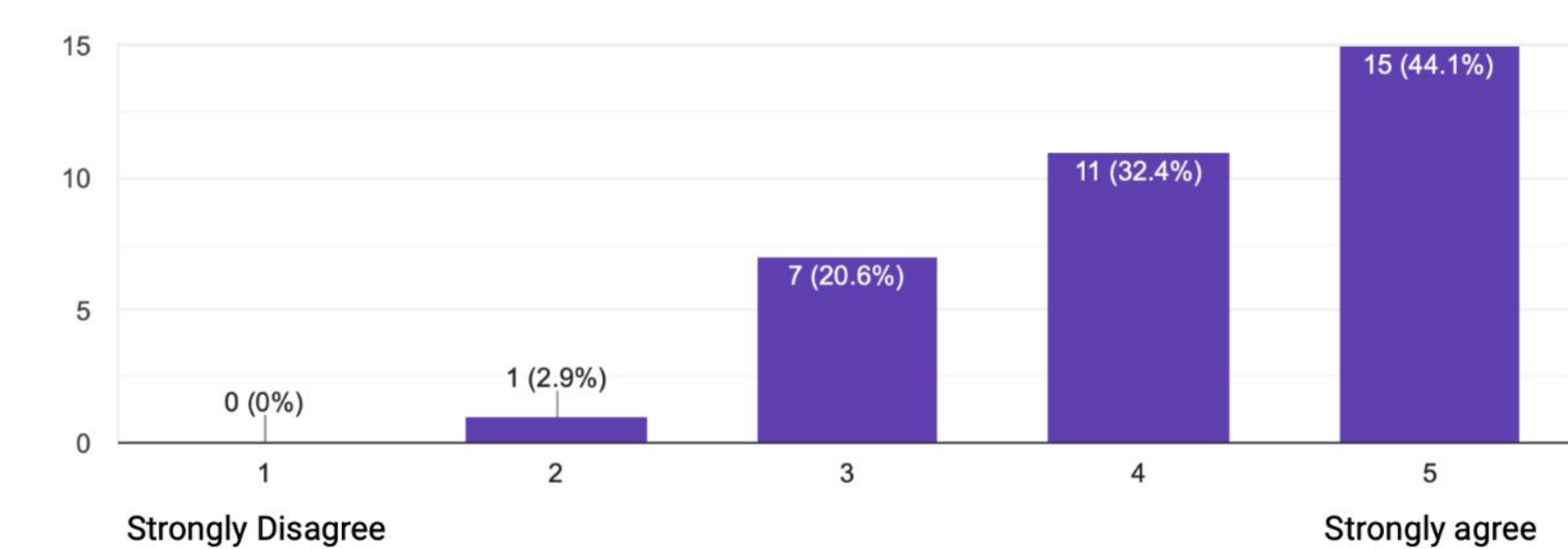
- EPIC builds take time and involve numerous PDSA cycles themselves
- Working and partnering with IT is fundamental
- Do not go into a change plan with a fixed mindset; expect to be flexible
- Surveys and interviews are helpful to understand acceptability of a change idea

Results

Requiring an e-consult as the first step for all new Dermatology acne referrals would increase the burden on primary care providers unreasonably.
34 responses



Taking, uploading and sending acne photos would be a smooth process for me.
34 responses



New EPIC Referral and Questionnaire Built

CHA ACNE/ROSACEA HISTORY
Attached to a message from CHA BH received 4/6/2023

*Indicates a required field.
*This referral is for (check all that apply)
Acne Rosacea Unsure

*How many years have you had acne or rosacea? (check one)
-1 year -1-5 years -5 years

*Where do you get acne or rosacea? (select all that apply)
Forehead Cheeks Nose Eyes Jawline Neck Chest Back Other

*How often do you get acne or rosacea outbreaks (check one)
Weekly Monthly A few times a year or less

*Does anything make your Acne/Rosacea worse? (Examples may include foods, stress, temperature, menstruation/irregularity, makeup or skincare products)
[Text input field]

*Have you ever tried topical products with Benzoyl Peroxide in the past? (examples: peroxide, onise foaming acne wash, Neutrogena on-the-spot acne treatment, Proactiv renewing cleanser)
Yes No Not sure

Continue Finish later Cancel

CHA ACNE/ROSACEA HISTORY
Attached to a message from CHA BH received 4/6/2023

*Indicates a required field.
*TREATMENT: Have you EVER used one to the following prescription medications to treat your acne or rosacea?
Candacemycin lotion, gel or solution
Never Used Not sure if used Used for more than 2 months Your skin improved with treatment Your skin DID NOT improve with treatment Had side effects preventing further usage

*Azelaic acid cream or gel (e.g. Finacea, Azelaic)
Never Used Not sure if used Used for more than 2 months Your skin improved with treatment Your skin DID NOT improve with treatment Had side effects preventing further usage

*Tretinoin cream or gel (e.g. Retin-A)
Never Used Not sure if used Used for more than 2 months Your skin improved with treatment Your skin DID NOT improve with treatment Had side effects preventing further usage

Weekly Median Wait Time from Referral to In-Person Dermatology Appointment for Acne/Rosacea



Projected Impact of PA Acne E-Consult Service on Acne Referral Volumes

