

QUALITY MEASUREMENTS IN YOUR OFFICE PRACTICE

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BEDFORD MEDICAL GROUP

- ◉ Multi Specialty Practice Group
- ◉ 3 Clinical locations
- ◉ Main clinical location attached to the hospital
- ◉ 6 Internists, 3 Family Practice, 2 GYN, General Surgeon, Orthopedic Surgeon, Urologist, 3 Pediatricians, 4 Nurse Practitioners
- ◉ Using GE Centricity EMR (formerly Logician) since 12-2005

HEALTH PROMOTION DISEASE PREVENTION

- ◉ Bedford Medical Group has focused on system improvements to improve patient satisfaction, cancer screening in adult patients, and immunization in children since 2007.



WHAT IS QUALITY?

- ⦿ Depends on who you are asking.
 - Doctors
 - Patients
 - Insurance Companies/CMS



WHAT ARE PATIENT'S PERCEPTION OF QUALITY?

- ◉ Why doesn't someone answer the phone?
- ◉ Appointment availability
- ◉ Why can't I see the doctor I desire?
- ◉ Why do I have to wait so long in the waiting room?
- ◉ Why does it take so long for someone to return my phone call?
- ◉ Why does it take so long to hear about my laboratory test or x-rays?



WHAT ARE PATIENT'S PERCEPTION OF QUALITY?

- ◉ Why doesn't my doctor know when my mammogram is due?
- ◉ Why hasn't my doctor ever talked to me about colon cancer screening?



WHAT DO INSURANCE CARRIERS/CMS CONSIDER AS QUALITY?

- ◉ Decreased cost of healthcare delivery
- ◉ Improved overall health by disease management and disease prevention
- ◉ Decreased healthcare delivery cost in the future



QUALITY MEASUREMENTS

- What should we measure?
 - How do we choose quality measurements in our practice?



QUALITY MEASUREMENTS

- ◉ Who do we care about satisfying?



QUALITY MEASUREMENTS

- The measurement should be important to doctors and their patients
- The measurement should be able to satisfy insurance companies/CMS perception of quality reporting



HOW DO WE COLLECT THE DATA?

- ◉ EMR Data on cancer screening and vaccination in children
- ◉ Billing Data to identify patients with the disease we are hoping to improve
- ◉ Hospital CMS Core Measurements on practice guidelines for CHF, Acute MI, Pneumonia, and prevention of surgical complications

HARNESSING THE POWER OF YOUR DATABASE

- ◉ Advanced Thinking!!
- ◉ Availability of data integrated hospital information interfaced with your EMR.
- ◉ Availability to extract data
- ◉ Database structure
- ◉ Quality of data entered



HOW DO WE FOCUS ON HEALTH PROMOTION AND DISEASE PREVENTION?

- ◉ Every patient who is seen in our clinic will have their healthcare maintenance information reviewed by a nurse at the beginning of their visit



NURSE INTAKE FORM

Nurse Intake	In Office Testing	EKG & Spirometry	Health Maintenance
Tetanus/Diphtheria	Beth Richardson on September 21, 2006 10:25 AM (09/21/2006 10:25:17 AM)		
Pneumovax	Beth Richardson on September 24, 2007 1:43 PM (09/24/2007 1:29:55 PM)		
Flu	Bridgid Thomas, RN (10/25/2006 10:28:10 AM)		
Hemmo cult			
Mammogram	NORMAL (10/15/2008 9:14:26 AM)		
Pap Smear	Discussed (04/07/2009 9:23:29 AM)		
Colonoscopy	4/14/06 (09/21/2006 9:24:24 AM)		
PSA			
Add to flowsheet			
BREAST INSP.			
Health Maintenance Information			
Prev Form (Ctrl+PgUp)	Next Form (Ctrl+PgDn)	Close	

HOW DO WE IMPROVE THE DOCTORS ABILITY TO ADDRESS HEALTH PROMOTION AND DISEASE PREVENTION?

