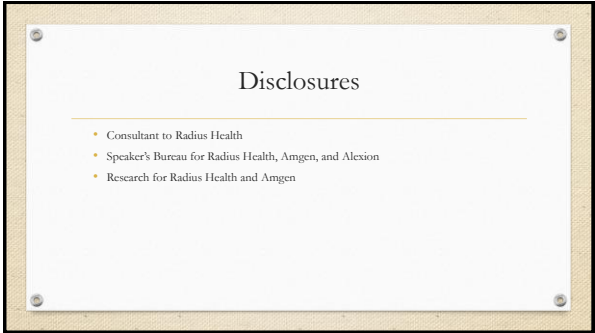
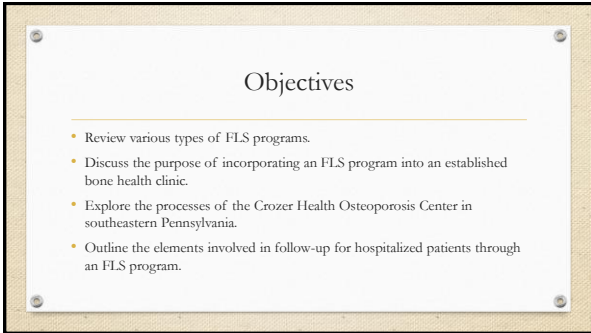


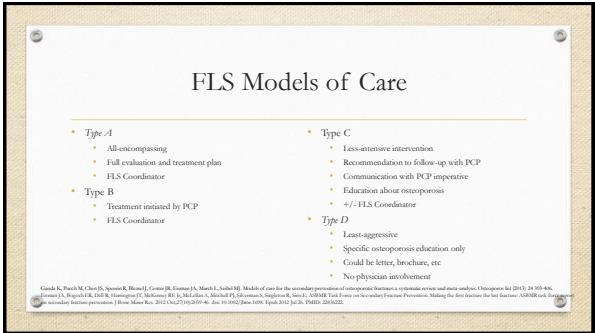
1



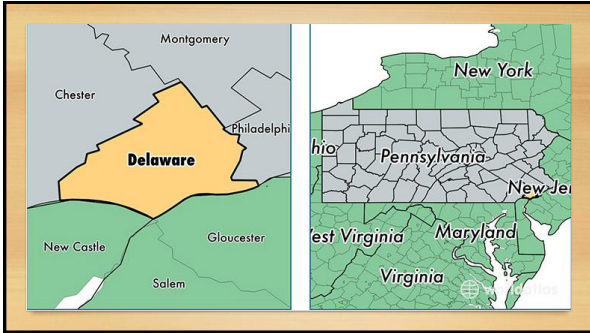
2



3



4



5

Crozer Health System

- Four hospitals in Delaware County, Pennsylvania – 468 total beds
 - Crozer Center Medical Center, Taylor Hospital, Delaware County Memorial Hospital, Springfield Hospital
- Only Level 2 Trauma Center in Delaware County
- First Comprehensive Stroke Center in Delaware County
- 7300 employees (largest employer in Delaware County)

6

Crozer Health System

- Crozer Health Medical Group – employed physician group
 - Over 400 employed physicians/APPs – primary care and specialists
 - Largest network of primary care providers in Delaware County
 - 1400+ patients seen daily
- Open system
 - Many specialists not employed by health system
 - Orthopedic surgeons and neurosurgeons most importantly!

