



Atrium Health
Levine Children's

Make-A-Wish QI

Increasing Patient Referrals for Make-A-Wish

Presented by:

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Disclosures

- I have no financial disclosures

Project Team Members

- **Cassady Hossenlopp, MD** (resident on project)
- **Talia Buitrago-Mogollon, MHA CPHQ** (CAPE QI Coach)
- **Dana Strehl** (MAW Representative)
- **Karen Emmerton, MS CCLS** (Nephrology QI Coach)
- **Amanda Moyer, RT** (Data Analyst)
- **Andrea Huhnerkoch, Laura Cary, and Shari Schefer** (Nephrology & Rheumatology MSWs)
- **Sheetal Vora, MD** (Faculty Advisor)
- **Nephrology and Rheumatology Patients and Families**

Background

- **Why is Make-A-Wish® Important for Children?**

- A retrospective study at Nationwide Children's from 2011-2016 found that patients who were granted wishes were 2.5x more likely to have FEWER unplanned hospital admission and 1.9x more likely to NOT use the ED.¹
- A study in Israel for patients referred to MAW Israel between 2013-2014 found that children who received a MAW intervention had significantly less general distress, depression, and anxiety, improved health quality of life, increased hope, and increased positive affect.²

“

It isn't always necessary to cure in order to heal.

James B. Fahner, MD, FAAP
Member, Make-A-Wish Medical Advisory Council

Why We Started This Project

Rationale

- In 2018, we were averaging 2.5 referrals per month
- Personal inspiration behind resident involvement
- **With the LCH Challenge, we documented 10-15 per month**
Currently, LC Specialty Center have made few referrals for Make-A-Wish in the potentially qualifying patient population. Make-A-Wish is an excellent and supporting foundation that can grant a wish to a pediatric with a critical illness. Bringing children and families these moments and life changing experiences can in return, help improve their both mental and physical health.

Project AIM Statement

- **What are you going to improve?**

Increase Make-A-Wish (MAW) referrals for patients with critical and chronic illnesses at the LC Specialty Center by May 1, 2021.



Goals

#	Goal	Measure	Operational Definition
1	Subspecialties will refer at least 20 patients per month.	Outcome Numerator: # of referral per month Denominator: 20 patients per month	1) We chose 20 because baseline data shows that 10-15 referrals were completed per month
2	50% of staff making internal referrals to MSWs in subspecialties	Process Numerator: # of staff who make at least 1 referral Denominator: # of staff able to refer in specialty	1) Staff will send confidential message to MSW through EMR to consider patient for MAW referral 2) MSW will be responsible for completing MAW referrals
3	90% of internal referrals continue to be qualifying MAW referrals	Process Numerator: # of internal referrals sent to MSW by staff that continue to MAW Denominator: Total # of internal referrals	1) MSW has received authorization from family to start MAW referral process 2) Patient has not already received a MAW grant
4	Number of referrals that DID NOT qualify for wish	Balancing Numerator: referrals denied Denominator: # of referrals made that month	1) We do not want to create work that is not beneficial 2) Do not want to provide families with false hope of receiving MAW

Key Changes Tested

Does your patient Qualify for Make-A-Wish?

To qualify for a wish, a child must meet these criteria at the time of referral.

1. Older than 2 ½ years and under 18 years
2. Has not received a wish from another wish-granting organization
3. Diagnosed with a condition currently placing the child's life in jeopardy

Yes! My patient is eligible!



Usually qualifying Nephrology conditions

- Chronic Kidney Disease (stage 3 or greater) with:
 - Multiple acute illness/exacerbations in the last year requiring hospitalization.
- Dialysis Dependent renal disease
- Kidney transplant (with one year of transplant)
- Kidney diseases dependent on long-term infusions and/or plasma exchange
 - e.g., atypical hemolytic uremic syndrome requiring
- Status post Kidney Transplant (with ongoing life-threatening complication)

Other conditions that may be eligible for a wish with complicating comorbidities:

- Refractory nephrotic syndrome
 - e.g.; multiple acute illness or relapses requiring infusion medication and multiple immunosuppressive medications
- Complications from immunosuppressive therapy
- Many Other Conditions not listed

Yes, my patient has one of these qualifying conditions!



