

# Using quality data to drive improvement in intimate partner violence identification in the healthcare setting

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Kaiser Permanente Northern California

National Conference on Health and Domestic Violence | March 20, 2015

# Kaiser Permanente

- Largest non-profit health plan in the US
  - Fully implemented electronic medical record
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- **18,000** physicians & **9 Million** members
  - **8** states, **37** hospitals & **618** medical offices
- 

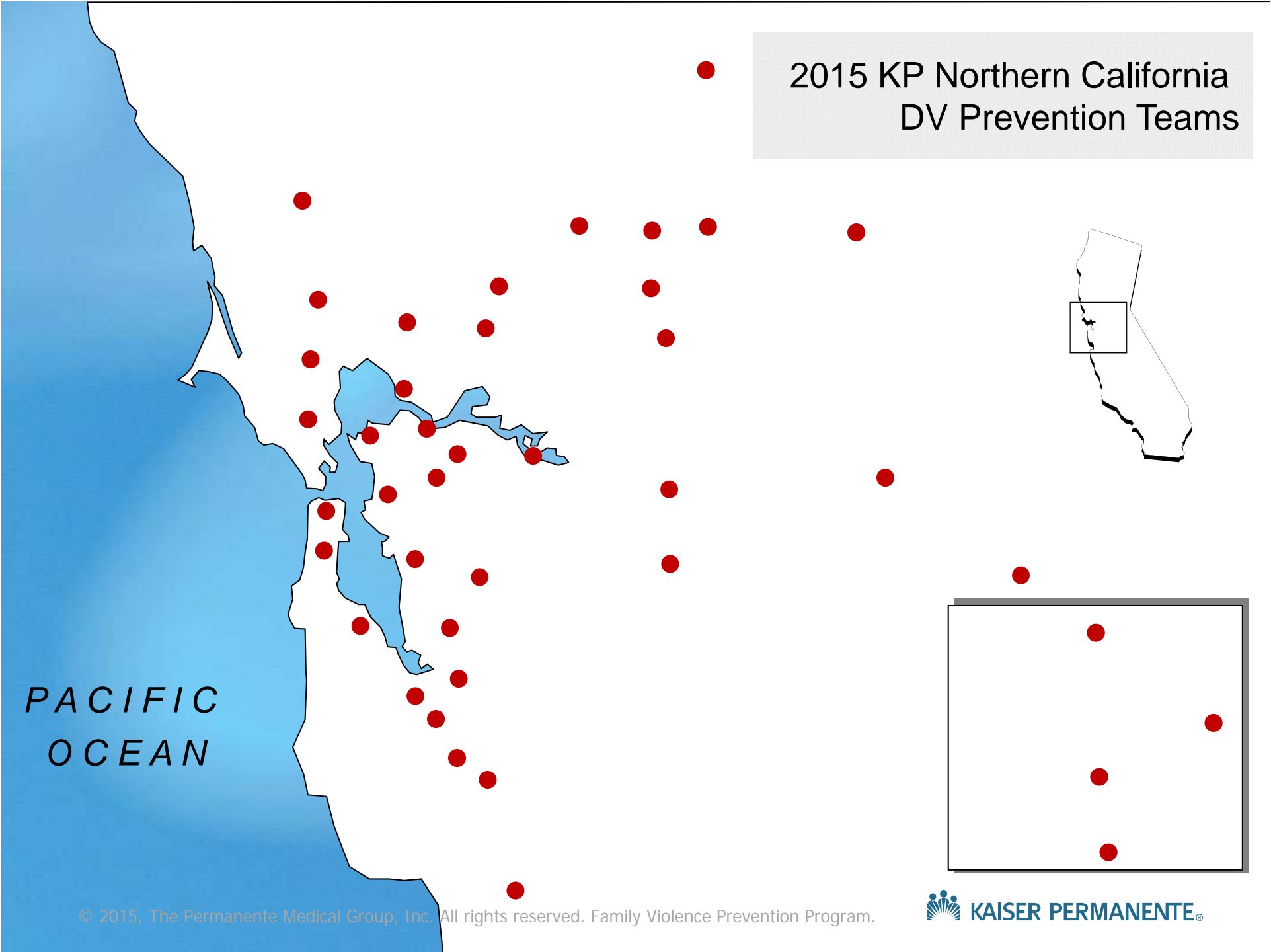
- One of the largest health research programs

# The Kaiser Permanente Systems Model:

*Making the Right Thing Easier to Do*



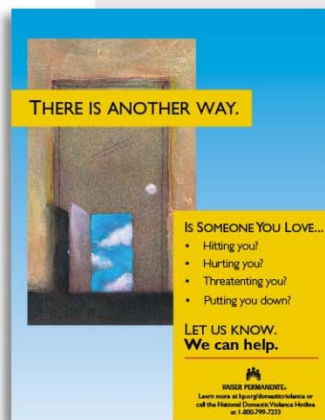
# 2015 KP Northern California DV Prevention Teams



# 2015 – every KP region is using “systems-model” to improve IPV services



# Systems Model for Intimate Partner Violence Prevention



- Posters, pamphlets in waiting area and exam room
- Resource cards in restrooms
- Online resources
- TV, radio, newspapers
- Well informed and trained staff

- 24-hour crisis response
- Emergency housing
- Transitional housing
- Legal services

- Support groups for victims
- Children's services
- Batterers' groups

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Family Violence Prevention Program.

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# Implementation – how it's done

Each medical center has a Physician Champion and multi-disciplinary committee that:

- meets regularly
- implements the “Systems-model” in phases
- reviews quality measures and develops annual goals

All medical center committees meet with each other twice yearly for:

- leadership development
- sharing best practices
- updates on research
- review of quality metrics
- developing goals and strategy

# “Abuse and Assault” Internal Website

Clinical Care

Facility Implementation

KP Workplace

Customer Engagement

## Intimate partner violence

Email Print

If the victim is under 18 years, see [child abuse](#). If over 64 years also see [elder abuse](#).

MD, NP, RN

Mental Health/Social Services Clinician

[Refer patient to mental health and local resources](#) [more](#) ▼

[Give member resource information](#) [more](#) ▼

[Document in HealthConnect™](#) [more](#) ▼

[Report to law enforcement \(INJURY ONLY\)](#) [more](#) ▼



### Additional Resources:

[How to screen](#)

▶ [Suspicious injury report form \(Cal EMA 2-920\)](#)



# Online Training Tools for Clinicians



**KP HealthConnect Video Tip:**  
**Abuse and Assault Link**



**Clinicians: Online Training**  
**(14min)**



**FAMILY VIOLENCE PREVENTION PROGRAM**  
Northern California

[Home](#) | [About](#) | [Contact](#)

Clinical Care

Facility Implementation

KP Workplace

Customer Engagement

- Intimate partner violence
- Teen dating violence
- General assault
- Sexual assault
- Child abuse
- Elder / Dependent abuse
- Animal Bites

### Intimate partner violence

If the victim is under 18 years, see [child abuse](#). If over 64 years also see [elder abuse](#).

MD, NP, RN

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**Refer patient to mental health and local resources**
more ▼

**Give member resource information**
more ▼

**Document in HealthConnect™**
more ▼

**Report to law enforcement (INJURY ONLY)**
more ▼

▶ **Suspicious injury report form (Cal EMA 2-920)**

National Domestic Violence Hotline: 800-799-7233

**Additional Resources:**

- [How to screen](#)
- [What to say when the answer is yes](#)
- [HealthConnect video tip: Documenting domestic violence](#)
- [Danger assessment](#)
- [Safety plan](#)
- [Treating a patient with injury? Reporting required](#)

**KP HealthConnect Video Tip:**  
**Abuse and Assault Link**

**Clinicians: Online Training**  
**(14min)**

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# KP Quality Improvement Measures

- Use automated database
- Make sense clinically
- Actionable
- Linked with NCQA standard

*NCQA: "QI 11 – Demonstration of a health program showing continuity and coordination between medical and behavioral health care."*

# KP Quality Improvement Measures

- **IPV Identification:**  
How many members experiencing IPV are we identifying?
- **Mental Health Follow-Up**  
How many members who are identified with IPV receive MH follow-up?