7

Crozer Health

8

Crozer Health Osteoporosis Center of Delaware County

- Barry Jacobson, MD – Medical Director
- Jacqi Kernaghan, PA-C – Associate Director
- Practice established ~2005
 - 1 day per week within gynecology practice until fall 2013 – MD only
- FLS established October 2013
 - The day I started!
- Outpatient portion of practice expanded to three office locations across the county

9

Outpatients vs Inpatients

- ~2500 outpatients seen annually
- ~3500 infusion/injectable treatments given annually
- Inpatients seen through FLS
 - CY 2014 – 518
 - CY 2015 – 488
 - CY 2016 – 447
 - CY 2017 – 383
 - CY 2018 – 344
 - CY 2019 – 332
 - CY 2020 – 175 (COVID)
 - CY 2021 - 186

10

Osteoporosis Center of Delaware County

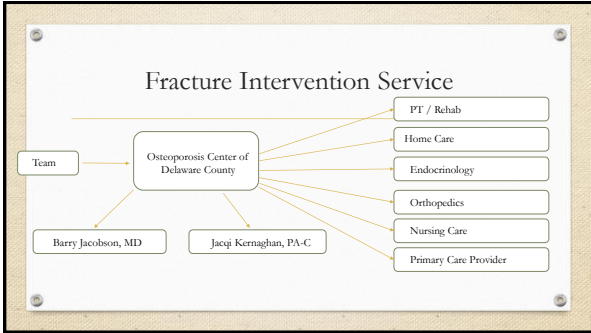
- FLS established by hospital administrators and physician champion
 - Nine months until PA hired
 - Lots of education of providers, especially PCPs, hospitalists, orthopods
 - 99% treatments done in office
 - Initially all treatments done through Hospital Outpatient Infusion Center at four different locations
- Dedicated staff hired fall 2013
 - Initially just one MR, then additional MR early 2014
 - Now 1 MD, 1 PA, 1 RN, 3 MR
 - Staffing needs assessed annually

11

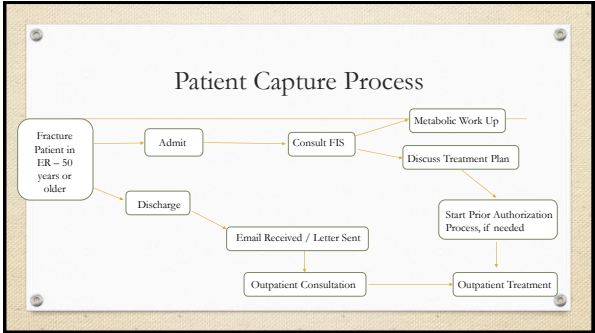
Fracture Intervention Service (FIS)

- Why the term “FIS?”
- Goals
 - Evaluate at least 80% patients in the Crozer Health System with fragility fractures within one year of FIS initiation
 - Decrease hip fracture rate by 20% by year 3
 - Decrease recurrent fractures by 20% by year 3