There is a strong chance they qualify for a wish!

Send secure message with subject title "MAW Referral" to MSW below:

Transplant: Andrea Huhnerkoch

General Nephrology: Laura Cary

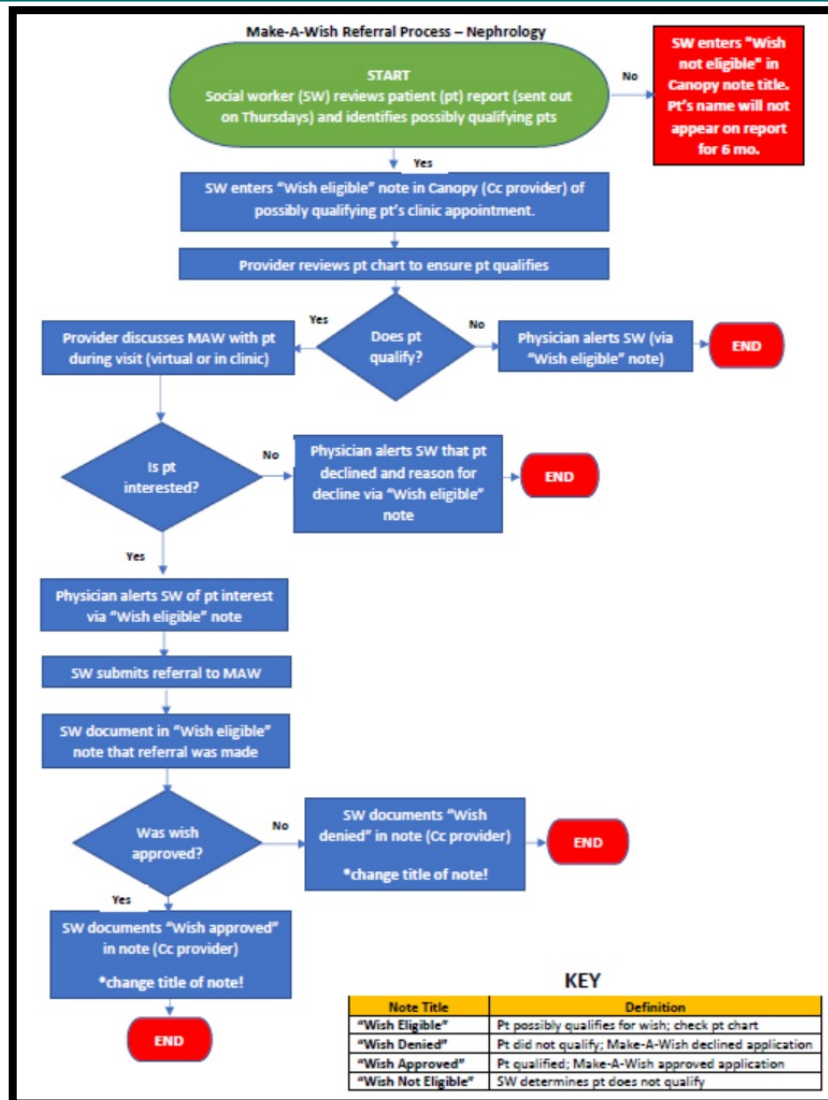
Dialysis: Ashley Creft

- 1) Provider Referral Flow Map Hung in Nephrology Office
- 2) Lunch & Learn with Staff and Providers
- 3) Dana Provided MAW Prompts (badge pulls for providers, desktop stickers, fridge magnets, etc.) Displayed in Clinic
- 4) Provider/Staff Survey

Survey Results (June-July 2020)

- 13/18 respondents across Nephrology and Rheumatology
- 85% providers think about MAW on case-by-case basis while other ~14% think about it on daily or monthly
- 66% of the time, providers do not consider a MAW referral until the end of clinic and/or after patient has already left
- 50% of providers felt that MAW prompts have been helpful or would be helpful (30% said N/A)
- When asked about ideas to help prompt make a wish referrals and/or talk to MSW about a referrals, common answers were:
 - Eligibility awareness
 - Updates on patient referral status
 - Knowing if patient meets criteria prior to visit

Key Changes Tested Continued...