*NCQA: "QI 11 – Demonstration of a health program showing continuity and coordination between medical and behavioral health care."*



Why measure  
IPV identification  
rather than  
screening rates?



**Epic** Home **Ncalhctestas, Test**

**Ncalhctestas, Test** MRN: 110002684901 Age: 20 Y Sex: F PCP: Does Not Want Allergies: Asacol, Morphine Sulfate, Motrin Alert Spec

Order Entry (Enc Date: 11/9/2009) - Wt: (Not entered for this visit) Ht: (Not entered for this visit)

Association Pref List SmartSets Interactions Pharmacy Providers References Open Orders Pend Orders Sign Orders Financial Routing Drugs

Order:

This patient has open orders.

FO EU RI Xpct Prior EC Now Ltr 4hr File Out Mail

Take	Req	F/S	Order	Dx	Detail

New Order Status Modifiers Cancel/Delete Select All Med Class Benefit CC Results Show placed orders

Association: Selected Grid Auto Clear Replace LOS:

Diagnosis:

Encounter	Diagnoses (right click dx for more options)	Add
1	DOMESTIC VIOLENCE [995.81A]	→

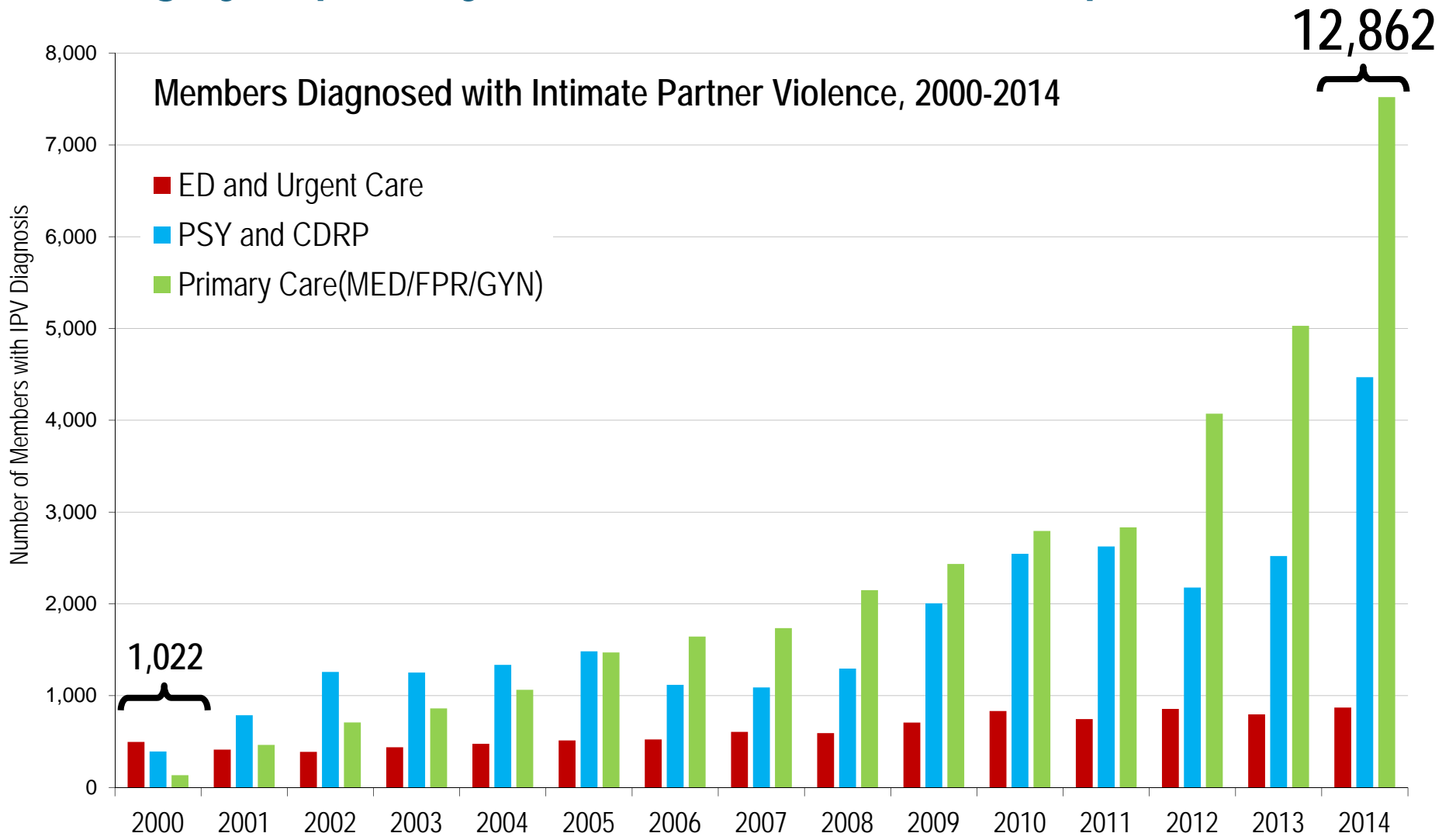
Problem List (right-click problem for more options)

HEADACHE [784.0A]	←
IRRITABLE BOWEL SYNDROME [564.1D]	←

New Dx Delete Dx Annotate/Edit Dx Primary Dx New Problem Edit Problem Resolve Now

Auth Prov: LOCKMILLER, RICHARD GORDON (M.D.) [10087966] Pharmacy: FOL FOLSOM -

# IPV Identification Increasing: Largely in primary care and mental health departments



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# Total Count Alone Is Not Enough

Need to measure *rates* –

how many of those experiencing IPV

are we identifying?

# IPV Quality Data: Focus on women age 18-65

Why focus on this group?

Women age 18-65 are at  
highest risk for IPV





# IPV Identification Rate

## *Among Women age 18-65*

Medical Center	Women Members Ages 18-65	Women Experiencing IPV (Denominator)	Women Diagnosed with IPV (Numerator)	IPV Identification Rate (Percent)
Medical Center A	15,319	613	527	86.0%
Medical Center B	28,080	1,123	610	54.3%
Medical Center C	56,596	2,264	718	31.7%
<b>Region</b>	<b>1,193,386</b>	<b>47,735</b>	<b>11,235</b>	<b>23.5%</b>
Medical Center D	7,157	286	53	18.5%
Medical Center E	43,827	1,753	284	16.2%

