

## Background:

- Treatment can vary when managing pediatric patients depending on urgent care location and provider experience, which can lead to inconsistent care.
- Urgent care providers were not regularly using electronic order sets when managing pediatric patients.
- Using evidence-based electronic order sets increases care standardization.

## Smart Aim:

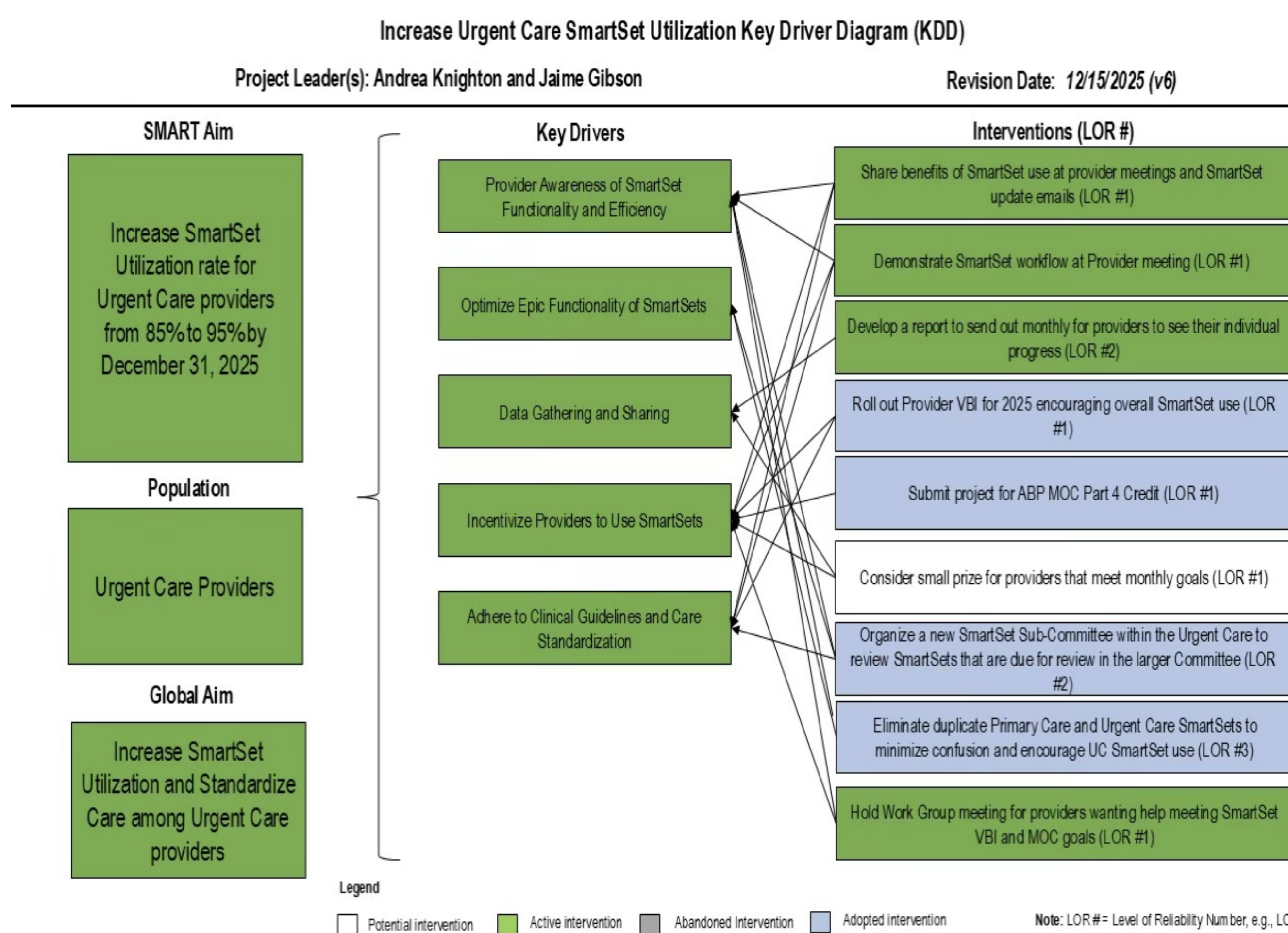
- Our objective was to increase our order set utilization rate for urgent care providers from 85% to 95% over a 17-month period.