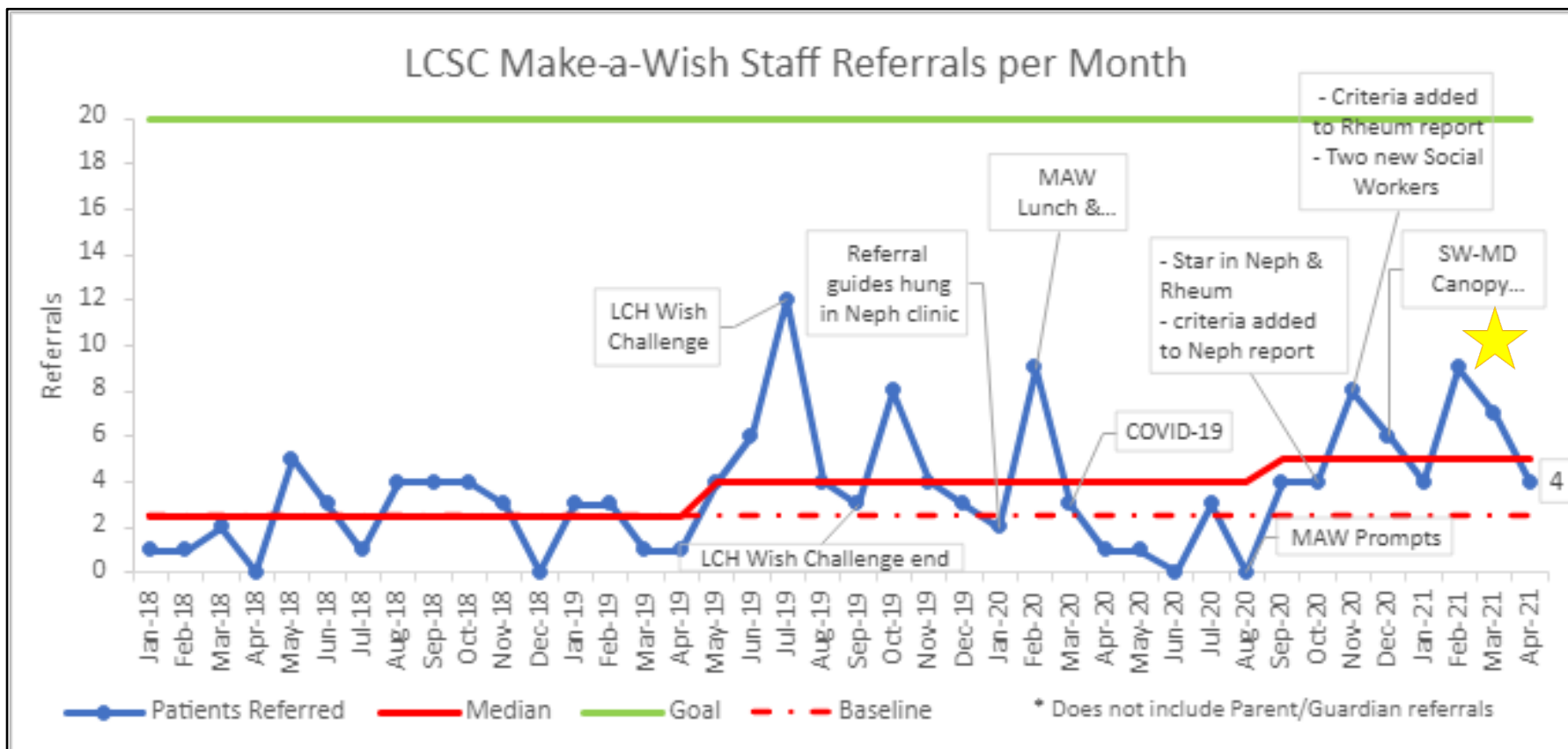


5) Star in Nephrology and Rheum highlighting MAW patients

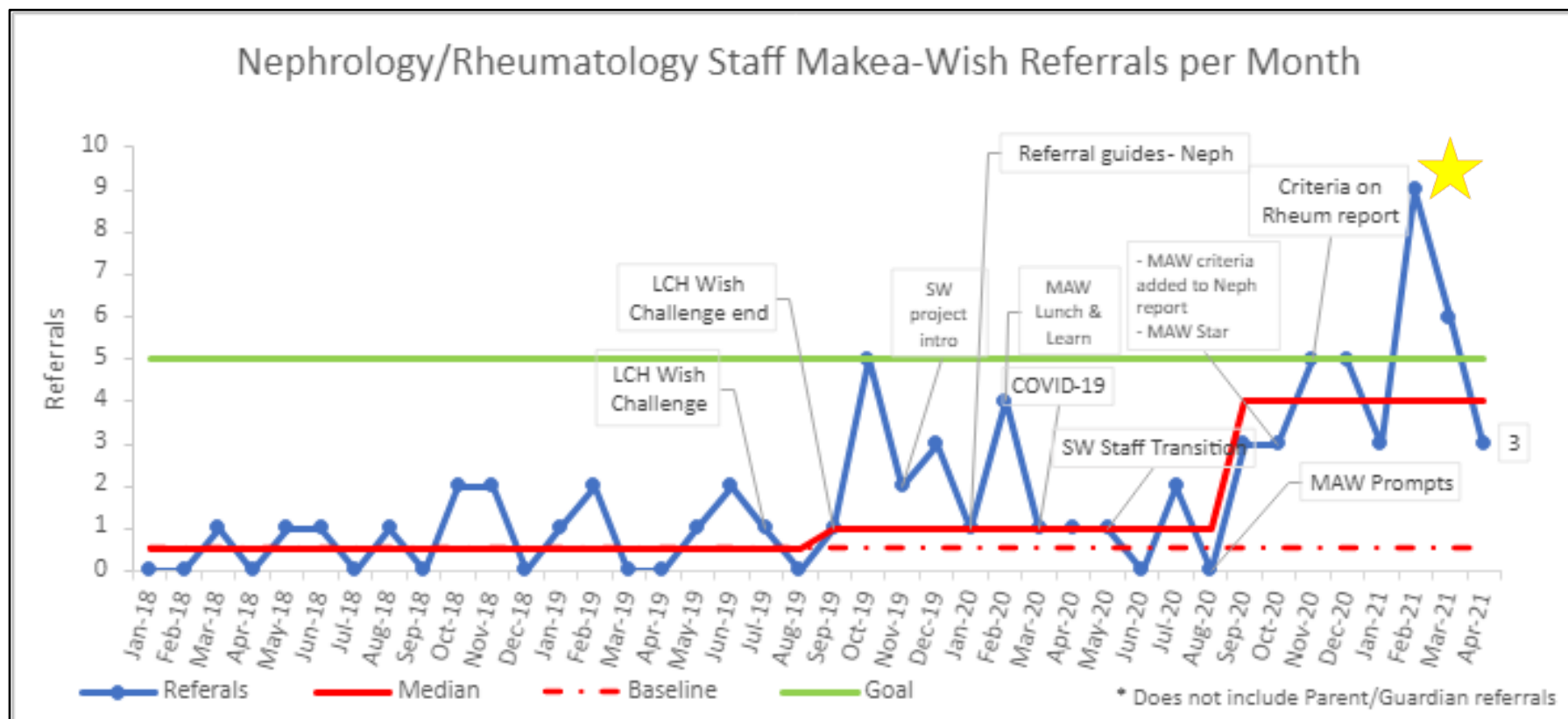
6) Adding MAW Criteria to MSW Reports

7) Cerner Communication System with Providers

Outcome Measure



Process Measure



Process/Balancing Measure

Disqualified Patients per 5 Referrals
(Neph & Rheum)



Current State of Project

- February 2021 had the MOST Nephrology & Rheumatology referrals since starting the project and we have reached our goal FOUR times in last six months!!!
- Still working to effectively include MAW criteria to patient weekly pre-visit planning report for MSW
- Continue creating ways to prompt providers and staff members to think about MAW
- Including Eastern NC and SC MAW Referrals in Data

My Favorite Take Away

For every patient I encounter who is critically ill or has a chronic disease, I now think to myself, “Does this patient and family qualify for Make-A-Wish?”

From: Make-A-Wish <wvc@wish.org>
Sent: Tuesday, February 09, 2021 3:51 PM
To: Huhnerkoch, Andrea <Andrea.Huhnerkoch@atriumhealth.org>; Vora, Sheetal <Sheetal.Vora@atriumhealth.org>
Subject: Your patient is eligible for a wish!

