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

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Carey Watson, MD, OB/Gyn Dept, DV Prevention Champion, Antioch Medical Offices
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

- 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 – every KP region is using “systems-model” to improve IPV services
Systems Model for Intimate Partner Violence Prevention

Inquiry & Referral
- Direct inquiry by clinician in any department
- Questions on health history form
- Prompt included in electronic medical record
- Exam room poster prompts discussion
- Materials describing services which patient can contact directly

On-site IPV Services
- Danger Assessment
- Safety Plan
- Triage to other mental health services
- Referral to other on-site or community resources
- On-site support groups or advocacy services
- Employee Assistance Program (EAP) resources for staff

Leadership & Oversight

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

Community Linkages
- 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.
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
Intimate partner violence

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
Give member resource information
Document in HealthConnect™
Report to law enforcement (INJURY ONLY)

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

Clinical Care  Facility Implementation  KP Workplace  Customer Engagement

Intimate partner violence
- If the victim is under 18 years, see child abuse.
- If over 64 years also see elder abuse.

M.D., N.P., N.I.D.
Mental Health/Social Services Clinician

Refer patient to mental health and local resources
Give member resource information
Document in HealthConnect™
Report to law enforcement (INJURY ONLY)

Additional Resources:
- How to screen
- What to say when the answer is yes
- HealthConnect video: Documenting domestic violence
- Case management
- Safety plan
- Treating a patient with injury? Reporting required

KP HealthConnect Video Tip: Abuse and Assault Link

Clinicians: Online Training (14min)
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?
IPV Identification Increasing:
Largely in primary care and mental health departments

Members Diagnosed with Intimate Partner Violence, 2000-2014

- ED and Urgent Care
- PSY and CDRP
- Primary Care (MED/FPR/GYN)

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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

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

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<th>Clinic</th>
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<tr>
<td>A</td>
<td>88%</td>
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<td>B</td>
<td>37%</td>
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Diablo Service Area Experience:

Going from one of the lowest…

...to highest performers
Diablo Service Area Facilities

Antioch Delta Fair       Pleasanton
Deer Valley             Park Shadeland
Livermore              Walnut Creek
Martinez

One of KPNC’s largest service areas
IPV ID Rate 2006 – 4.8%
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 2013 – 36.5%
IPV ID Rate 2014 – 47.1%
Rule One: Share Everything
A little healthy competition . . .

“If one of us does well, we all benefit.”
Team Dynamics → Prepared us for Effective Implementation

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

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

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kp.org/domesticviolence
References for Kaiser Permanent Family Violence Prevention Program

- AHRQ Innovations Exchange
  http://www.innovations.ahrq.gov/content.aspx?id=2343

- IOM Forum on Global Violence Prevention
  Preventing Violence Against Women and Children – Summary

- Institute for Health Policy
  Kaiser Permanente Policy Stories Vol 1 Issue 10