12



13



14

Weekly Email of Fracture Patients Discharged from ER

Name	Facility	Discharge Date	Discharge Reason
John Doe	St. Joseph's Hospital	10/26/2011	Fracture of right hip
Jane Smith	St. Joseph's Hospital	10/26/2011	Fracture of left wrist
Bob Johnson	St. Joseph's Hospital	10/26/2011	Fracture of right ankle
Alice Brown	St. Joseph's Hospital	10/26/2011	Fracture of left forearm
Charlie White	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Diana Green	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Frank Black	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Grace King	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Henry Lee	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Ivy Hill	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Jack Adams	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Karen Baker	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Leo Clark	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Mia Evans	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Noah Gray	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Olivia White	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Peter Black	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Quinn King	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Rachel Lee	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Samuel Hill	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Tina Adams	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Victor Baker	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Wendy Clark	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Xavier White	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Yvonne Black	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Zoe King	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Adam Lee	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Bella Hill	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Carl Adams	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Dora Baker	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Ethan Clark	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Fiona White	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Gavin Black	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Hannah King	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Ian Lee	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Jessica Hill	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Kyle Adams	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Laura Baker	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Max Clark	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Natalie White	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Oliver Black	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Pamela King	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Quinn Lee	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Rachel Hill	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Samuel Adams	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Tina Baker	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Victor Clark	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Wendy White	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Xavier Black	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Yvonne King	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Zoe Lee	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Adam Hill	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Bella Adams	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Carl Baker	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Dora Clark	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Ethan White	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Fiona Black	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Gavin King	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Hannah Lee	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Ian Hill	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Jessica Adams	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Kyle Baker	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Laura Clark	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Max White	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Natalie Black	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Oliver King	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Pamela Lee	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Quinn Hill	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Rachel Adams	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Samuel Baker	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Tina Clark	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Victor White	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Wendy Black	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Xavier King	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Yvonne Lee	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Zoe Hill	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Adam Adams	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Bella Baker	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Carl Clark	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Dora White	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Ethan Black	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Fiona King	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Gavin Lee	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Hannah Hill	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Ian Adams	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Jessica Baker	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Kyle Clark	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Laura White	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Max Black	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Natalie King	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Oliver Lee	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Pamela Hill	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Quinn Adams	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Rachel Baker	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Samuel Clark	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Tina White	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Victor Black	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Wendy King	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Xavier Lee	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Yvonne Hill	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Zoe Adams	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Adam Baker	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Bella Clark	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Carl White	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Dora Black	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Ethan King	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Fiona Lee	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Gavin Hill	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Hannah Adams	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Ian Baker	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Jessica Clark	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Kyle White	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Laura Black	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Max King	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Natalie Lee	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Oliver Hill	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Pamela Adams	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Quinn Baker	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Rachel Clark	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Samuel White	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Tina Black	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Victor King	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Wendy Lee	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Xavier Hill	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Yvonne Adams	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Zoe Baker	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Adam Clark	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Bella White	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Carl Black	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Dora King	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Ethan Lee	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Fiona Hill	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Gavin Adams	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Hannah Baker	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Ian Clark	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Jessica White	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Kyle Black	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Laura King	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Max Lee	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Natalie Hill	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Oliver Adams	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Pamela Baker	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Quinn Clark	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Rachel White	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Samuel Black	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Tina King	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Victor Lee	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Wendy Hill	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Xavier Adams	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Yvonne Baker	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Zoe Clark	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Adam White	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Bella Black	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Carl King	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Dora Lee	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Ethan Hill	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Fiona Adams	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Gavin Baker	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Hannah Clark	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Ian White	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Jessica Black	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Kyle King	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Laura Lee	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Max Hill	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Natalie Adams	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Oliver Baker	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Pamela Clark	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Quinn White	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Rachel Black	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Samuel King	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Tina Lee	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Victor Hill	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Wendy Adams	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Xavier Baker	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Yvonne Clark	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Zoe White	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Adam Black	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Bella King	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Carl Lee	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Dora Hill	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Ethan Adams	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Fiona Baker	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Gavin Clark	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Hannah White	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Ian Black	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Jessica King	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Kyle Lee	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Laura Hill	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Max Adams	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Natalie Baker	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Oliver Clark	St. Joseph's Hospital	10/26/2011	Fracture of right femur
Pamela White	St. Joseph's Hospital	10/26/2011	Fracture of left tibia
Quinn Black	St. Joseph's Hospital	10/26/2011	Fracture of right fibula
Rachel King	St. Joseph's Hospital	10/26/2011	Fracture of left radius
Samuel Lee	St. Joseph's Hospital	10/26/2011	Fracture of right ulna
Tina Hill	St. Joseph's Hospital	10/26/2011	Fracture of left humerus
Victor Adams	St. Joseph's Hospital	10/26/2011	Fracture of right scapula
Wendy Baker	St. Joseph's Hospital	10/26/2011	Fracture of left clavicle
Xavier Clark	St. Joseph's Hospital	10/26/2011	Fracture of right pelvis
Yvonne White	St. Joseph's Hospital	10/26/2011	Fracture of left femur
Zoe Black	St. Joseph's Hospital	10/26/2011	Fracture of right tibia
Adam King	St. Joseph's Hospital	10/26/2011	Fracture of left fibula
Bella Lee	St. Joseph's Hospital	10/26/2011	Fracture of right radius
Carl Hill	St. Joseph's Hospital	10/26/2011	Fracture of left ulna
Dora Adams	St. Joseph's Hospital	10/26/2011	Fracture of right humerus
Ethan Baker	St. Joseph's Hospital	10/26/2011	Fracture of left scapula
Fiona Clark	St. Joseph's Hospital	10/26/2011	Fracture of right clavicle
Gavin White	St. Joseph's Hospital	10/26/2011	Fracture of left pelvis
Hannah Black			