From: Make-A-Wish <wvc@wish.org>
Sent: Tuesday, June 02, 2020 10:20 AM
To: Massengill, Susan F <Susan.Massengill@atriumhealth.org>; Cary, Laura M <Laura.Cary@atriumhealth.org>
Subject: Your patient is eligible for a wish!

Next Steps

- Expound upon SW weekly patient reports
- Develop ways to make MAW a common topic of the patient encounter
- Continue to promote awareness across clinic and hospital setting
- Test/spread ideas in other subspecialties that may have less MAW referrals
- Incorporate social determinants of health (SDOH) screening outcomes in the referral process to better meet the needs of patients.

Potential Next Resident on Project!

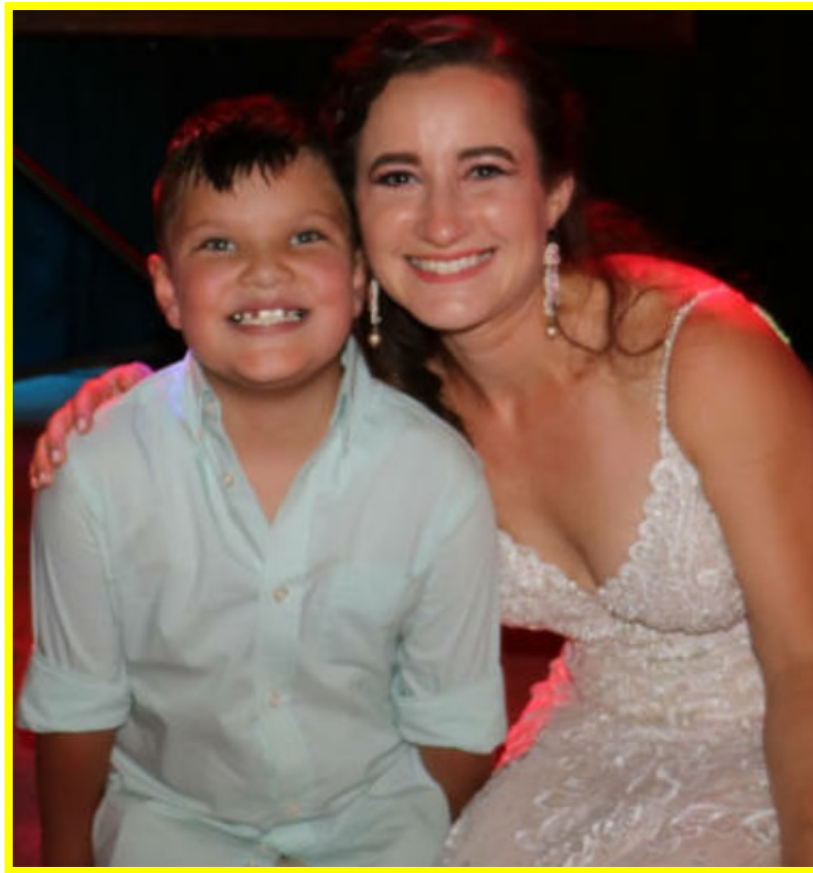
Dr. Alexa Ernst is a rising PGY-2 Pediatric Resident who has showed interest in the future of the project!



With great appreciation....

To Dana Strehl and everyone at MAW

Would like to recognize ...



References

- 1) Shoshani, A. Mifano, K. Czamanski-Cohen, J. (2015). The effects of the Make a Wish intervention on psychiatric symptoms and health-related quality of life of children with cancer: a randomized controlled trial. *Quality of Life Research*, 25(5), 1209-1218. doi 10.1007/s11136-015-1148-7
- 2) Patel AD, Falke AM, Reynolds M, Hoyt R, Hoynes A, Moore-Clingenpeel M, Salvator A, Moreland JJ. Impact of a Make-A-Wish experience on healthcare utilization. *Pediatric Research*. 2018 Oct 18. <https://www.nationwidechildrens.org/newsroom/news-releases/2018/11/wishes-help-keep-pediatric-patients-out-of-the-hospital>
- 3) Make-A-Wish: About Us → <https://wish.org/about-us>



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Thank You!!