

Characterizing the Lazos Fuertes Outpatient Population: Adventures in Electronic Medical Record Data

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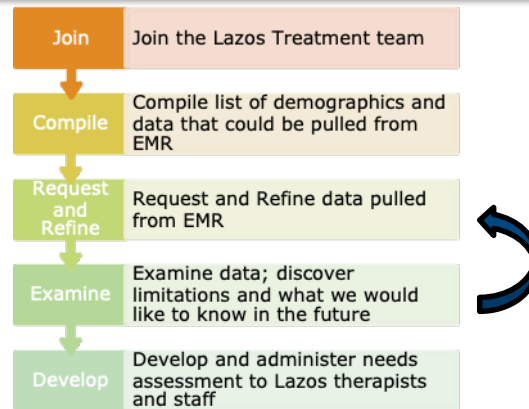
INTRODUCTION

- Lazos Fuertes is the only bilingual and bicultural multidisciplinary mental health clinic in upstate New York. Founded by Telva Olivares, MD, Lazos Fuertes has served hundreds of patients since it opened over 20 years ago.
- Objective: To gain a more thorough understanding of the patients, their symptoms and presenting problems, and typical length of episodes of care by requesting, cleaning and analyzing EMR data from Lazos' inception.
- Using this data, we will then develop a Spanish-language protocol for tracking patient outcomes at the clinic. This will be done in collaboration with the staff at the clinic with hopes of integrating routinized symptom assessments into their patient-facing work.

AIMS

- Characterize the patient population of Lazos
- Assess clinic needs surrounding data collection and begin initial stages of systematic symptom monitoring

METHODS



NEEDS ASSESSMENT

What do you think would be helpful for you to know about symptom changes/progress?	"we really need more than just the single score"
Do you think your patients would be willing to complete questionnaires at each visit?	"yes, but it may not accurately capture the symptoms"
If we wanted to collect PHQ and GAD at each visit, would it be easier if we built it in to the check-in process?	"I would prefer to administer them"
Is there other information/measures you wish we collected systematically?	"I'd like to directly ask - 'what could we do better?' 'what has worked?'"

CONCLUSIONS & NEXT STEPS

- Electronic Medical Record data can be comprehensive but difficult to sort through
- There are many sources for the same piece of data - this can lead to errors/misinformation
- Difficult to find the balance between evidence-based practice and what clinicians find helpful and manageable in addition to their current loads

Acknowledgements

- Thank you to the Lazos staff therapists and admin for completing the needs assessment and providing their feedback
- Thank you to Drs. Caroline Silva and Telva Olivares for their mentorship and for welcoming me into the Lazos clinic family

RESULTS

Patients with open/resolved episodes of care (N= 404)

Mean Age (range): 51.5 years (21-93)

% Female (N): 75.7% (306)

Pts with multiple EOC: 26

Symptoms at Intake

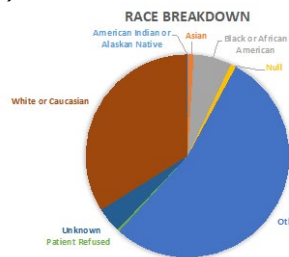
Mean PHQ-9: 14.3 (moderate severity)

Mean GAD-7: 12.4 (moderate severity)

Length of Stay:

37.2% less than 1 year

Mean: 1.82 years



Primary Diagnoses for Lazos EOC