## Methods:

- This quality improvement project took place in a tertiary care pediatric hospital urgent care to improve the process of electronic order set utilization.
- Using the Model for Improvement our team aimed to encourage pediatric urgent care providers to use the electronic order sets already built in our electronic health record when seeing patients that presented to the urgent care to improve care standardization.

- Our organization uses Epic as its electronic medical record system, and SmartSets are the outpatient order sets built within the Epic system.
- Key interventions included:
  - Educating providers on the benefits of electronic order sets
  - Optimizing order sets to make them more efficient
  - Assigning dedicated owners to each order set
  - Starting a committee to regularly review order sets.

- Our primary outcome measure was utilization of the order sets, by measuring whether an order set was used during each urgent care encounter.



## Summary of Results:

- There were 57,649 patient encounters in our urgent cares during the study period.

- Urgent care provider SmartSet utilization increased from 85% to a mean of 95% during the 17-month period (Figures 1 and 2).

Figure 1

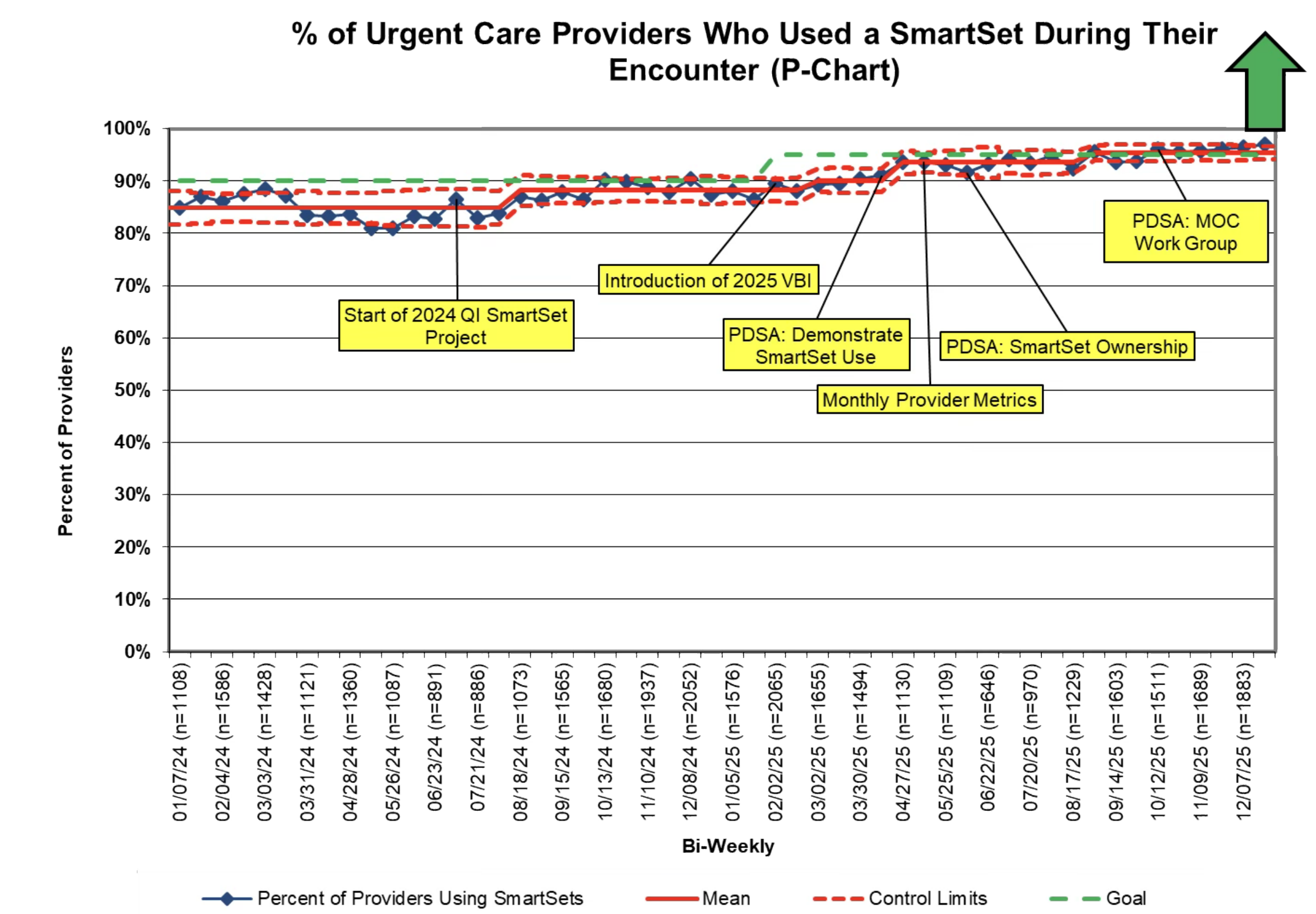
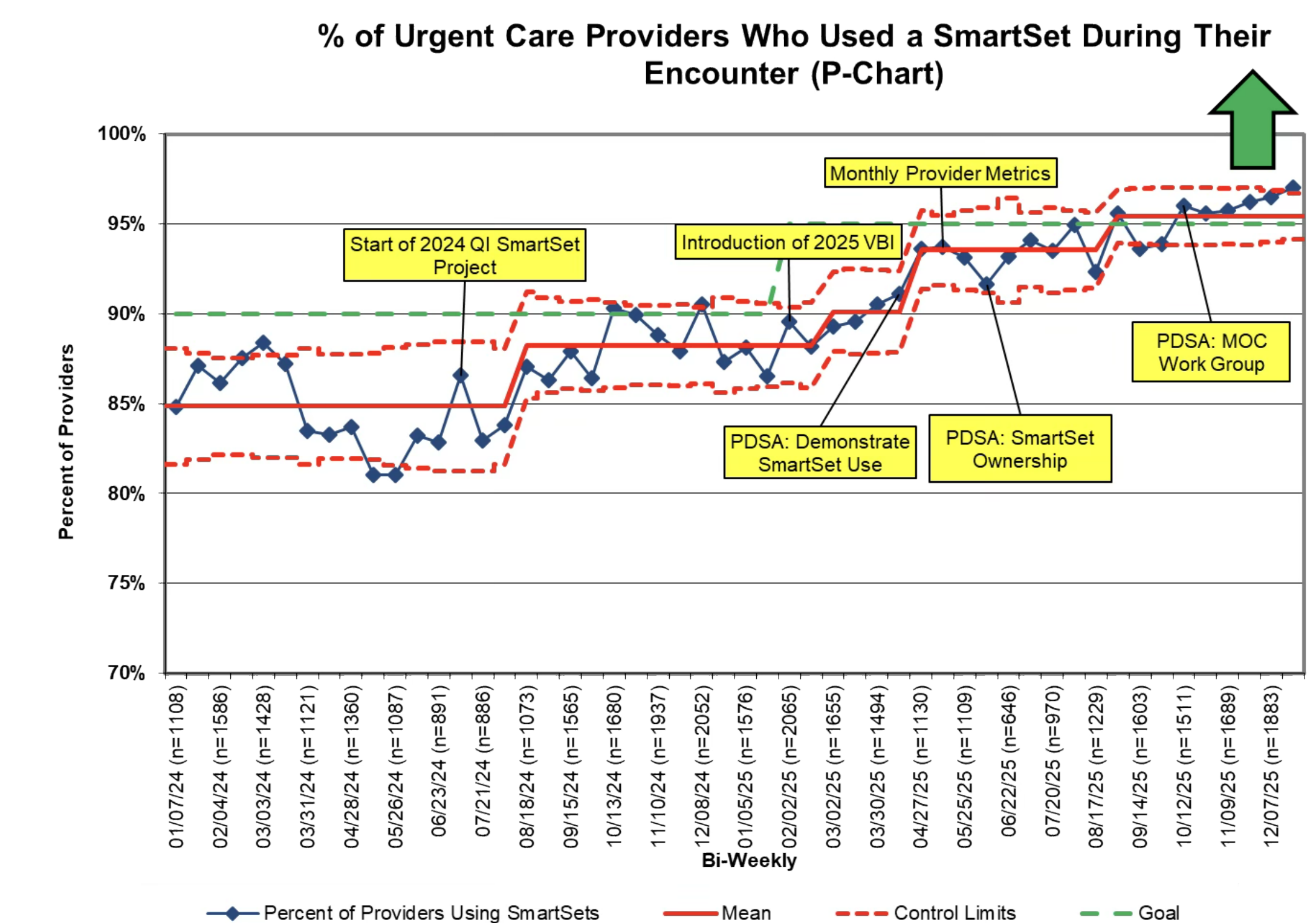


Figure 2



## Conclusions:

- Electronic order set utilization use was significantly increased in all of our urgent care locations, meeting the goal of 95%, through the use of quality methodology.
- Next steps will include working on sustainability, while creating new order sets for encounters that do not have an associated order set.