FIS Process – Admitted Inpatients

- Consults per hospitalists, orthopods, internists, physiatrists (in-house acute rehab), neurosurgeons, trauma team, gastroenterologists, pulmonologists
- Consults for all fragility fractures
 - All adults with low-velocity, low-trauma fracture over age 50
- Patients seen during inpatient stay by PA and MD
 - Treatment plan discussed with patient/family at bedside
 - Frequently evening consultations

17

FIS Process

- Practice information brochures/business card provided at bedside
- Family contacted after consultation when appropriate
 - ~75% of time
- Authorization started immediately by PA/staff
- Goal of treatment as soon as possible after hospital/rehab discharge
- Practice information also listed on discharge summary
 - Office name
 - Phone number
 - Return-to-office timeframe

18

Discharge Instructions

19

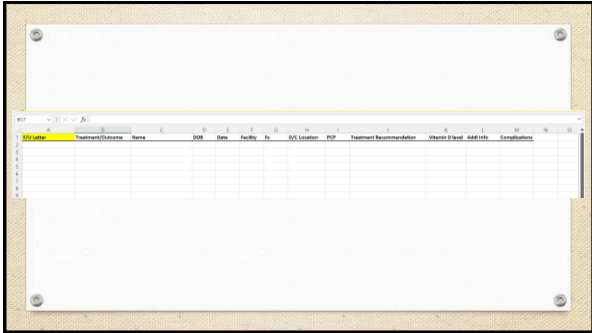
FIS Process

- FIS database updated by PA daily
- Follow-up letters sent 2-3 weeks after discharge from hospital
 - Also sent to care providers (PCP, endocrinology, rheumatology, orthopedic surgeon, gynecology, etc)
- Previously follow-up calls done by PA/RN at 6-8 weeks
 - Not enough staff currently – hoping to resume in future

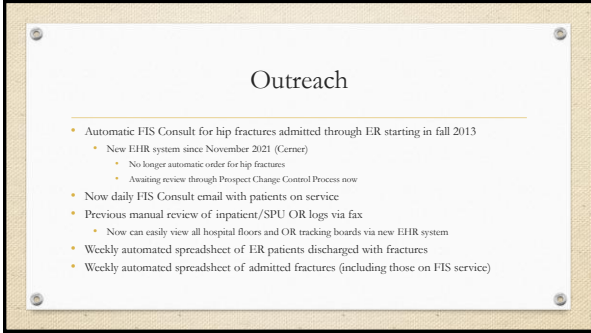
20



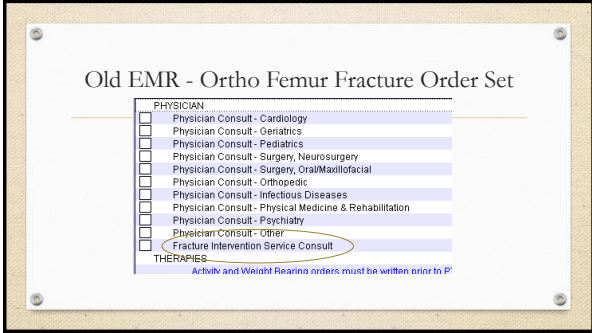
21



22



23



24

New EMR - Ortho Femur Fracture Order Set

Component

- Consult Hospitalist
- Consult Internal Medicine
- Consult Cardiology
- Consult Geriatric Medicine
- Consult Hematology Oncology
- Consult Physical Medicine Rehab
- Consult Fracture Liaison Service

Consult and Treat, Osteoporosis

In the process of having this updated to Fracture Intervention Service for our particular program!

