



FLS Bone Health ECHO® TeleECHO Clinic

- We will be recording this TeleECHO Clinic for educational and quality improvement purposes.
- **By participating in this clinic you are consenting to be recorded.**
- If you do not wish to be recorded, please email andrea.medeiros@nof.org at least one week prior to the TeleECHO Clinic you wish to attend.
- Please type in your name, location, and email address in the chat.

Clinic will start in less than 15 minutes

Some Helpful Tips

- Please mute your microphone when not speaking
- Position webcam effectively so you can be seen
- Communicate clearly during clinic:
 - Speak clearly
 - Use chat function as needed

- Project ECHO's goal is to protect patient privacy
 - To help Project ECHO accomplish that goal, please only display or say information that doesn't identify a patient or that cannot be linked to a patient.

References:

For a complete list of protected information under HIPAA, please visit www.hipaa.com

Common HIPPA Identifiers

- Common HIPAA Identifier Slip-Ups and Easy Ways to Protect Patient Privacy
 - 1st – **Names:** Please do not refer to a patient's *first/middle/last name* or use any *initials*, etc. Instead please use the *ECHO ID*.
 - 2nd – **Locations:** Please do not identify a patient's *county, city or town*. Instead please use only the patient's *state* if you must or the *ECHO ID*.
 - 3rd – **Dates:** Please do not use any dates (like *birthdates*, etc.) that are linked to a patient. Instead please use only the patient's *age* (unless > 89)
 - 4th – **Employment:** Please do not identify a patient's *employer*, work *location* or *occupation*. Instead please use the *ECHO ID*.
 - 5th – **Other Common Identifiers:** Do not identify patient's *family* members, *friends, co-workers, numbers, e-mails*, etc.

NOF Staff Disclosures

Andrea P. Medeiros, Director, Programs, Policy & Membership:

Nothing to Disclose

Ami Patel, Director, Professional Education and Medical Affairs:

Nothing to Disclose

Planning Staff Disclosures

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Jo-Ann Holzinger, FNP-C

June 10, 2021

The Long and Winding Road to a Fracture Liaison Service (FLS) Program



Trav

Disclosures

- Employed at Atrium Health
- No financial disclosures



WHO ARE THE ESSENTIAL
STAKEHOLDERS IN DEVELOPMENT
OF AN FLS PROGRAM?



WHAT RESOURCES ARE AVAILABLE
TO SUPPORT THE DEVELOPMENT
OF NEW FLS PROGRAMS?



WHAT ARE THREE OF THE BIGGEST
CHALLENGES IN INITIATING A NEW
FLS PROGRAM?

Learning Objectives

Atrium Health Carolinas Medical Center

- Level 1 Trauma Center
- 874 beds at main campus
- Over 70,000 employees
- Multiple specialty programs including orthopedics
- Regional referral center
- Atrium Health and Wake Forest Baptist Health combined



