

RN Management of Pap and HPV Results

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Disclosures

Manager of Clinical Operations and Nursing Programs
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About Allina Health

Allina Health is a not-for-profit health system consisting of clinics, hospitals, and other health services, providing care throughout Minnesota and western Wisconsin.

- 65 Allina Health clinics
- 52 rehabilitation locations
- 23 hospital-based clinics
- 12 hospitals
- 15 retail pharmacies
- 2 ambulatory care centers
- Home care, hospice, palliative care offerings
- Emergency medical services
- Home medical equipment
- Everyday Care clinics in retail locations
- Everyday Care mobile clinic

Background Assessment

Pap Testing Volume in Primary Care and OB GYN Clinics

- 2012
 - 79,635 Pap Tests
- Average time from result to patient contact
 - 3 days

Recommendation

Develop a registered nursing program to offer timely management of Pap results with intensive patient education while decreasing provider result management work.

Medical Director Appointed: Dr. Casey Sprague, OB GYN

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Phase 1



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Phase 1: Program Development

- RN FTEs allocated based on annual Pap test volumes
- Medical Director appointed to the program
- Protocol created based on ASCCP management guidelines
 - Nursing resources created in the electronic medical record
- Operational guidelines and scripting developed
- RN education developed
- Results electronically routed to Pap RNs

Phase 1: Result Management

- Nurses located in a central clinic location
- Nurses call each patient with an abnormal result
 - Education provided based on result
 - Conversation reinforced using mail / electronic medical record messaging
- Result Management goal set
 - First patient contact within **24 hours** of receiving the result

Phase 1: Measures

- Nursing adherence to protocol monitored monthly
 - Manual chart review
- Data reports created to monitor RN performance
- Tracking of abnormal Pap follow up monthly

Phase 1: Program Evaluation

- Results still being routed to providers
 - Results suggestive of BV and Yeast
- Numerous hand-offs
 - Scheduling of Colposcopies
- Variable RN efficiency
- Average time for patient contact
 - Normal Results 128.5 Hours
 - Abnormal Results 15 Hours

Phase 2



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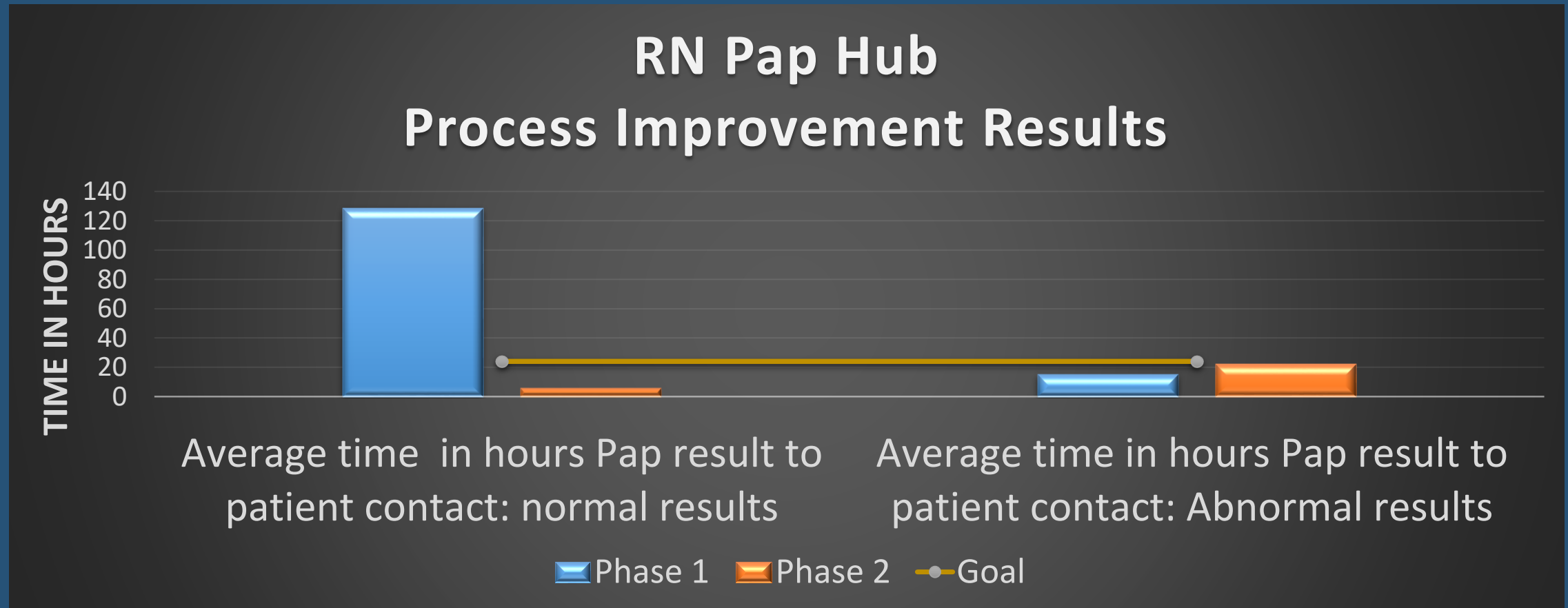
Phase 2: Operational Improvements

- RN role assignment
 - Telecommuting positions
 - One RN in central location
- RNs trained to schedule Colposcopies

Phase 2: Protocol Enhancements

- Protocol created for Paps suggestive of BV /Yeast
 - Triage
 - Education
 - Treatment
- Protocol updated to include HPV result management
 - 16/18
 - Add on HPV testing

Phase 2: Results



Phase 2: Results

Pap Result Management 56,658 Paps

- Triage, management and treatment of BV and Yeast as indicated on a Pap



15 min

HPV Resulting, Add on of HPV and/or 16/18

- 26,804 Total HPV tests
 - 20,955 Added on
 - 549 16/18 tests ordered



5 min

Significant Provider time savings

Total time given
back to providers
in 2017:

16,397
Hours

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Phase 2: Results

- RN adherence to protocol and workflow 96%
- Average time from result to patient contact
 - Normal results 10 hours
 - Abnormal results 3 hours
- 1,981 Colposcopies ordered
- 12,984 letters sent
- 43,674 Medical messages sent

Future Work

- Develop EMR technology to automate tracking
- Further refine data measurement capability
- Increase tracking to include normal Paps
- Promote increased percentage of patients receiving colposcopy within 3 months of abnormal results

Lessons Learned

- RNs working at the top of their license to support the provider/patient relationship by result management and comprehensive education
- Centralized nurse result management is efficient and yields time savings for providers
- Patients experience greater knowledge related to colposcopies demonstrated by reduced provider counseling required at the office visit

Thank You

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