25

Weekly Email of Hospitalized Fracture Patients

NAME	DATE	STATUS	...
...
...

26

Hospital Census in Rehab Unit

NAME	ROOM	DATE	...
...
...

27

Dear (NAME),

We saw you in NAME hospital after your TYPE fracture in MONTH and, as we discussed in the hospital, it is very important to start osteoporosis medication as soon as possible to increase your bone mineral density and help prevent future fractures. Unfortunately, your chance of having another broken bone is 20% in the next twelve months and over 85% for the rest of your life. Please contact us at 610-938-6701 to schedule a consultation to discuss your treatment options further or to schedule the treatment we discussed.

Our center has multiple locations across the county to accommodate your schedule as best as possible. We encourage you to reach out so we can keep osteoporosis from breaking another one of your bones! Schedule your appointment today.

Sincerely,

Barry Jacobson, MD & Jacqi Kernaghan, MS, PA-C

CC: PCP, Orthopedic Surgeon

FIS Follow-up Letter

28

Dear (NAME),

We received an alert from NAME Hospital and Dr NAME after your recent TYPE fractures earlier this month. Based on the way this broken bone occurred, this is considered a fragility fracture and happened because of severe osteoporosis. Unfortunately, your chance of having another broken bone is 20% in the next twelve months and over 85% for the rest of your life. Please contact us at 610-938-6701 to schedule an evaluation and prevent yourself from suffering again.

Sincerely,

Barry Jacobson, MD & Jacqi Kernaghan, MS, PA-C
 CC: PCP, Orthopedic Surgeon

Outpatient Surgery
Follow-up Letter

29

Quality Measures

Merit-based Incentive Payment System (MIPS)

Osteoporosis Management in Women Who Had a Fracture
 Screening for Osteoporosis in Women Aged 65-85 Years of Age

Communication with the Physician or Other Clinician
 Managing Ongoing Care Post-Fracture for Men and Women Aged 50 Years and Older

Joint Commission Post-Fracture Measures

- Risk Assessment/Treatment After Fracture:
 - Prior to discharge, hospitalized patients age 50+ with a fragility fracture need:
 - Dexa scan ordered/performed and/or
 - Osteoporosis pharmacotherapy and/or
 - Consultation with Fracture Liaison Service
- Laboratory Investigation for Secondary Causes of Fracture
 - Prior to discharge, hospitalized patients with a fragility fracture need laboratory studies for secondary causes of osteoporosis

30

Barriers to Success

- Missed consults
 - Not consulted by hospital providers > forgetfulness, unaware, uneducated
 - Consulted but not seen before discharge
- Staffing shortages
- Senior admin changes
- All goals likely met but support for statistical analysis has not been financially supported by administration
- Lack of patient follow-up
- Patient noncompliance
- Fear of side effects

31

Positive Outcomes

- Patients are being treated!
 - Outpatient clinic load has increased tremendously in 8.5 years
- Improved relationships with referring providers!
 - Communication is key, especially with primary care providers
 - Many more PCPs and gync screening more patients
- Increased awareness of disease in community
 - LOTS of patient based/family referrals
 - Lots of outreach to local retirement facilities, health fairs, community events
- Referrals from outside health systems
- Continual education of HCPs
 - Especially hospitalists, trauma team, residents, interns

32

Future Goals

- More research
 - RRR
 - More staff
- Statistical analysis
 - % decrease of secondary fractures
 - Treatment % rate
 - Follow-up % rate
- Publication
 - IS
 - Case Studies
- Expand program through potential new health system in process of purchasing our current health system
- Continue to utilize EHR to automate some follow-up

Thank you!

Jacqi Kernaghan, MS, PA-C, DFAAPA
jacqipac@gmail.com

33

34