- ◉ We make it EASY for the doctor to see the previously entered data
- ◉ We make it EASY for the doctor to see areas in which the patient may be delinquent
- ◉ We make it EASY for the doctor to order delinquent services
- ◉ We make it FAST



OUR HEALTH MAINTENANCE FORM

Medicare (charges for obtaining pap and breast exam and lab order for pap)			
Pap Smear Order	Refused Pap Smear	Discussed Pap Smear	
Last pap smear:	Discussed (04/07/2009 9:23:29 AM)		
Mammogram Order	Refused Mammogram	Discussed Mammogram	
Last mammogram:	NORMAL (10/15/2008 9:14:26 AM)		
Colonoscopy Order	Refused Colonoscopy	Discussed Colonoscopy	
Last colonoscopy:	4/14/06 (09/21/2006 9:24:24 AM)		
Dexa Scan Order	Refused Dexa Scan	Discussed Dexa Scan	
Last dexa scan:	OSTEOPENIA SPINE T-0.6 HIP T-1.2 (10/08/2007 10:31:24 AM)		
PSA Order	Refused PSA	Discussed PSA	
Last PSA:			
Pneumovax Order	Medicare Pneumovax	Refused Pneumo	Discussed Pneumovax
Last Pneumo:	Beth Richardson on September 24, 2007 1:43 PM (09/24/2007 1:29:55 PM)		
Tetanus Order	Medicare Tetanus	Refused Tetanus	Discussed Tetanus
Last Tetanus:	0.5cc, 1cc (09/21/2006 10:25:17 AM)		
Shingles Order	Medicare Edispense	Refused Zoster	Discussed Zoster
Last Zoster:			<input type="button" value="Add Zostervax Rx"/> <input type="button" value="Zoster Inj. ONLY"/>
Flu Vax Order	Flu Vax Medicare	Refused Flu Vax	
Last Flu:	GIVEN L ARM K-MART (10/18/2008 9:38:49 AM)		
Add Value to Flowsheet			
<input type="button" value="Prev Form (Ctrl+PgUp)"/>	<input type="button" value="Next Form (Ctrl+PgDn)"/>	<input type="button" value="Close"/>	

HOW DO WE CHANGE BEHAVIOR?

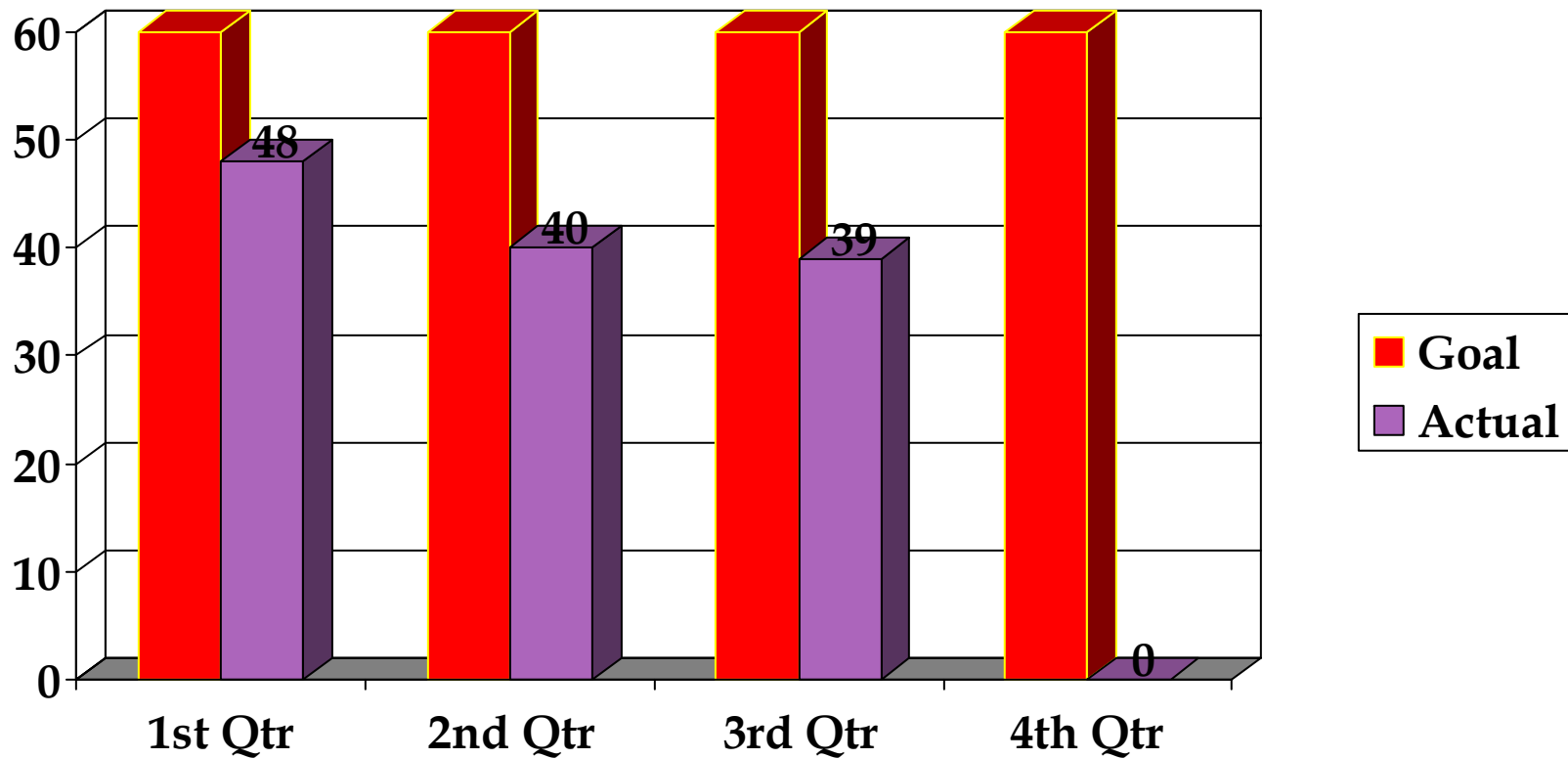
- ⊙ **Transparent reporting:**
 - Doctors and mid-level providers are identified by name
 - Monthly reporting to individual physicians
 - Quarterly reporting at group practice meetings
- ⊙ **Compensation based incentive for targets**