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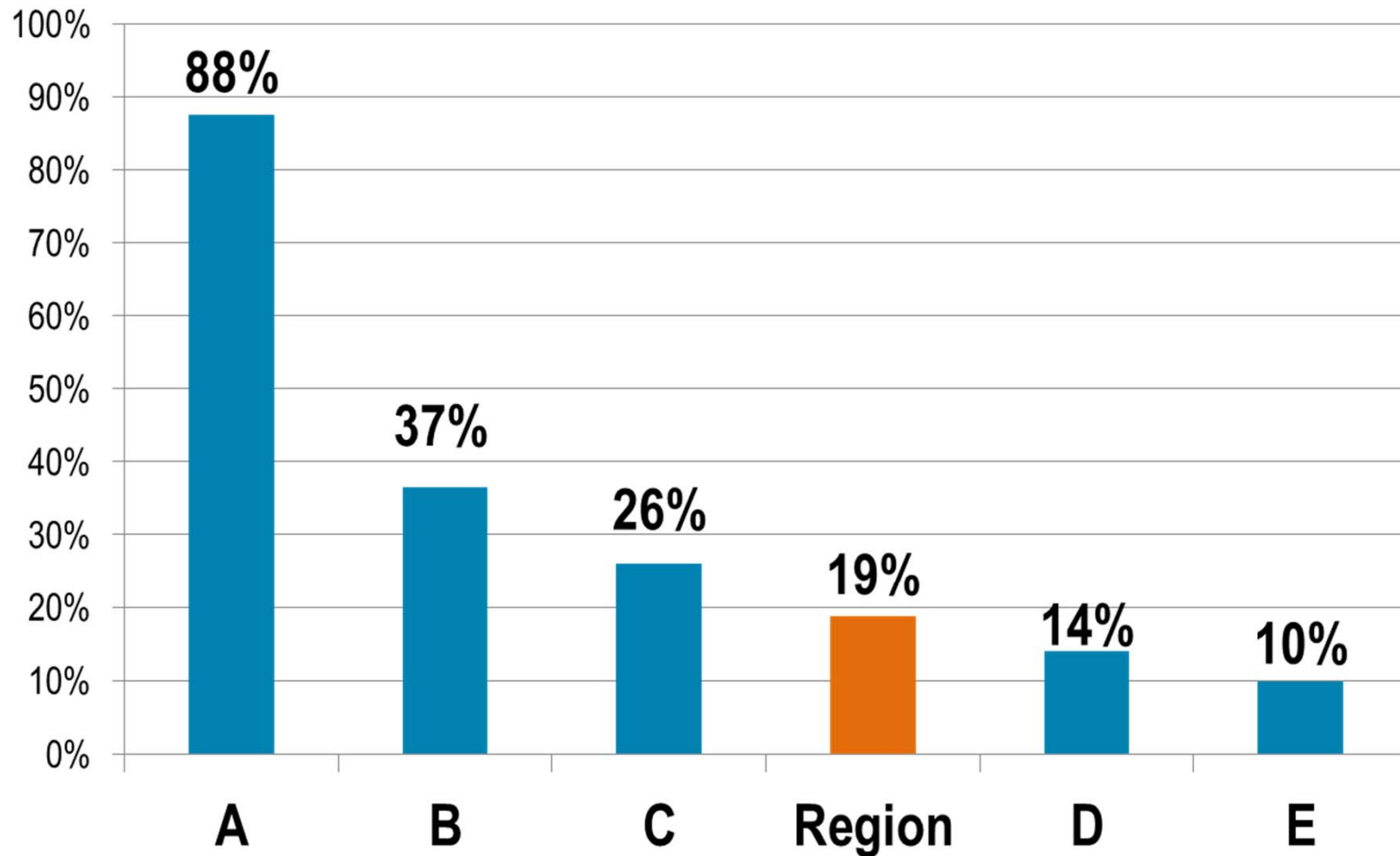
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# IPV Identification Rate: *By Department* *Among Women age 18-65*

Department	Women Members Ages 18-65 <i>who visited dept</i>	Women Experiencing IPV (Denominator)	Women Diagnosed with IPV (Numerator)	IPV Identification Rate (Percent)
OB/Gyn Dept A	6,449	258	226	87.6%
OB/Gyn Dept B	11,787	471	172	36.5%
OB/Gyn Dept C	19,838	794	206	26.0%
<b>OB/Gyn REGION</b>	<b>536,499</b>	<b>21,460</b>	<b>4,018</b>	<b>18.7%</b>
OB/Gyn Dept D	34,939	1,398	196	14.0%
OB/Gyn Dept E	5,377	215	21	9.8%

# Comparison of Clinics: IPV Identification Rate *Among Women Age 18-65*

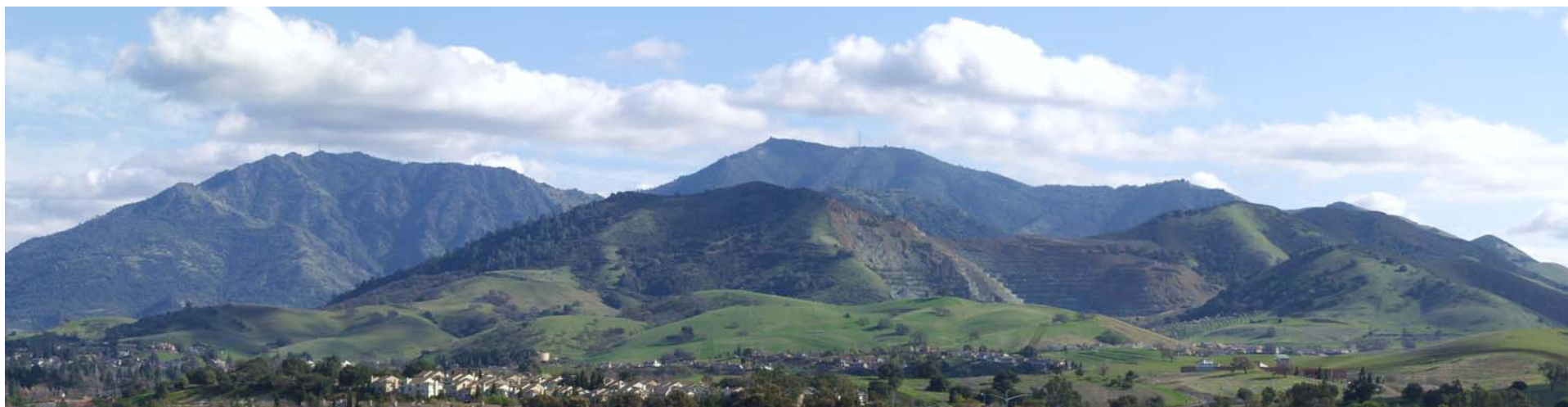


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# Diablo Service Area Experience:

Going from one of the lowest...

...to highest performers



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# Diablo Service Area Facilities

