



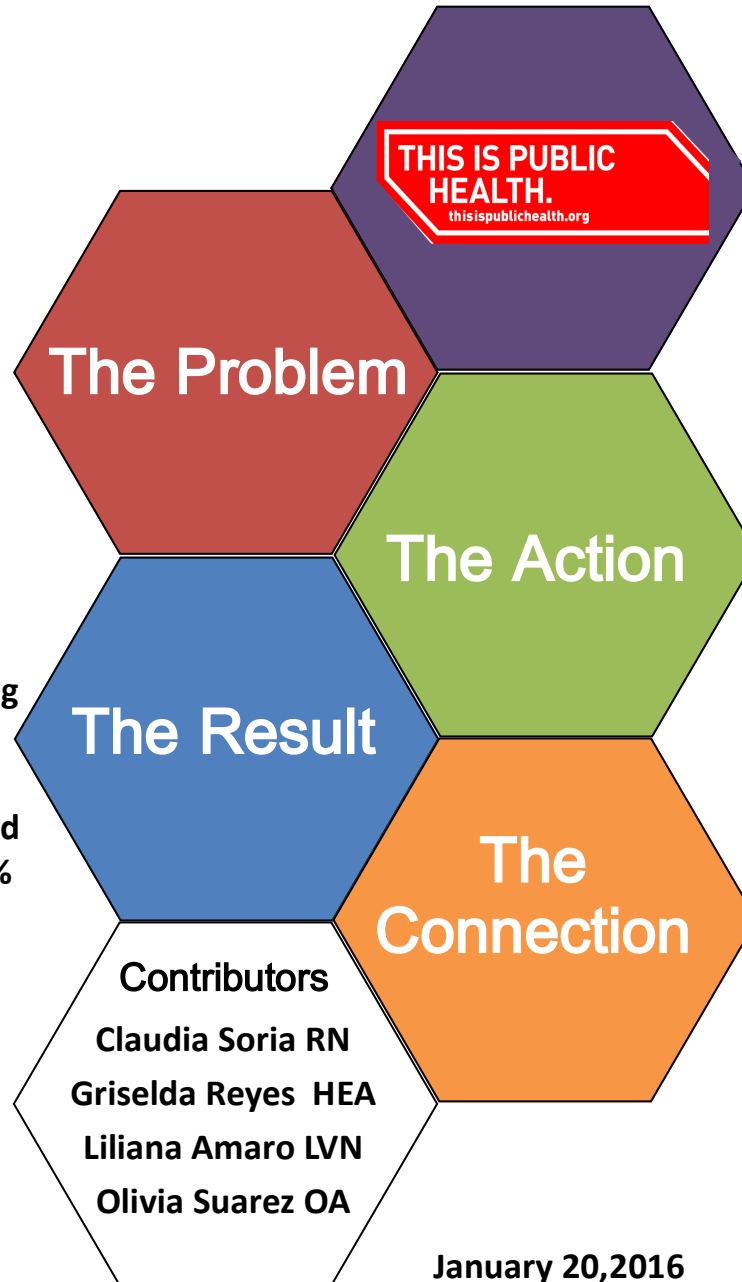
# Quality Improvement Success Story

## Provider Referral Feedback Form



The QI Team realized there was no consistent feedback mechanism for the Public Health Regional Health nursing staff to provide responses to referring physicians and other providers regarding the status of their referred patient. Some public health nurses had access to an outdated version of a feedback form, but the form had never been officially part of the work flow.

Public Health Regional Health nursing staff will include this form as part of their workflow to inform referring providers of the status of the referred patient. The expectation is that 100% of our referral sources will receive initial feedback and updates regarding their referrals, thereby providing better care management.



The QI Team reviewed an old form and revised it to make it more user-friendly. The revised form also includes a feedback component for other nursing departments, such as CCS, so they too can use the form. The newly revised form is scheduled to be introduced to the nursing staff at its next in-service meeting on January 21, 2016.

This QI project reflects the Monterey County Health Department's Strategic Plan Initiative # 1: Empower the community to improve health through programs, policies, and activities; and #5 of the Ten Essential Services of Public Health: Develop policies & plans that support individuals & community health efforts.