

Best Practices in Glaucoma, Dry eye, Aesthetics and Retinal Disease

COURSE DESCRIPTION:

In this course we will have a panel discussion regarding the top 3 ways we have found success in diagnosis, treatment, and education of our patients in the areas of glaucoma, dry eye, aesthetics, and retina disease. Each panelist will speak from personal experience in their practices. We will share in this course tips we have learned along the way to implementing the areas we have found successful. We will incorporate discussion of technologies that have been instrumental in our success and how to get team buy in with the integration of said technology. We will outline some of the challenges we have experienced along the way along with solutions that have made the process successful.

COURSE OBJECTIVES:

1. In this course we will have a panel discussion regarding the top 3 ways we have found success in diagnosis, treatment, and education of our patients in the areas of glaucoma, dry eye, aesthetics, and retina disease.
2. Each panelist will speak from personal experience in practice as well as from their experience consulting with all modes of practice.
3. We will share in this course tips we have learned along the way to implementing the areas we have found successful.
4. We will incorporate areas of optical and medical including dry eye, retina, glaucoma as well as contact lenses that may help in the discussion.
5. We will incorporate discussion of technologies that have been instrumental in our success and how to get team buy in with the integration of said technology.
6. We will outline some of the challenges we have experienced along the way along with solutions that have made the process successful.

INTRODUCTION

1. Dr. Jasper Introduction of the panelists, welcome to the group and description of our objectives for the course.
 - a. In this course we will have a panel discussion regarding the top 5 areas we have found success in building our practice.
 - b. Each panelist will speak from personal experience in different modes of practice from group, private and multidisciplinary practice as well as from their experience consulting with all modes of practice.
 - c. We will share in this course tips we have learned along the way to implementing the areas we have found successful.
 - d. We will incorporate areas of optical and medical including dry eye, retina, glaucoma as well as contact lenses.

- e. We will incorporate discussion of technologies that have been instrumental in our success and how to get team buy in with the integration of said technology.
 - f. We will outline some of the challenges we have experienced along the way along with solutions that have made the process successful.
- 2. Each panelist will give an overview of their education, experience in practice, business experience, consulting and current areas of interest and expertise. They will help the audience to understand their background and why they are important to be part of this panel discussion.
 - a. Dr. Jasper
 - b. Dr. Ramsey
 - c. Dr. Quint
- 3. Discussion of the first area we have found success in diagnosis, treatment, and education of our patients in the areas of glaucoma, dry eye, aesthetics, and retina disease
 - a. Dr. Quint
 - b. Dr. Ramsey
 - c. Dr. Jasper
 - i. OCT
 - E. As a screening tool for early diagnosis
 - F. As a tool for determining treatment success
 - G. To review findings with patients
 - H. To show change over time
 - I. To educate patients regarding importance of compliance with treatment and visits
- 4. Discussion of what technology was instrumental in this area and how we achieved staff buy in for best implementation
 - a. Dr. Quint
 - b. Dr. Jasper
 - i. Topography
 - E. When and Who and Why
 - ii. Endothelial Cell Count
 - E. When and Who and Why
 - iii. Slit lamp exam with photo
 - E. External camera
 - F. Digital device linked with EHR
 - c. Dr. Ramsey
- 5. Discussion of what can go wrong in this area or what challenges we faced and how we addressed them to succeed
 - a. Dr. Quint
 - b. Dr. Jasper
 - i. No team approach

- ii. Inconsistent offering
 - iii. No system for measuring success
 - iv. No goals set and then measured
 - v. No one person in charge of tracking the numbers and measuring success
 - c. Dr. Ramsey
- 6. Discussion of the second area we have found success in diagnosis, treatment, and education of our patients in the areas of glaucoma, dry eye, aesthetics and retina disease
 - a. Dr. Ramsey
 - b. Dr. Jasper
 - i. Creating Processes for implementation and successful integration and protocols for frequency of testing and visits
 - ii. How to establish processes
 - E. Review LCD for your state
 - F. Create flow chart that follows the rules for the insurance plans you take
 - G. Review the AAO PPP to determine what is best for the patient
 - H. Other team members critique the process by attempting to use it then evaluate for success
 - I. Test process change to make better and retest.
 - J. Videotape the process to train the team.
 - K. Look at the process from the patient's point of view as well as the practice to see how it can be improved
 - c. Dr. Quint
- 7. Discussion of what technology was instrumental in this area and how we achieved staff buy in for best implementation
 - a. Dr. Ramsey
 - b. Dr. Jasper
 - i. Videotape process on discussions with patient and use it to train others and find areas for improvement
 - ii. Type up the steps in checklist format to follow
 - iii. Practice with each team member having discussions
 - iv. Record in patient friendly terms so can utilize for patient education.
 - c. Dr. Quint
- 8. Discussion of what can go wrong in this area or what challenges we faced and how we addressed them to succeed
 - a. Dr. Ramsey
 - b. Dr. Jasper
 - i. Lack of each team members involvement or buy in of the process
 - ii. Lack of enforcement of the process for consistency
 - iii. Limited understanding of the why behind the process
 - iv. Not enough processes
 - v. New staff that are not engaged in the process
 - c. Dr. Quint

9. Discussion of the third area we have found success in diagnosis, treatment, and education of our patients in the areas of glaucoma, dry eye, aesthetics and retina disease
10. Discussion of the fifth area we have found successful in building our practice and/or our success in optometry
 - a. Dr. Ramsey
 - b. Dr. Jasper
 - i. Wellness Exam
 - ii. Includes FDT and education of patient regarding value so what it is, why it is important and when it should be repeated
 - iii. Includes Retinal screening and education of patient regarding value so what it is, why it is important and when it should be repeated
 - iv. Includes OCT screening and education of patient regarding value so what it is, why it is important and when it should be repeated
 - v. Must have buy in from the entire team to make it successful
 - vi. Use an education form or not
 - vii. Make it mandatory or close to it
 - viii. Doctor must educate on need and repeat need so automatic the second year
 - ix. Advertise on social
 - x. Run information on loop in front and in exam rooms
 - c. Dr. Quint
11. Discussion of what technology was instrumental in this area and how we achieved staff buy in for best implementation
 - a. Dr. Ramsey
 - b. Dr. Jasper
 - i. FDT
 - ii. Retinal cameral wide field
 - iii. OCT
 - iv. Viewing software on big screens
 - c. Dr. Quint
12. Discussion of what can go wrong in this area or what challenges we faced and how we addressed them to succeed
 - a. Dr. Ramsey
 - b. Dr. Jasper
 - i. Not understanding how to review the need with patient
 - ii. Not being consistent with every patient every time
 - iii. Not educating patient well on need.
 - c. Dr. Quint

