# Constructing an Adaptive Care Model for the Management of Disease-Related Symptoms Throughout the Course of Multiple Sclerosis

#### Algorithm for Improved Management of MS-related Symptoms

### STAGE A: Baseline Assessment

Retrospectively identify 20 patients who recently visited your MS center

Review and analyze how patients were evaluated and treated for specific disease-related symptoms (see performance measures included in Stage B)

Set goals for performance improvement

#### STAGE B: Intervention & Action Plan

Educate and train MS center clinicians on best practices outlined below

### Performance Measure I: Documented Assessment of MS-Related Symptom

- Detailed patient history
- Neurologic exam
- Physical exam/review of systems
- Validated, symptom-specific assessment scales or patient questionnaires
- Further diagnostic testing if warranted

#### Performance Measure II: Documented Care Plan of MS-Related Symptom

- Nonpharmacologic therapy (eg, physical therapy, behavioral modifications) treatment frequency, symptom response
- Symptom-specific pharmacologic treatments—dose, symptom response, adverse events

#### STAGE C: Reassessment

Allow 8-12 weeks for action plan to take effect

Retrospectively identify 20 patients who recently visited your MS center

Review and analyze how patients were evaluated and treated for specific disease-related symptoms

Reset goals for performance improvement as needed

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#### **Instructions for Implementation**

This toolkit was created based on a completed performance improvement CME activity, and accordingly is designed based on the following model of performance or quality improvement:

- Stage A: Learning from current practice performance assessment
- Stage B: Learning from the application of PI to patient care
- Stage C: Learning from the evaluation of the PI effort

#### **Instructions for Stage A:**

- Review a minimum of 20 patient charts (or another number determined to be appropriate) from patients most recently admitted, and complete the Data Collection Form, one form per patient chart
- Calculate and analyze how patients' disease-related symptoms were managed based on the provided Performance Measures and Calculation Instructions
- Set goals for performance improvement

#### **Instructions for Stage B:**

- Educate MS facility clinicians on best practices; PowerPoint slides used for clinical in-service meetings are available online and/or you can use other sources to customize the education as needed
- Develop and implement action plans for improvement (at the facility level and/or clinician level, as determined to be relevant and appropriate)

#### **Instructions for Stage C:**

- Allow several weeks for the action plan(s) to take effect—the amount of time needed will depend on several factors, including the specific actions taken and number of MS patients at facility
- Identify 20 new patients (or another number determined to be appropriate) admitted to MS facility since completion of Stage B, and complete the same Data Collection Form, one form per patient chart
- Calculate and analyze how patients' disease-related symptoms were managed based on the provided Performance Measures and Calculation Instructions, and compare to clinician performance in Stage A
- If desired, set new performance goals again and repeat Stages B and C to reach desired outcome.