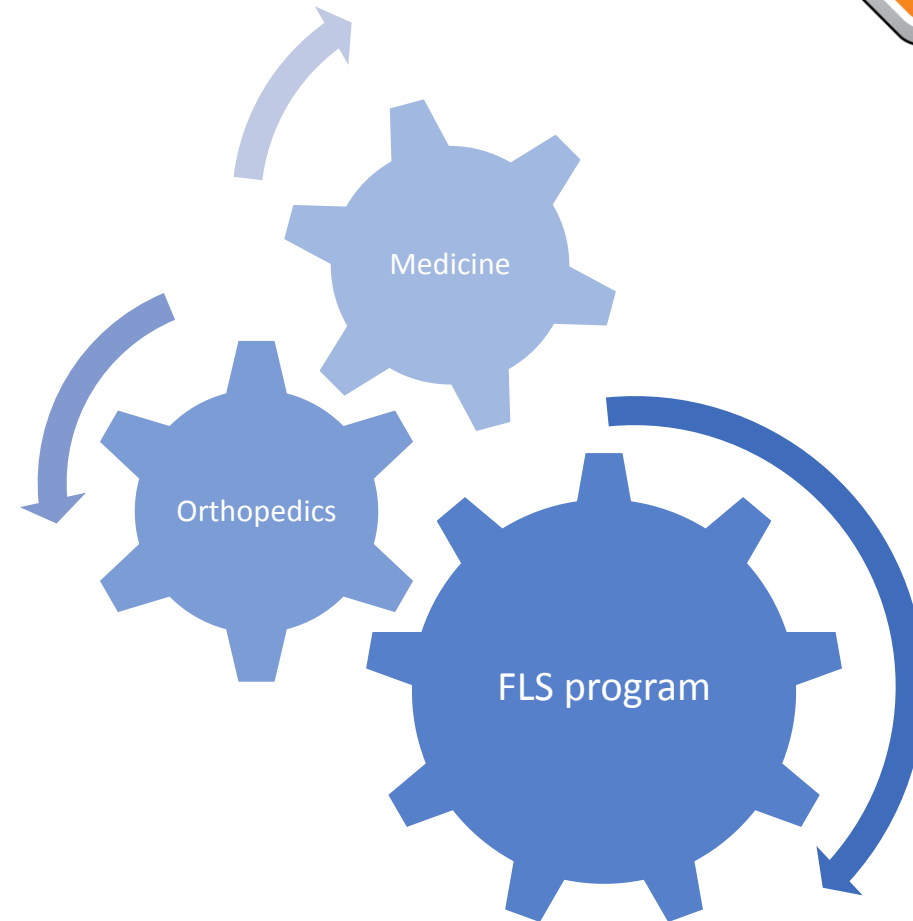
Timeline

2014–2016	2016-17	2017-18	2019	2020	2021+
<ul style="list-style-type: none">• Initial Implementation & growing pains	<ul style="list-style-type: none">• Champion retires• New Attending brings new ideas• Building support	<ul style="list-style-type: none">• New Department Chair lays out broader vision	<ul style="list-style-type: none">• New Champion surfaces• Advanced training• Business plan developed	<ul style="list-style-type: none">• Revised business plan approved• Institutional group support grows• Staffing challenges• Dual role conflicts for program coordinator• Covid delays	<ul style="list-style-type: none">• Program becomes official• New fulltime position for program coordinator• Building bridges

2014-2016: New Construction



- Dr. Kellam champions inpatient FLS program
- Co-management Model
 - Orthopedics
 - Medicine



FLS inpatient protocol



Nurse Navigator

- Patient identification
- Patient education



Fragility Fracture Order Set

- Vitamin D
- Intact PTH



Prescriptions for beneficial nutrients

- Vitamin D
- Calcium



Communication and Follow-up

- Letter to PCP
- Letter to patient

Collaboration
Challenges
Limit Success



2016-2017: Detour Ahead



- Champion retires & program falls into disuse
- New attending reimagines FLS strategy
- No buy in from other attendings due to prior program failure
- NP uses time to become certified through NOF and continues with self directed education about osteoporosis
- NP discusses bone health/osteoporosis with all attendings whenever opportunities arise during trauma clinics

2017-2018: Merging Traffic



- Orthopedics Department Chair retires
- New Chair brings big vision for development of MSKI
- Collaborative network envisioned with multiple stakeholders

2019: Slow Moving Traffic



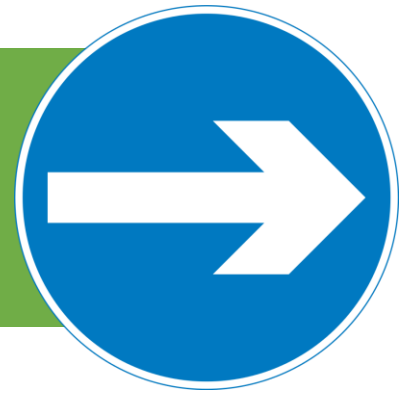
- New Champion emerges: Dr. Karunakar
- Dr. Karunakar presents long term FLS vision to ortho attendings and generates support from faculty
- Business plan developed by department administrator
- Education & certification for FLS coordinator and Nurse Navigator
 - Wake Forest Baptist
 - Mission Health in Asheville

2020: Closed for Repairs



- FLS business plan flounders when administrator leaves but eventually approved and ½ day clinic initiated
- Nurse Navigator completes PhD and leaves program
- Random MOAs sent to assist in half day clinics
- Covid changes require switch to Trauma Team for virtual visits/care
- As Covid worsens the FLS clinic is paused

