



Population Health (<http://one.hitchcock.org/news/category/Population%20Health/1023>)

"The Ultimate Team Players"

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Photo: Roberta Caron, LPN, left, and Sylvie Beausnesne, LPN

For Roberta Caron and Sylvie Beausnesne, licensed practical nurses, working at the Endoscopy Center at Dartmouth-Hitchcock (D-H) Manchester, their move here three years ago has proven to be not only personally fulfilling but has broadened their professional horizons. "We came from pediatric home care," says Caron, "where we worked with children who were usually on life support and frequently terminally ill. While it was indeed rewarding, it was very emotionally draining.

They describe their job now, in which they do pre-procedure assessments and interviews (and also give instructions to patients regarding their upcoming colonoscopies) as "challenging, yet fun."

In the last year Beausnesne and Caron have been adapting to not only changes within the department (it is no longer an outpatient surgical center), but also, the changing rules and requirements placed on health care providers in general.

Now, we have the responsibility of tracking each colonoscopy procedure as it relates to time spent visualizing the colon/the prep outcome/polyps removed, as well as timely reporting of results by the doctor to the patient. Each patient's health maintenance module is updated in order to make sure that their next procedure is scheduled on time.

The data collected on each doctors' procedures is then compiled and reported quarterly to Pamela Hofley, MD, associate medical director for Dartmouth-Hitchcock Manchester and the Children's Hospital at Dartmouth-Hitchcock (CHaD) southern medical director. She shares the information of each doctor's ADR

(adenoma detection rate) with each doctor and also the Centers for Medicare and Medicaid (CMS) agencies as a comprehensive method of quality assurance.

The work that they do with this data ensures more effective colonoscopies. A recent quality improvement project on monitoring withdrawal times and thereby increasing ADR won a Value Institute Award.

They were also finalists with their "Accountable Care" blueprint and implementation guide. These guidelines help identify during each patient any preventative/screening tests, procedures or immunizations that were either due or needed for patients' health maintenance. The pilot of this blueprint was launched on Wednesdays when they run what is called "HBT" lab. This test (hydrogen breath testing) identifies patients who have an overgrowth of bacteria in their small intestines causing GI symptoms. Since this patient encounter frequently lasted up to 3 hours, it was the ideal situation in which they can address each patient's current health care issue (be it weight, immunization update, mammograms, hypertension, etc.) and offer resolutions.

"They're willing to step up," says Dr. Hofley. "Their hands are in the air for anything," which can include dealing with many responsibilities when the office is short staffed, scheduling, answering phones, admitting patients and other tasks as needed.

The enthusiasm Caron and Beauschesne have for their work has impressed Dr. Hofley, "they handle every task with a smile. They are ultimate team players, great women and a pleasure to work with."

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