**Antioch Delta Fair**

**Pleasanton**

**Deer Valley**

**Park Shadelands**

**Livermore**

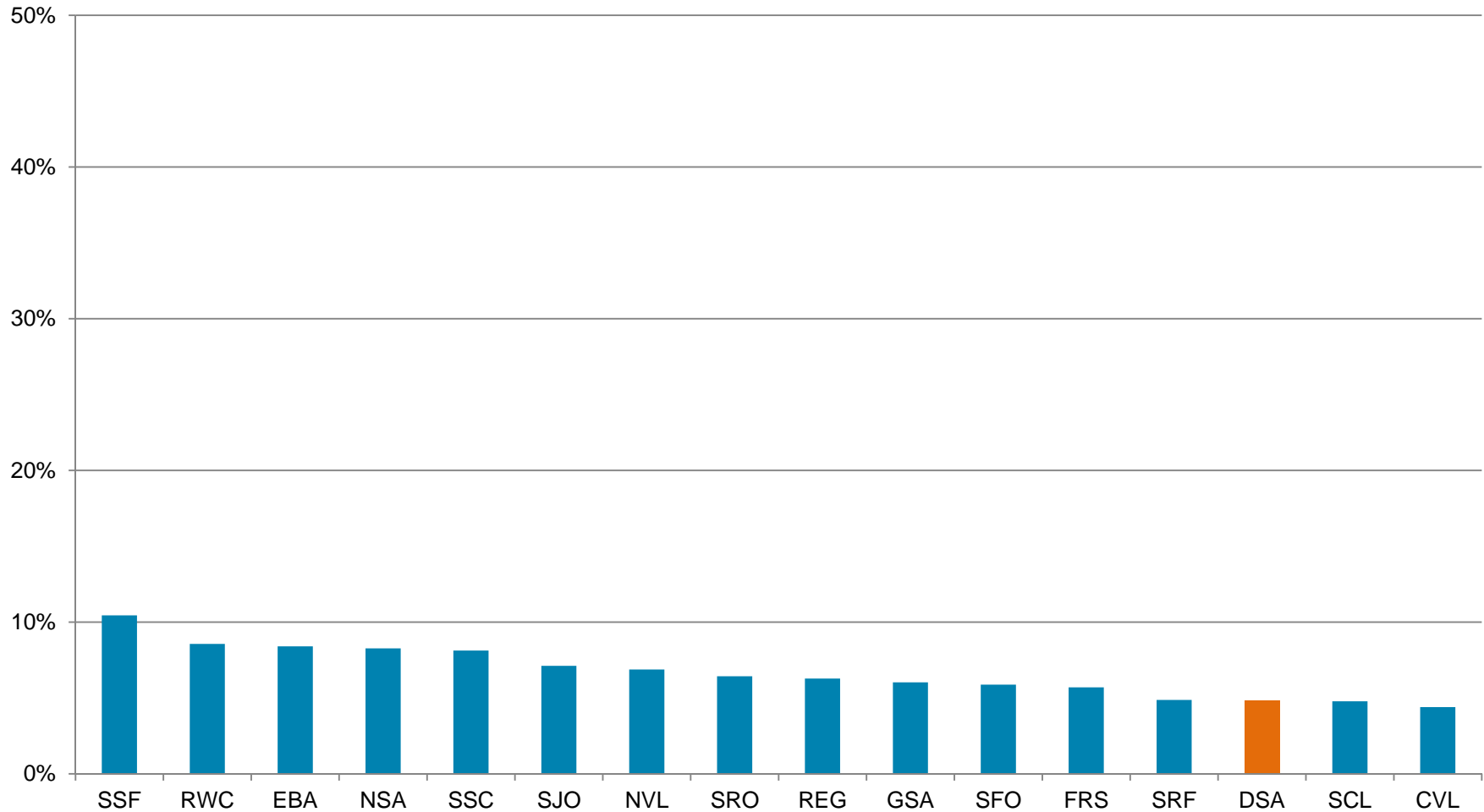
**Walnut Creek**

**Martinez**

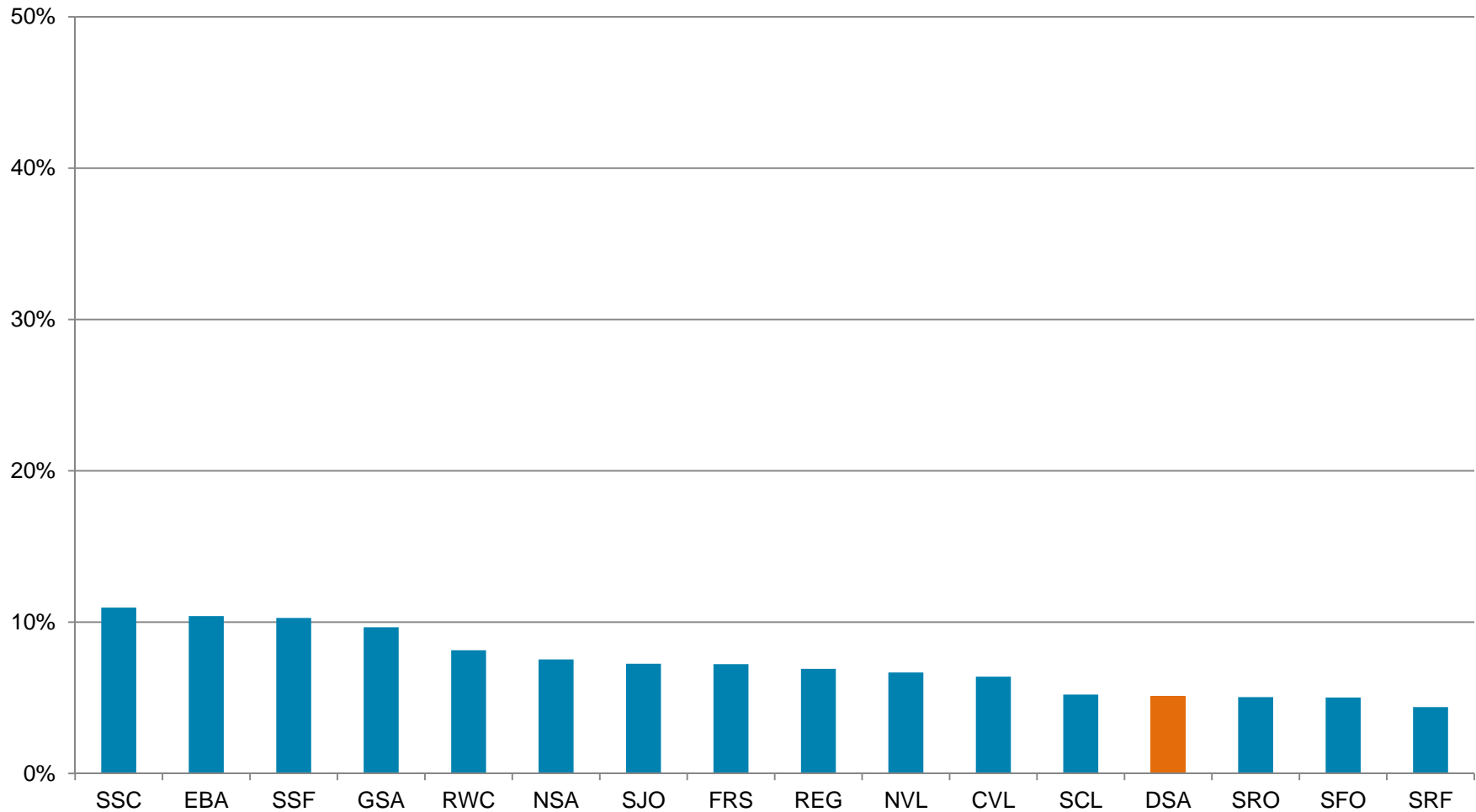
**One of KPNC's largest service areas**



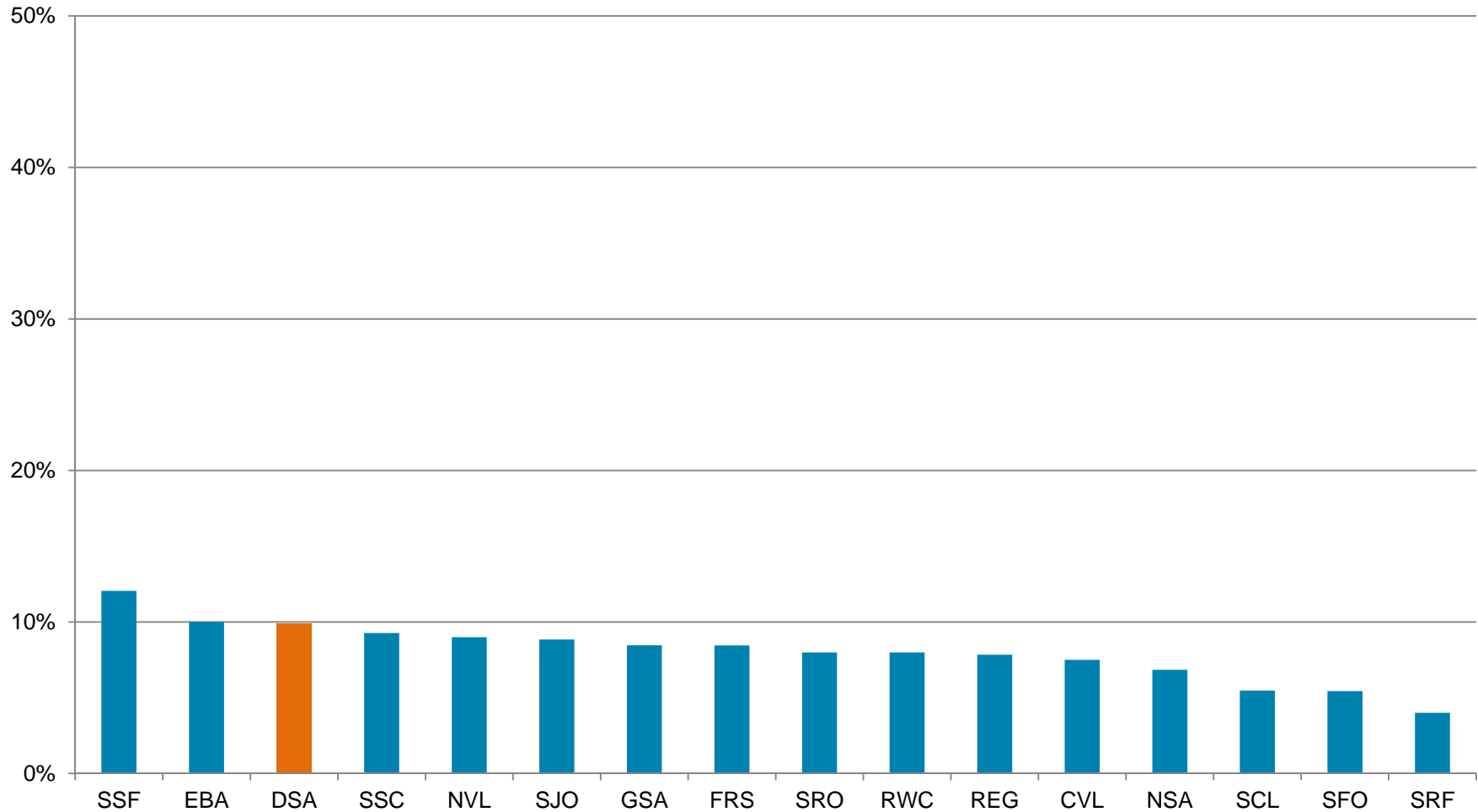
# IPV ID Rate 2006 – 4.8%



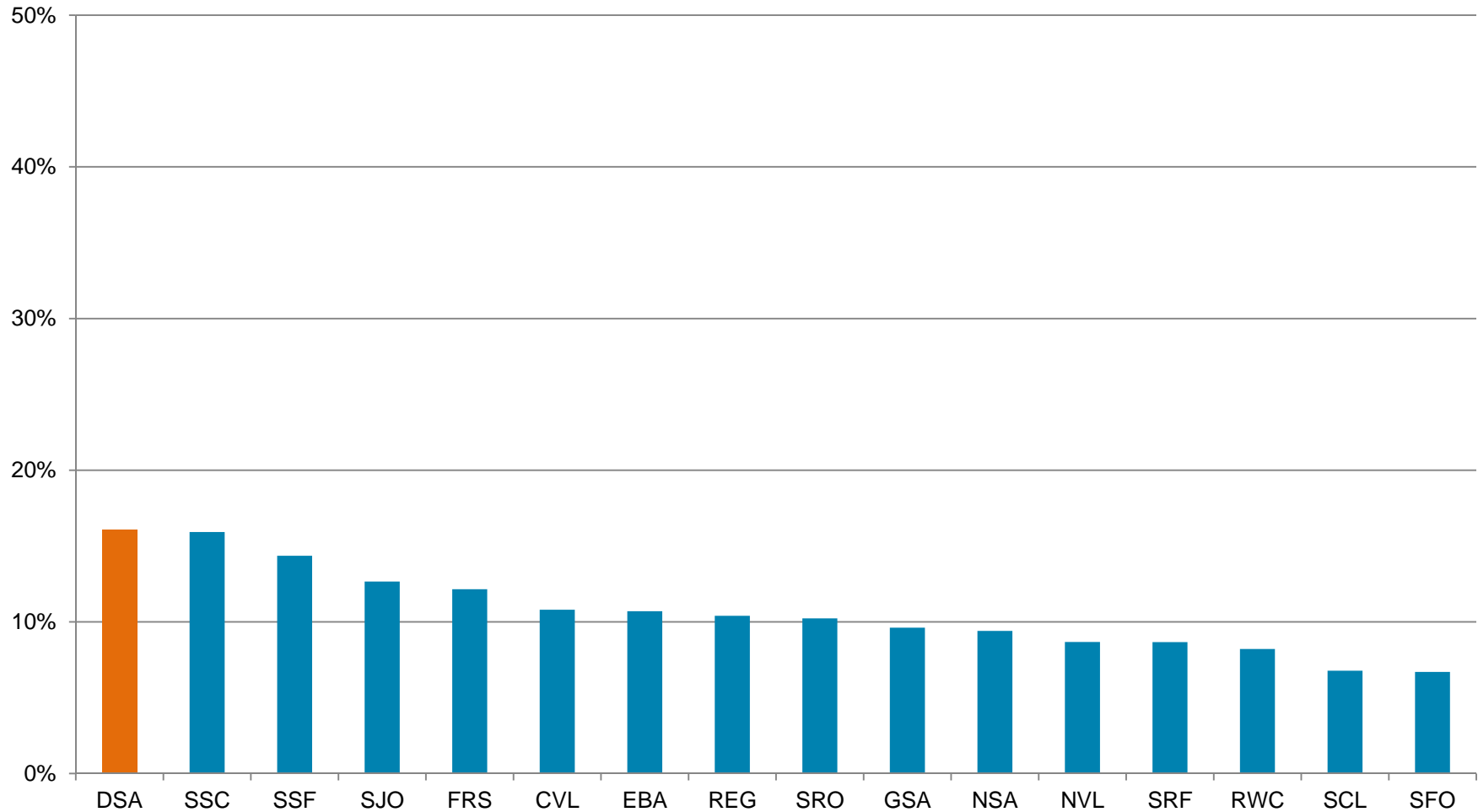
# IPV ID Rate 2007 – 5.1%



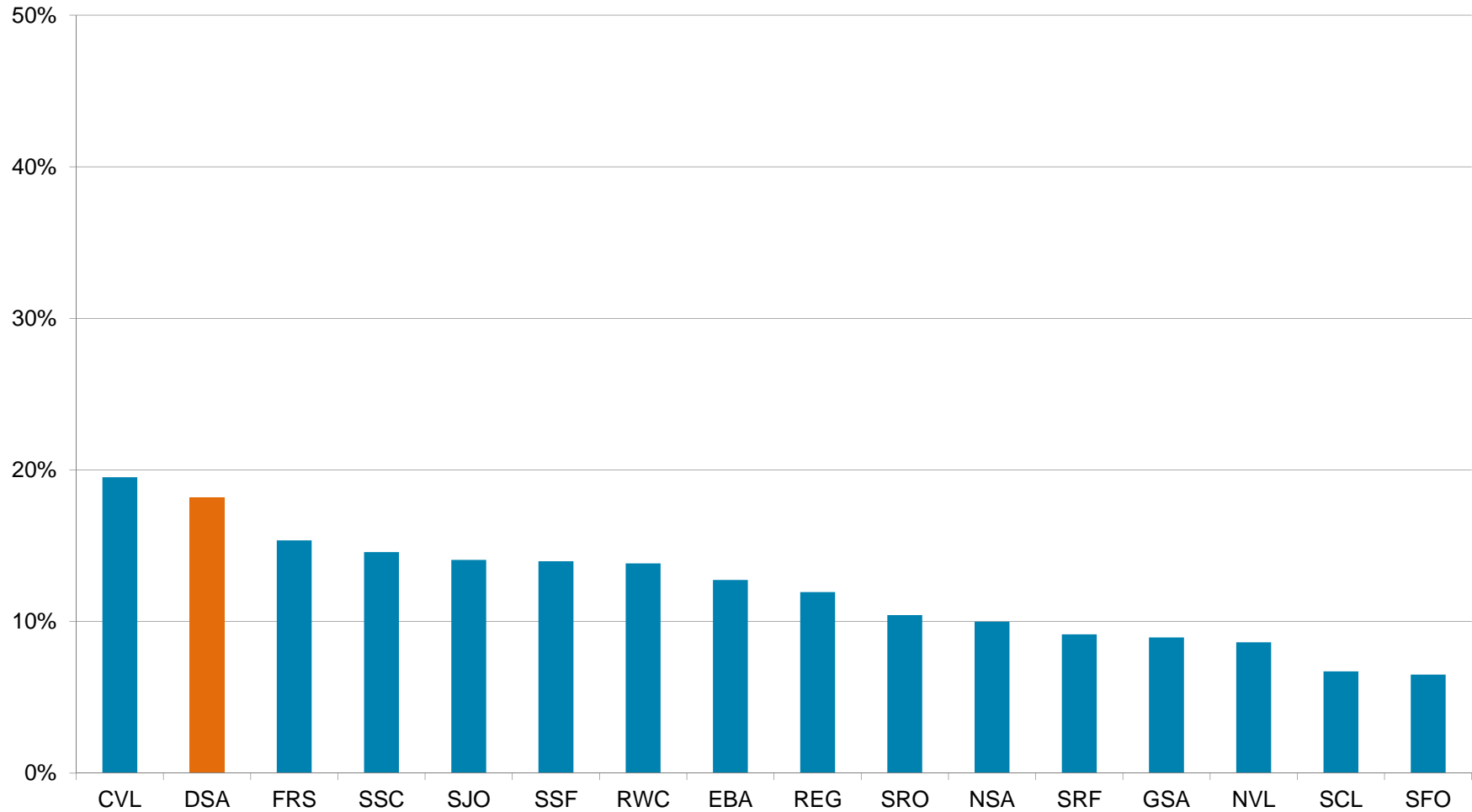
# IPV ID Rate 2008 – 9.9%



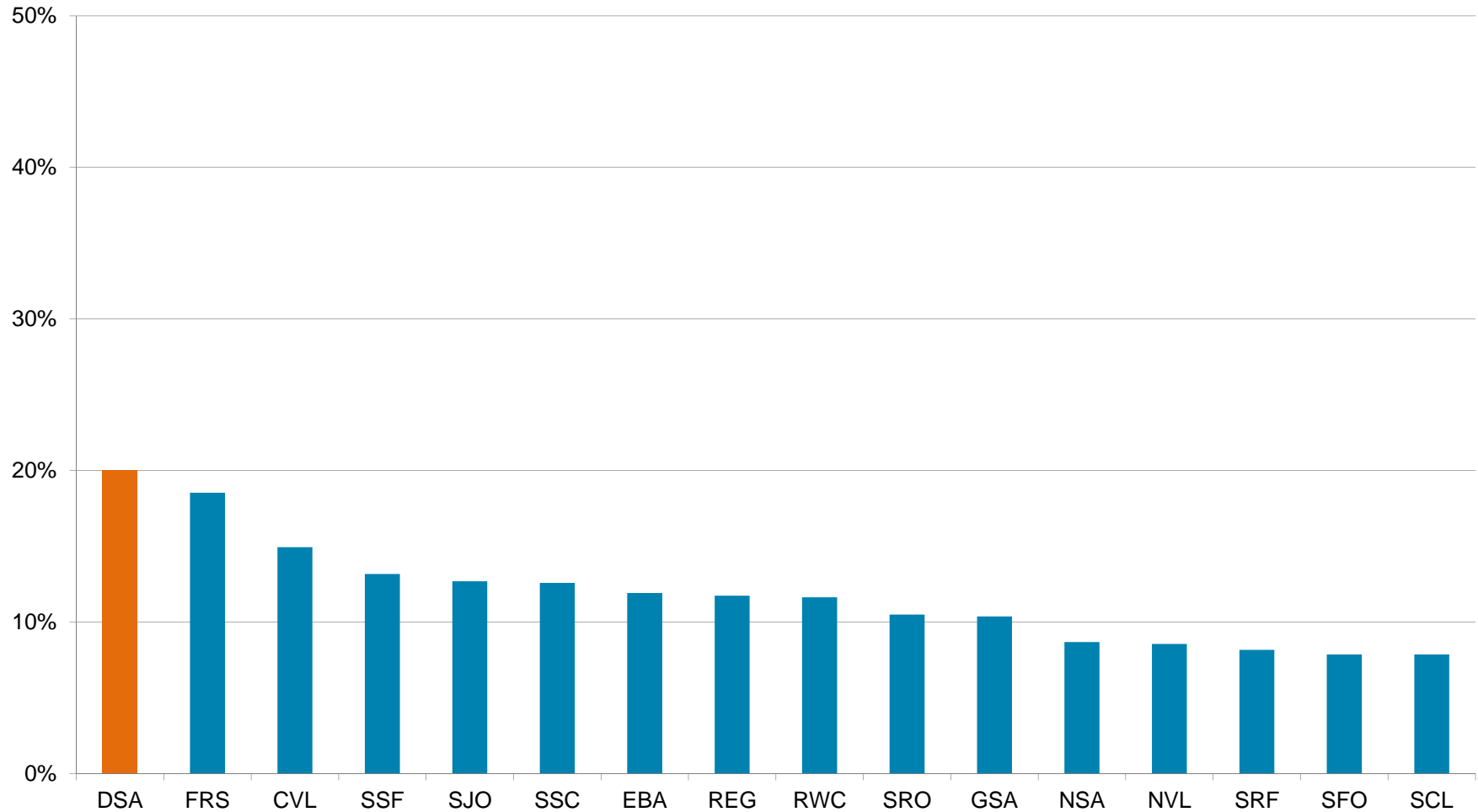
# IPV ID Rate 2009 – 16.1%



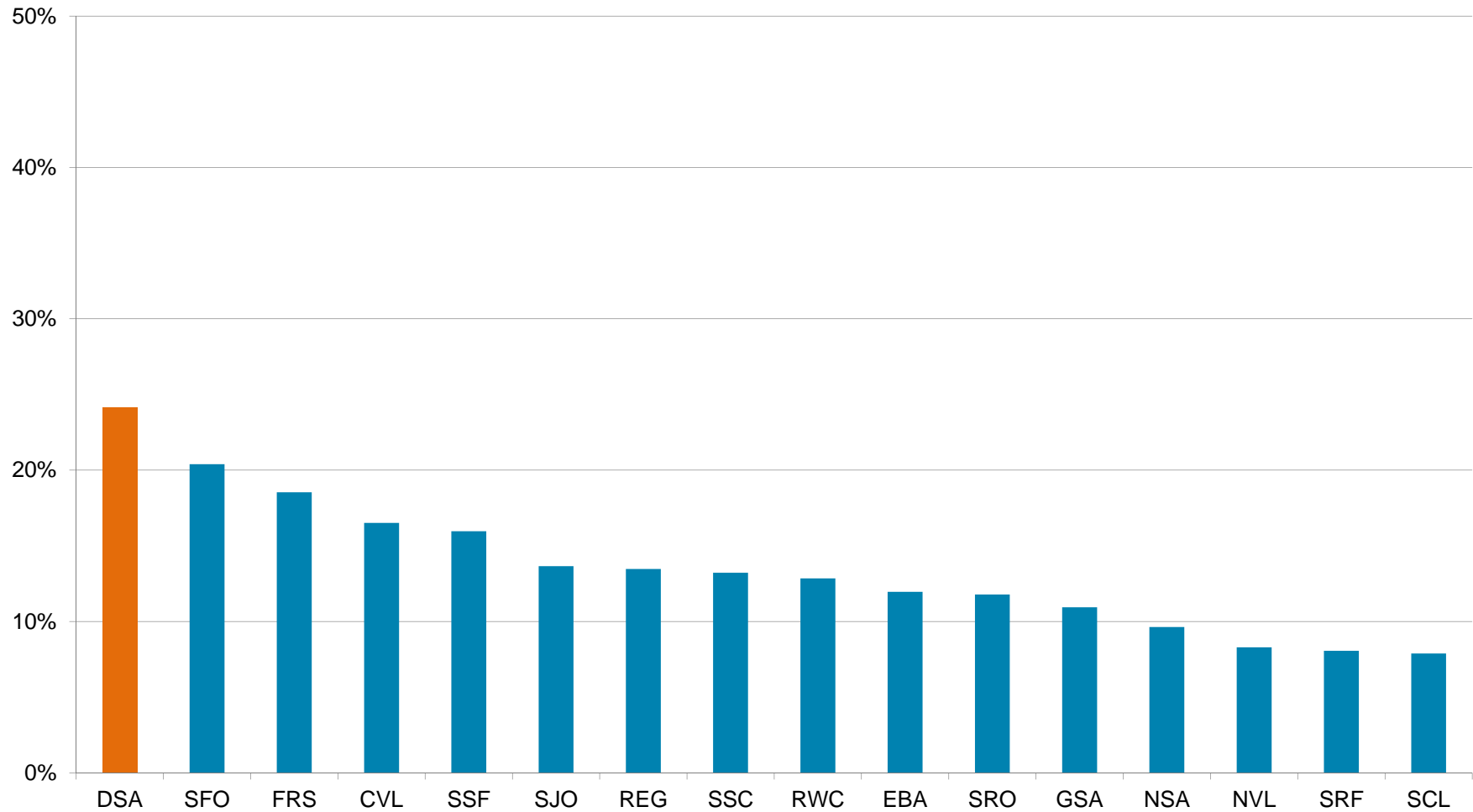
# IPV ID Rate 2010 – 18.2%



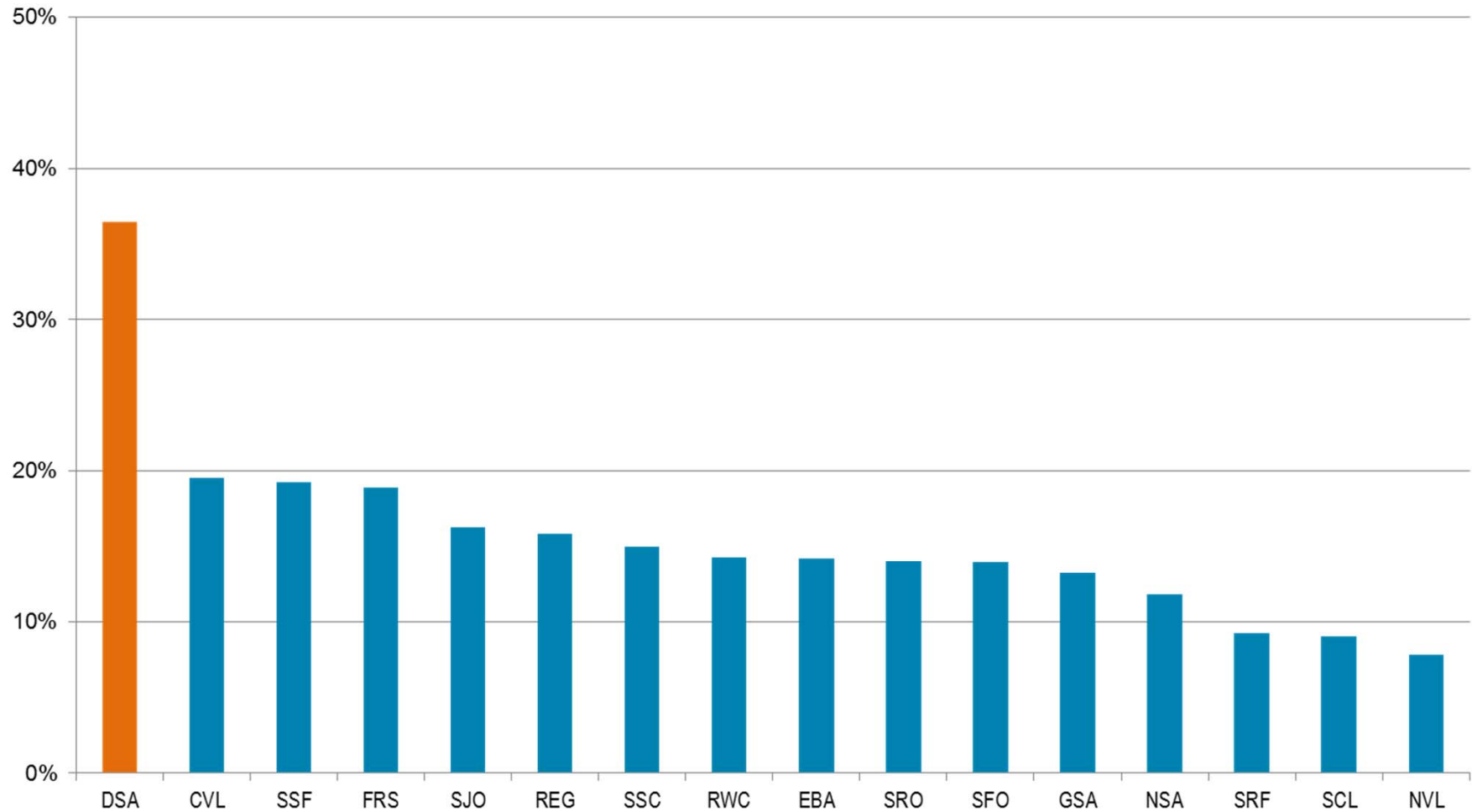
# IPV ID Rate 2011 – 20%



# IPV ID Rate 2012 – 24.1%

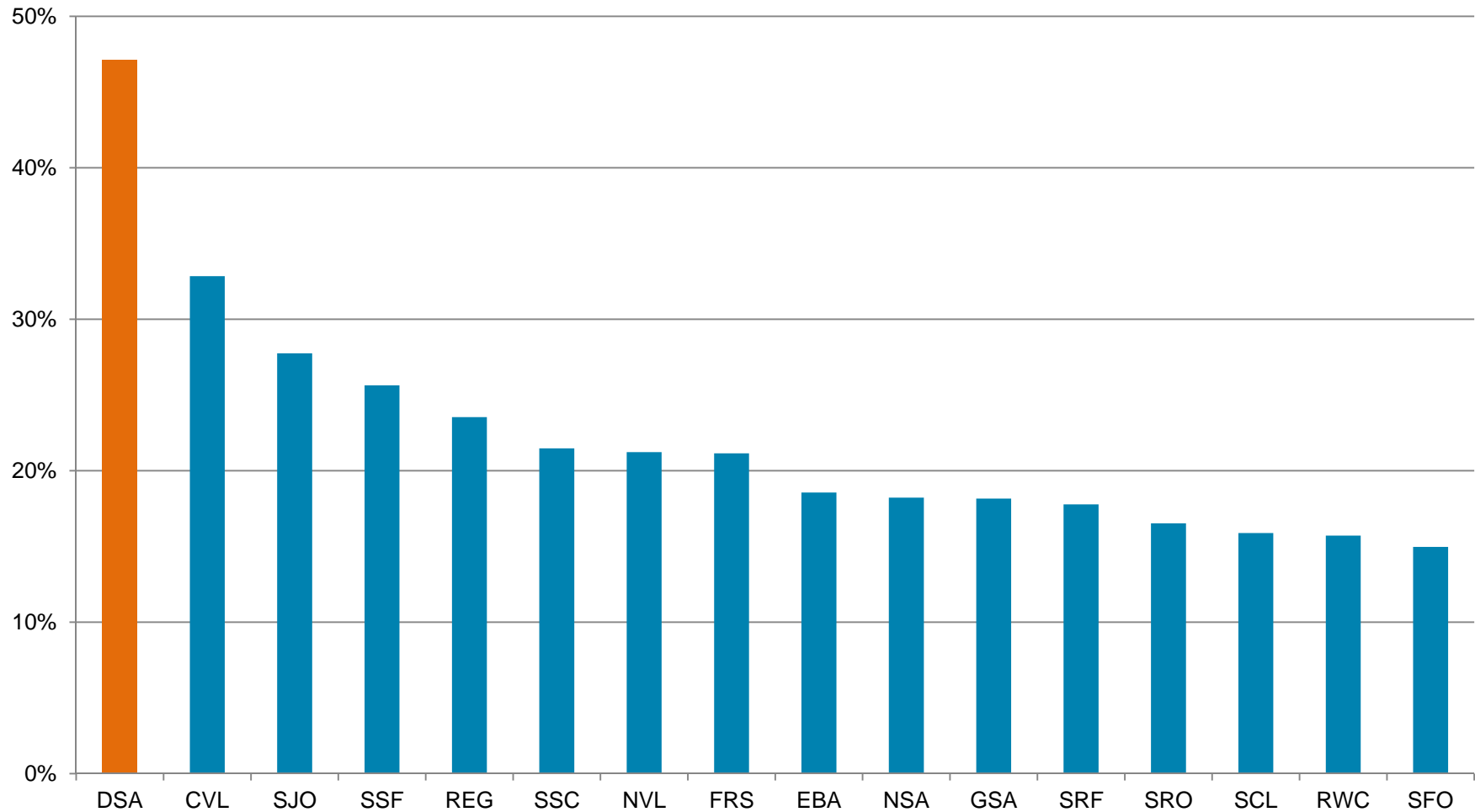