QUALITY MEASUREMENTS WE REPORT

- ◉ All Providers
 - Office visit timeliness (Patient wait time should be less than 60 minutes)
 - Desktop timeliness (All documents signed within 48 hours)
- ◉ FP/IM
 - Mammograms in women 50-70
 - PSA's in men 50-70 every 2 years
 - Colonoscopies men and women 50-70
 - Pap smears
 - DEXA Scans
 - HA1C levels and LDL measurements in diabetics
 - ≤ 7.0 and $\geq 7.1 \leq 8.0$ and ≥ 8.1 within 1 year
 - LDL (calculated) ≤ 100 and $\geq 101-130$ and ≥ 131 within 1 year
 - LDL direct ≤ 100 and $\geq 101-130$ and ≥ 131 within 1 year
- ◉ Pediatrics
 - MMR#1 12-24 months
 - Tdap 11-12 years
 - Anemia screening in children 9 months to 24 months
 - Well Child visits in 3 year olds (24 months to 48 months)
- ◉ Surgery
 - Prophylactic antibiotic ordered
 - Antibiotic discontinued within 24 hours
 - DVT Prophylaxis
 - Consent completely filled out

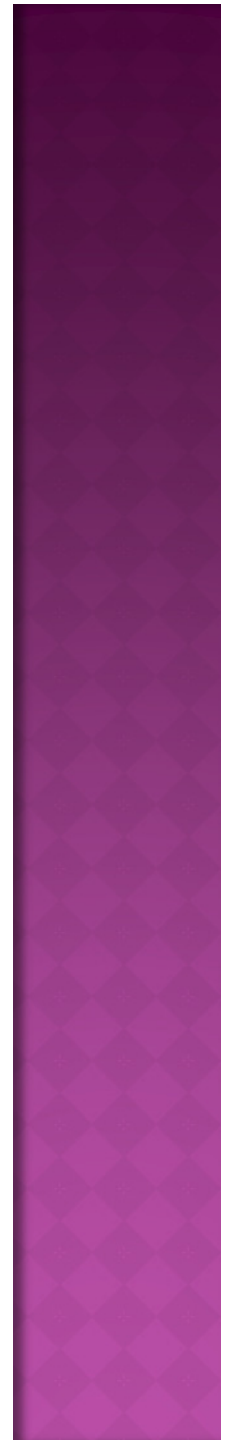
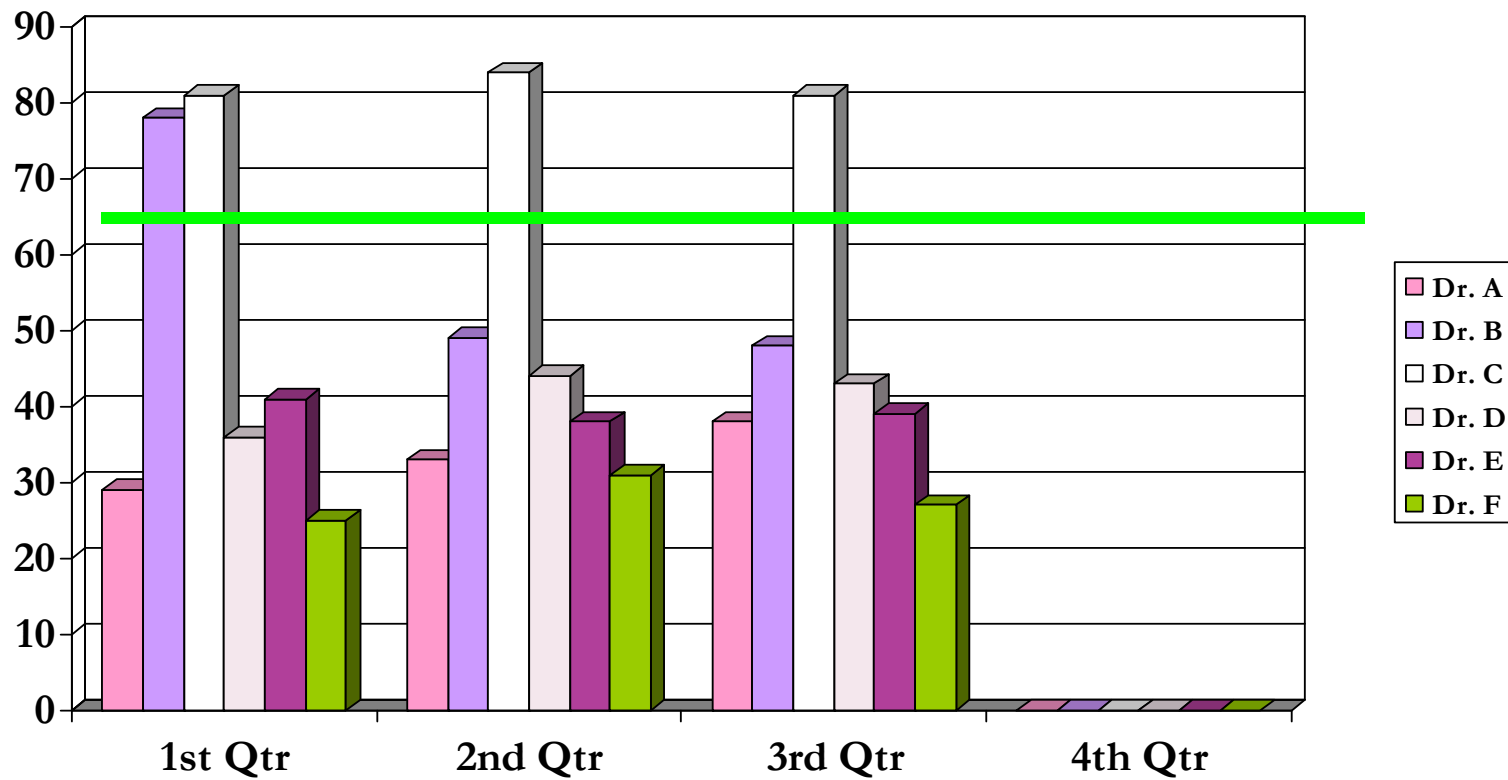


