Clinical Measures Tool as a Systems Change Agent

Presented by:

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Quality Manager

How it all began…

- A multi-disciplinary Work Group was tasked with creating a tool for Providers to use daily that focused on the nine clinical measures chosen by clinical Leadership.
- The Work Group reviewed and updated policy to align with evidenced-based guidelines. Updated policies were approved by the Board in June.

Implementation

- One clinic was chosen to test/pilot the tool.
- In July, the Clinic Managers received the Toolkit which included :
  - Work flows and NCHC policies regarding the measures
  - How-to guide for running the report and incorporating into work flows
  - The Community Guide "What Works"
  - Baseline data for their clinic.

The Clinical Measures Tool

Patients Not Meeting Clinical Measures

I = Incomplete

Dates from '04/21/2015' to '04/21/2015'
Facilities: 'Flagstaff Central'
Providers: 'Smith MD, Charles H'

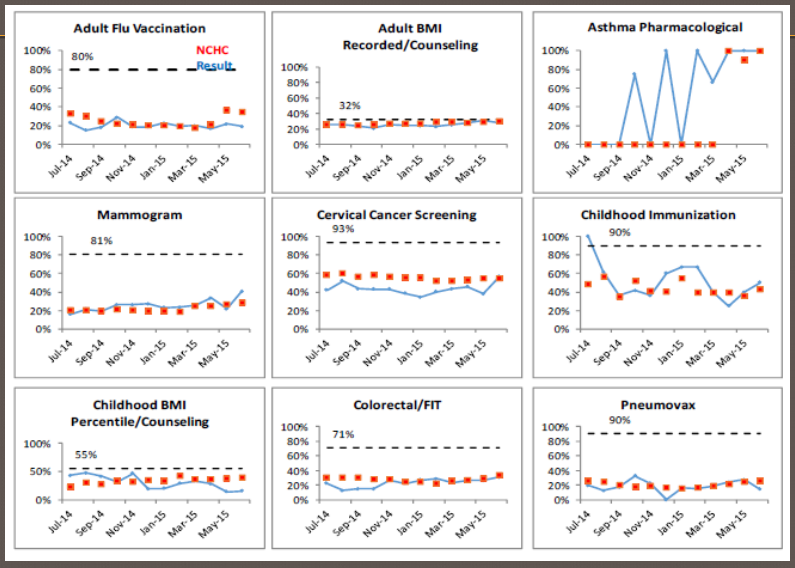
Patient ID	Patient Name	Birthdate	Age	Sex	Appointment Start	Adult flu	Nutrition	ColorectalFIT	Pneumovax	Asthma Pharm Persistent Diagnosis	Mammogra	Cervical	Child Immun	Child Weight
Flagstaff Central														
Smith MD, Charles H														
185683		3	31	M	4/21/2015 7:00:00AM		I							
115214			36	M	4/21/2015 9:00:00AM									
220815			42	F	4/21/2015 9:30:00AM							I		
227071			43	F	4/21/2015 10:00:00AM							I		
79487			77	M	4/21/2015 10:30:00AM		I		I					
218666			0	F	4/21/2015 11:20:00AM								I	
96344			39	M	4/21/2015 11:40:00AM									
87409			18	M	4/21/2015 12:00:00PM									
219911			0	M	4/21/2015 12:30:00PM								I	
228882			0	M	4/21/2015 12:50:00PM								I	

Patient Name and DOB blocked to protect patient privacy.

Follow-up

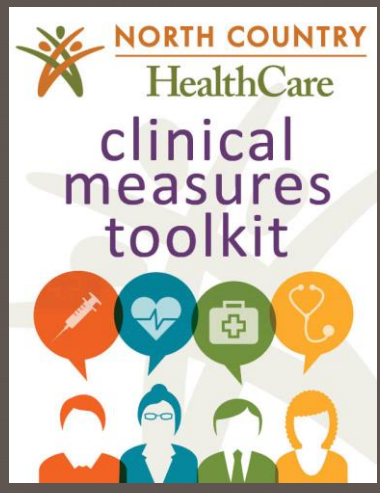
- Following the initial rollout, the EHR Team provided optimization training to provider teams.
- Provider scorecards were to be distributed monthly.
- Feedback was requested from the Clinics one month after the rollout and again six months later.