# IPV ID Rate 2013 – 36.5%





# IPV ID Rate 2014 – 47.1%



# Leadership Support



# Rule One: Share Everything





# A little healthy competition...

"If one of us does well,  
we all benefit."



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Team Dynamics →

Prepared us for  
Effective  
Implementation

- Leadership Support
- Camaraderie and Learning
- Healthy Competition
- Rooming Alone
- Effective Screening

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# Patient email illustrating need for “rooming alone”

“I need to tell you that my ankle was broken because I was attacked by my boyfriend. I’m not sure of the exact details because the whole situation as so horrific and terrorizing. He choked me and then threw me on his bed which had a wooden platform and I tried to get him off me and in the struggle somehow my leg was broken. He pulled a shotgun and then threatened to kill me. I am very fearful of him and have since reported the crime to the sheriff...”

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# Patient email illustrating need for “rooming alone”

“...I am sorry I could not express this sooner but I thought you should know. **There was never a private time to tell you.** When I went to the ER the night this happened they asked me if this was domestic violence I said no because he was standing behind me. No one would say yes in front of someone who just harmed them. I’m sure the authorities will request my records and that’s just fine. I’m mending well and will see you in [soon]. Have a wonderful [weekend] and thanks for all your good care.”

*Your health is extremely important to us. Please take a few minutes to complete the following 5 questions. Upon completion, please hand directly to your nurse or care provider. Thank you.*

**1. Have you ever had a partner who physically hurt or threatened you?**

Yes  No

**2. Have you ever had or do you currently have a partner that causes you emotional stress or has emotionally abused you in any way?**

Yes  No

**3. Are you currently in a relationship where your partner hits, slaps, kicks, or hurts you?**

Yes  No