PATIENT WAIT TIME: GOAL IS TO BE UNDER 60 MINUTES

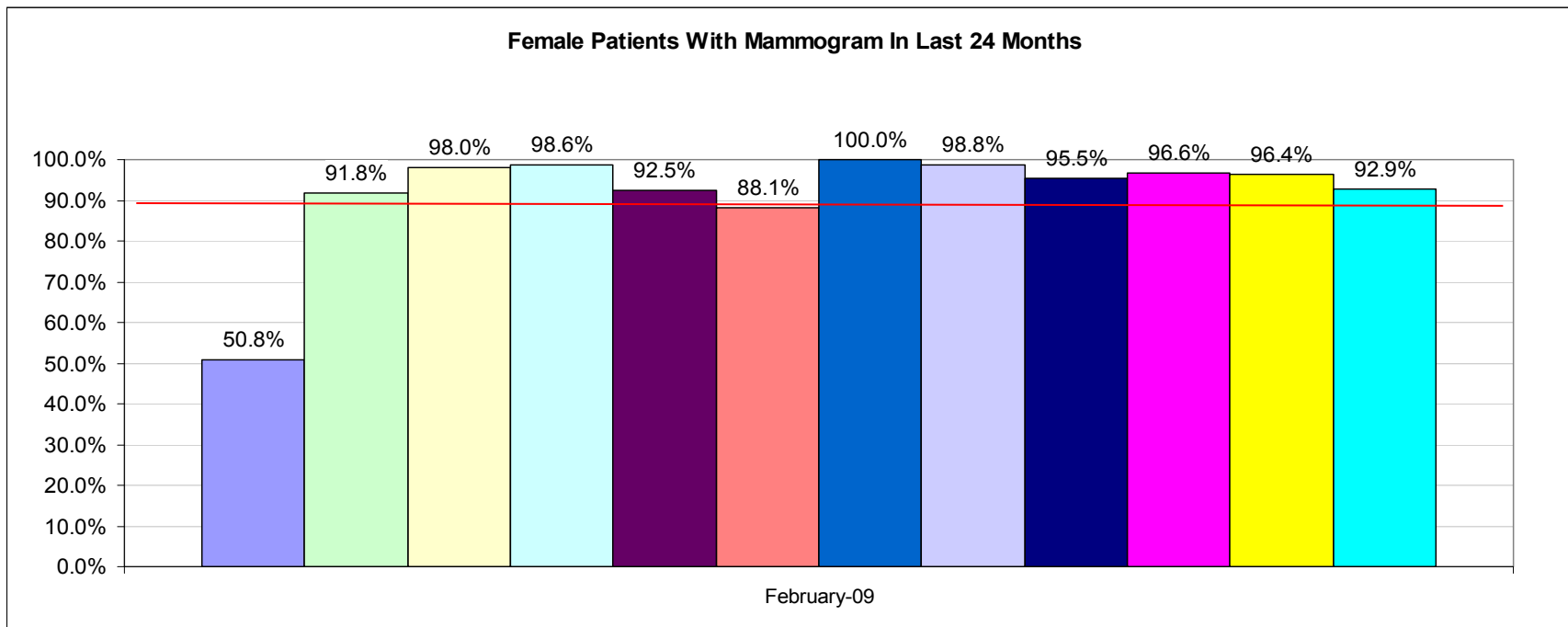


PATIENT WAIT TIME: *INTERNAL MEDICINE*

GOAL IS TO BE UNDER 60 MINUTES



BREAST CANCER SCREENING



WHAT REALLY WORKED

- ◉ After individual performance data was available, we refined our process by adopting new techniques and forms.
- ◉ We shared all individual data transparent with provider's name to create competition.
- ◉ Practice patterns changed over time.
- ◉ We developed compensation based incentives for achieving goals we set for ourselves.

WHAT MADE THE DIFFERENCE?

- Healthcare maintenance data is updated at the time the patient begins their appointment.
- Improved computer templates enable this data collection to be simple and/or easy.
- Making it simple and/or easy for providers to correctly order health maintenance items boosted compliance.
- Teaching all support staff at Bedford Medical Group why it is important.

QUESTIONS?

