Using group appointments to increase efficiency for intrauterine device insertions

Dr Jenna Yuen, MD, CCFP
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MCFP ASA
Conflict of Interest Disclosure for Dr. Jenna Yuen

- Family Physician at Women’s Health Clinic and Klinic Community Health Clinic (Portage)
- No relationships with commercial interests and no outside funding for this presentation or any other work
- Currently on a leave of absence, due to return September, 2017
Objectives

- To review current recommendations encouraging intrauterine devices as first line contraception for long term fertility control.
- To review the group appointment model and the variations which can be used in primary care.
- To review our experience, including patient surveys, of implementing a group appointment for IUD insertions
Health care professionals should be careful not to restrict access to intrauterine contraceptives owing to theoretical or unproven risks. Health care professionals should offer IUCs as a first-line method of contraception to both nulliparous and multiparous women.

Table 2. Percentage of women experiencing unintended pregnancy within the first year of perfect and typical use, percentage of women continuing use at the end of the first year, and percentage of sexually active Canadian women using contraceptives

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Adapted from Table 3-2 in Contraceptive Technology 2011, 20th edition, with data from Black et al. 17

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The Women’s Health Clinic Experience

- Increasing demand for IUDs
- IUD consults are time intensive:
  - Counselling about contraception options
  - Medical history, +/- pelvic exam, +/- prescription
  - Finally, the IUD insertion!

This led to long waits for patients to have IUDs inserted
Group Medical Appointments
...for when a tape recorder could do your job

- Many different types and models:
  - Patient education sessions (used in surgery and psychiatry)
  - Patient support groups- Hans Kai at Access Nor’West
  - MB Health Advanced Access
  - Drop In Group Medical Appointments
  - Coordinated Health Care Clinics- designed for ongoing monthly care of high system users
The Women’s Health Clinic
IUD Group Appointment

1. Recruitment
2. Handouts and Introduction
3. Confidentiality and Consent
4. Education as a group
5. Individual appointments
6. Feedback
1) Recruitment

Please note:
Depending on your situation, we may not insert an IUD the first time you see a WHC healthcare provider.

While you may make an IUD appointment for our drop-in hours, you cannot drop in without an appointment to have the IUD inserted.

The best time to insert an IUD is during your period. Our healthcare providers will know if that’s possible at other times in your cycle.

**Make an appointment for our drop-in hours**
When: We have drop-in hours Monday 3-7 pm or Thursday 3-8 pm.
How: Call 204-947-1517 when you get your period. We’ll check for open times at the next drop-in clinic.
Pros: A good way to make an IUD appointment if your period is unpredictable.
Cons: Sometimes our walk-in times are really busy— you may wait a while to be seen.

**Regular appointments**
When: Any time an appointment is available.
How: Ask our reception staff for call 204-947-1517.
Pros: Most convenient if you have a busy schedule and need a set appointment time.
Cons: You may have to wait a few weeks for an available appointment. It can be difficult to line up available appointment times with your period.

**IUD group appointments**
Learn about the IUD/US with others in a group setting, followed by a private appointment to review your personal details and, if appropriate, have the IUD inserted.
When: Times vary - ask our reception staff about the next dates.
How: Ask our reception staff for call 204-947-1517.
Pros: Group appointments can offer the shortest wait times to get an IUD inserted. You also get to learn in a fun setting.
Cons: These can be long appointments. The last woman in the group may wait up to 2 hours for their private appointment. While you don’t have to share anything in the group if you don’t want to, groups aren’t for everyone.
2) Handouts and Introduction

Here’s what you can expect:

All group members must sign a Confidentiality Agreement to help protect each other’s privacy.

We’ll ask you to complete a short question form about your health.

We’ll meet in a group to discuss the details about inserting and using IUDs and IUSs.

Please feel free to ask questions – other group members will learn from them!

We won’t ask personal questions about your health or sexuality in the group setting but you can talk about your own situation if you choose.

After the group, you will have a private appointment with a WHC health care provider. We’ll ask some questions about your personal health history. You can also ask questions privately at this time.

