Dayton Children’s Kids Express: An Innovative Pediatric Hospital-Based Retail Clinic

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Background

History of retail-based clinics include concerns for:

1. Fragmentation of care
2. Quality of care
3. Episodic care for children with unrecognized chronic conditions
4. No access to complete electronic medical record
5. Lack of follow-up after testing
6. Exposure to communicable diseases

Innovation Details

In January of 2019, Dayton Children’s opened its first pediatric hospital-based retail clinic in Springboro, Ohio. The goal of this innovative clinic was to provide a high quality, convenient, low-cost, pediatric-centered alternative to traditional retail-based clinics which typically employ practitioners with family-based education and training. Located in a suburb of Dayton, Ohio, this pediatric retail-based clinic offers walk-in healthcare to children up to 21 years of age by nurse practitioners trained in pediatric primary care. The clinic staff typically consists of three employees which include one nurse practitioner who provides patient care and two patient care technicians who register patients, process health insurance, collect payment, take patient weights and vital signs, and complete simple lab tests. The staff works as a team to provide efficient, high-quality care to their pediatric patients. The clinic has a list of pre-determined minor illnesses and injuries with up-front costs for the parents on their website. Patients can choose to “save their spot” online or walk in with no prior appointment. Lab tests include rapid strep, throat cultures, rapid flu, rapid RSV, urinalysis, and urine cultures.

Innovation Aims

1. High quality, pediatric-centered care for children
2. Low-cost convenience
3. PCP partner in the medical neighborhood

Parent Survey Results

2019 Performance

A Medical Neighborhood Partner

1. Full access to the patient’s electronic medical record in EPIC
2. Each patient visit is completely documented in EPIC
3. A visit summary is faxed to the PCP of every patient the following morning which includes assessment, diagnosis and treatment plan
4. Lab test results are available in the electronic medical record
5. Quality Improvement Initiatives
   a. Antibiotic stewardship
   b. Rapid strep protocols
   c. AOM assessment, documentation, diagnosis, & treatment
   d. Outreach calls by the NPs for lab results
   e. Handouts to help our parents & patients make good decisions on where to go for treatment of specific illnesses or injuries
   f. Pediatric pharmacy located 1.4 miles away (3 minute drive) with drive-up parking spot reserved for Kids Express patients
   g. Quarterly NP education

References

1. Please ask for a handout.
Since the inception of the retail-based clinic (RBC) in the early 2000s, there have been concerns voiced about their use in pediatrics.

In 2006, the American Academy of Pediatrics (AAP) expressed concern regarding the use of RBCs for pediatric healthcare in a policy statement. Trepidations included fragmentation of care, quality of care, episodic care for children with chronic conditions that might not be readily apparent, lack of access to a complete patient medical record, lack of follow-up after testing, exposure to communicable diseases, and missed opportunity of pediatricians seeing the patient for a minor condition where they might spend time on other larger issues of the patient or family. The AAP updated their policy statement in 2014 with the inclusion of the new concept of the medical neighborhood, which is defined as “a clinical-community partnership that includes the medical and social supports necessary to enhance health, with the [medical home] serving as the patient’s primary ‘hub’ and coordinator of health care delivery.” It also emphasizes that acute care establishments should “adhere to the core principles of continuity of care and communication, best practices within a defined scope of services, pediatric-trained staff, safe transitions of care, and continuous improvement.”

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This ground-breaking clinic conforms to the recommendations of the AAP through the use of experienced pediatric trained nurse practitioners, implementation of evidence-based care, use of an electronic medical record that includes all patient care received at Dayton Children’s, a clearly defined list of services provided in the clinic, communication of patient visit summaries faxed to the primary care provider (PCP) within 24 hours of service, outreach phone calls for test results, and ongoing quality improvement projects.

This leading-edge clinic serves to pave the way as a model for other pediatric hospital-based retail clinics in the future.

References