Scorecard

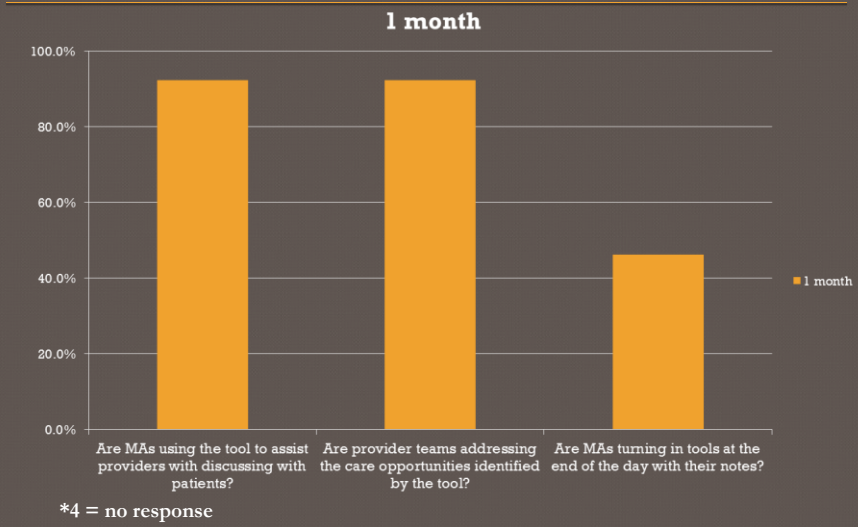


How's it going?

At 1 & 6 months, 3 questions were asked of all Clinic Managers…

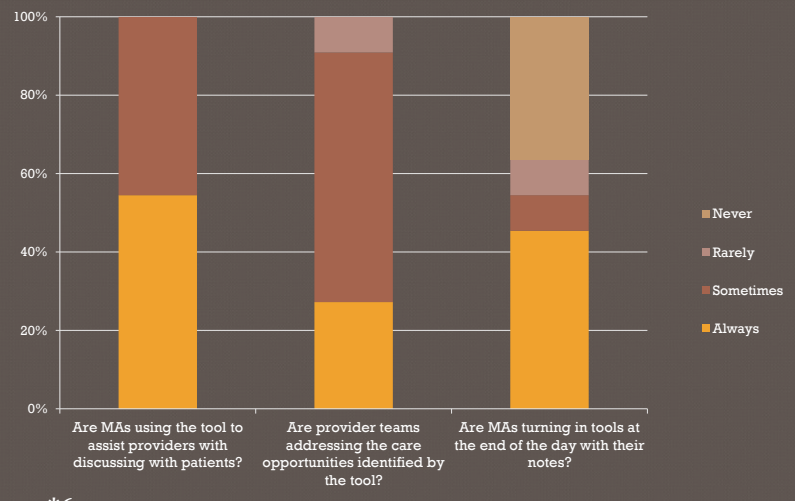


1 Month



*4 = no response

6 Months



*6 = no response

Still have some work to do…

- Improve tool utilization
- Ensure tool is accurately representing the work of the provider teams (data accuracy)
- Ongoing training to account for turnover within the clinics

Next Steps

Incorporating preventive wellness discussions at all points of patient contact

- Providers/MAs, Health Coaches, FHAs, WWHP
- DCMO working on standardizing "Huddles" and Standing Order review
- Pilot Project - WWHP Patient Navigator and Health Coach collaboration pilot

- Appointment availability
- Standardizing annual recall for well visits
- Putting technology to work on our side (quality data, texting reminders)

Thank you!

QUESTIONS?