Depending on your situation, we may insert your IUD during your private appointment.
IUD GROUP APPOINTMENT
HEALTH HISTORY

Client #: ________________________ Date: ________________________
Last name: ________________________ First Name: ________________________

Who is your family doctor? ____________________________________________

When was the first day of your last normal period? ________________________

Do you have heavy bleeding or cramping with your period?  ☐ Yes  ☐ No

Have you had intercourse since your last period?  ☐ Yes  ☐ No

What is your current birth control method? ______________________________

When was your last pap smear? _________________________________________

When was your last test for STIs (sexually transmitted infections)? __________

Do you have any STI concerns? _________________________________________

Have you ever been pregnant?  ☐ Yes  ☐ No  How many? ________________

Do you have any children?  ☐ Yes  ☐ No  How many? ________________

Do you take any regular medication? _________________________________

Have you ever had surgery involving the uterus or ovaries? __________________
CONFIDENTIALITY AGREEMENT
IUD Group Appointment

Women's Health Clinic IUD Group Appointment with Dr _______________________

About our IUD group appointment
We will share information about the IUD/IUS and how it is inserted. For your learning, we will discuss some health situations. You may choose to share some of your own reproductive and sexual health experiences in the group. You may hear others share their health issues and personal information. All group members are obligated to keep everything they hear confidential. You cannot share any kind of personal information (names, health status, jobs, ethnicity, religion, etc.) about other group members outside of the group. You may discuss information you found helpful with friends and family, as long as you don't share anything that may identify another person.

How we use information
As with any medical appointment, we will enter some health information in your medical chart. We may use group data for research or medical publication. If so, we will never disclose individual or identifying information for any reason.

Confidentiality Agreement
- I understand that I am choosing whether or not to share my health or personal information in a group medical appointment.
- I agree to keep confidential all personal or health information I may hear about others in a group medical appointment.
- I agree to maintain this confidentiality whether or not I get future service from WHC.

Name (please print): ___________________________ Date: __________
Signature: ___________________________
4) Education as a group

- Able to do a more thorough explanation with models, sample IUDs, pictures
- Can be done by any qualified team member (nurse, student, physician)
- Questions and concerns are addressed
- Sometimes personal experiences are shared
- Troubleshooting is addressed
  - Does anyone have to leave early?
  - Does anyone need to go get a prescription?
5) Individual Appointments

- Done by 2-3 practitioners
- Review the Health History Form and answer any remaining or more private questions
- IUD/IUSs are inserted ~80% of the time
IUD GROUP APPOINTMENT EVALUATION FORM

With: ___________________________ Date: ________________

1. It was helpful to be in a group appointment like this.
   No 1 2 3 4 5 Yes

2. I was able to ask my questions.
   No 1 2 3 4 5 Yes

3. I would recommend this group appointment to others.
   No 1 2 3 4 5 Yes

4. Overall I was satisfied with today’s appointment.
   No 1 2 3 4 5 Yes

5. I felt prepared for my IUD insertion.
   No 1 2 3 4 5 Yes

What did you like about today?
__________________________________________________________________________________

Is there anything you would like to change about today?
__________________________________________________________________________________

Anything else you would like to say?
__________________________________________________________________________________

Thank you for showing us how to make this health experience better!
Group Appointments as a Teaching Tool

Pros:
- Students/residents do the teaching/education session
- Multiple IUD insertions in a short time frame

Cons
- Slows down the group appointment
- Requires a second practitioner doing insertions
- Fewer registrants when they knew students were inserting IUDs
Billing

- No special billing code for group appointments
  - Group care is only recognized for psychotherapy and diabetic education

- Each person billed as if seen individually for the entirety of appointment
  - Regional vs Complete depending on when they were last seen
  - +/- Pelvic exam +/- cytological smear
  - +/- IUD insertion

- Typical IUD consults (often with multiple appointments) take about 40-60min

- Typical Group IUD Appointments are 3 hours with 8 patients seen and ~6 IUDs inserted
Questions?