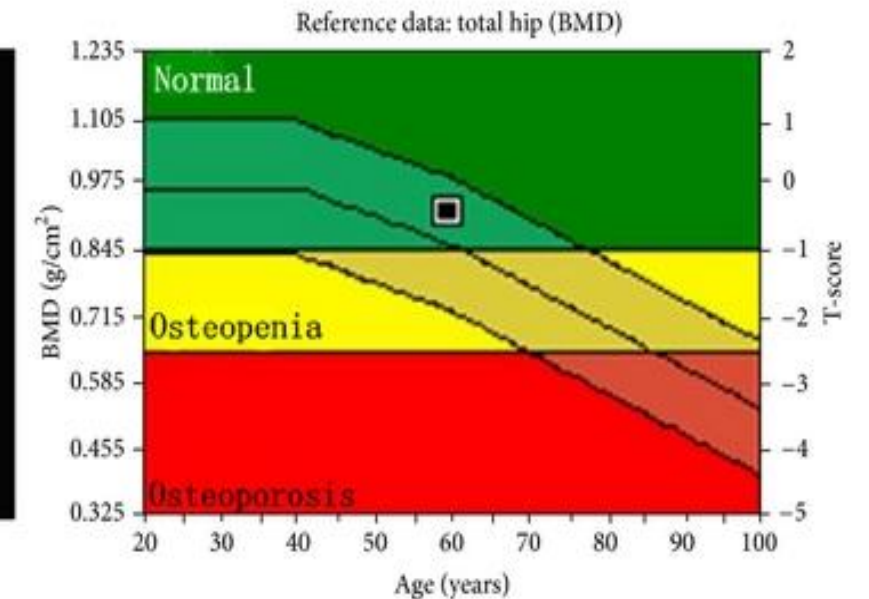
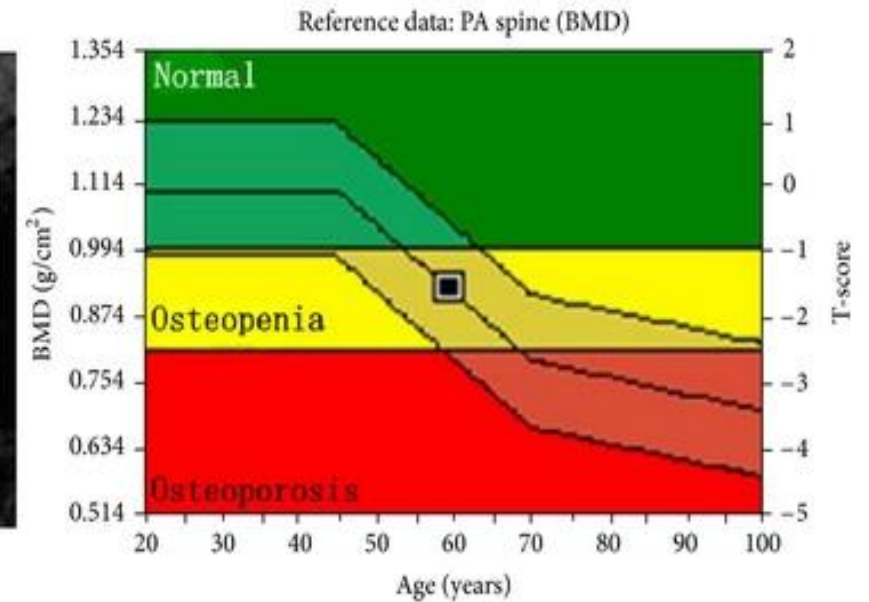
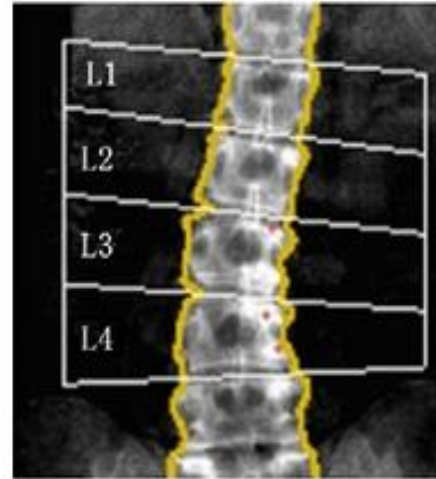
2021: Clear road ahead



- Staffing:
 - Hiring freeze lifted & Nurse Navigator position posted
 - FLS coordinator position transitioned to full-time effort
- Work underway to establish additional stakeholders (ER/Geriatric Trauma/Rheumatology/Endocrinology)
- Wake Forest merger paves way for regional FLS development
- Rheumatology collaboration provides medication and infusion resources

Building skills to strengthen program

- Obtain clinical densitometry certification
- Improve proficiency in interpretation of DXA results
- Explore opportunities for other applications of DXA



Summary

- Strive for broad support and strong collaborations
- Seek out best practices from successful FLS programs
- Expect temporary setbacks and be open to adaptations
- Be realistic about staffing needs
- Develop succession plans to provide continuity
- Seek out ways to increase value and stakeholder base of program



Thank you

Anne Lake, DNP/ Wake Forest
FLS Coordinator/Mentor

AOA Own the Bone

National Osteoporosis
Foundation



Additional Applause

- Dr. Madav Karunakar
- Dr. Joseph Hsu
- Dr. Luke Harmer
- Dr. Henry Chow
- Kris Roe, BSN
- Eugenia Wright, BSN
- Mission Bone Health Program

Destination:
Arrived



Questions



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