**4. Are you currently in a relationship where you feel threatened by your partner?**

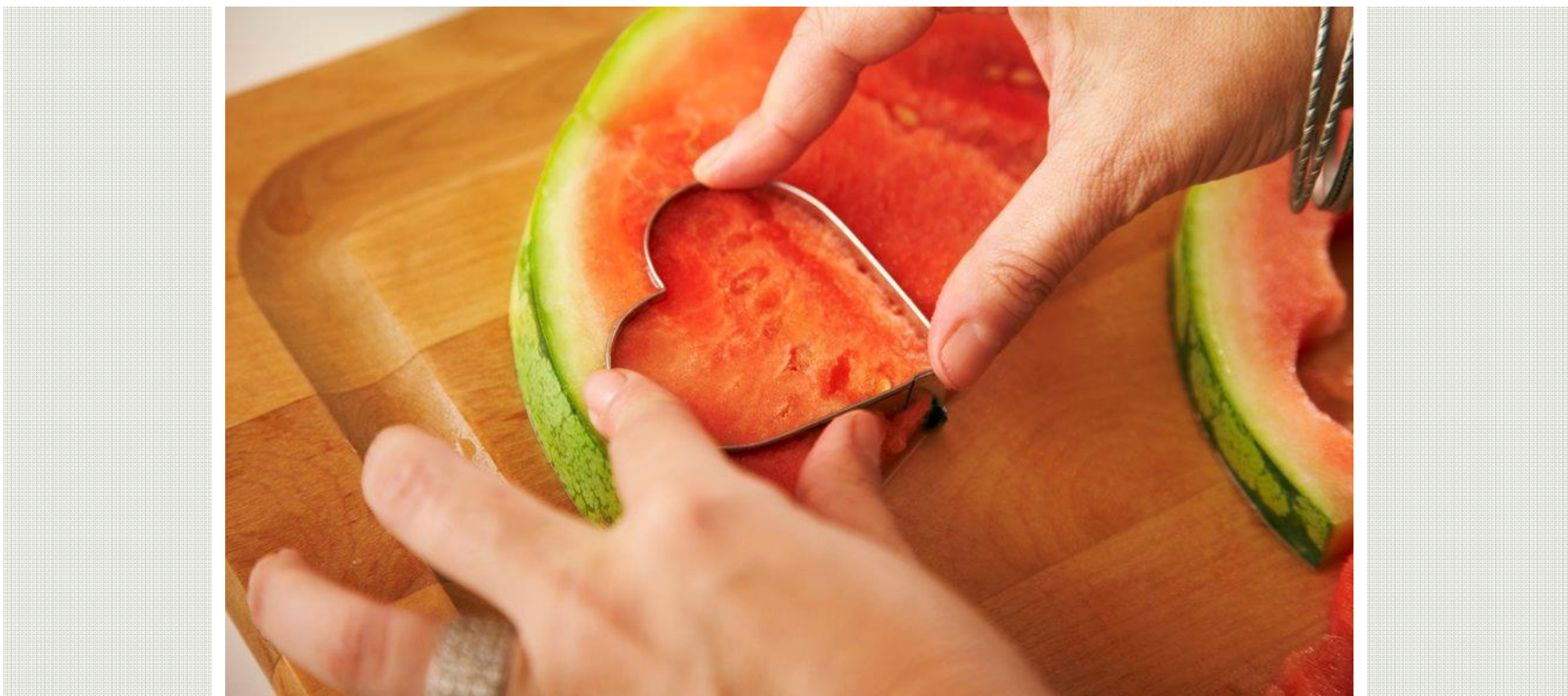
Yes  No

**5. Are you currently in a relationship where you are forced to have unwanted sex with your partner?**

Yes  No



# Thank You Team DSA





Empowering. Offering Hope. Breaking the Cycle.

Kaiser Permanente is proud to be a leader in preventing family violence.

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# Contact Information

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[kp.org/domesticviolence](http://kp.org/domesticviolence)

# References for Kaiser Permanent Family Violence Prevention Program

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