



KRHIO

Kentucky Rural Healthcare
Information Organization

Assisting healthcare providers and patients with the use of technology and connectivity to improve the health of our communities

About Us

- Established as 501c3 in 2008
- Originally established as HIE
- Now serving rural KY with all HIT
- IT Services (EHR Support, Help Desk, HIPAA Security)
- Patient Centered Medical Home (PCMH)
- Telehealth
- Quality Improvement
- Billing and Coding

Rural Health Network Development Quality Improvement Grant

- Optimize EHR systems for more accurate capturing of quality data
- Provide quality improvement training
- Direct technical assistance
- Evaluation of practice workflows
- Education for staff



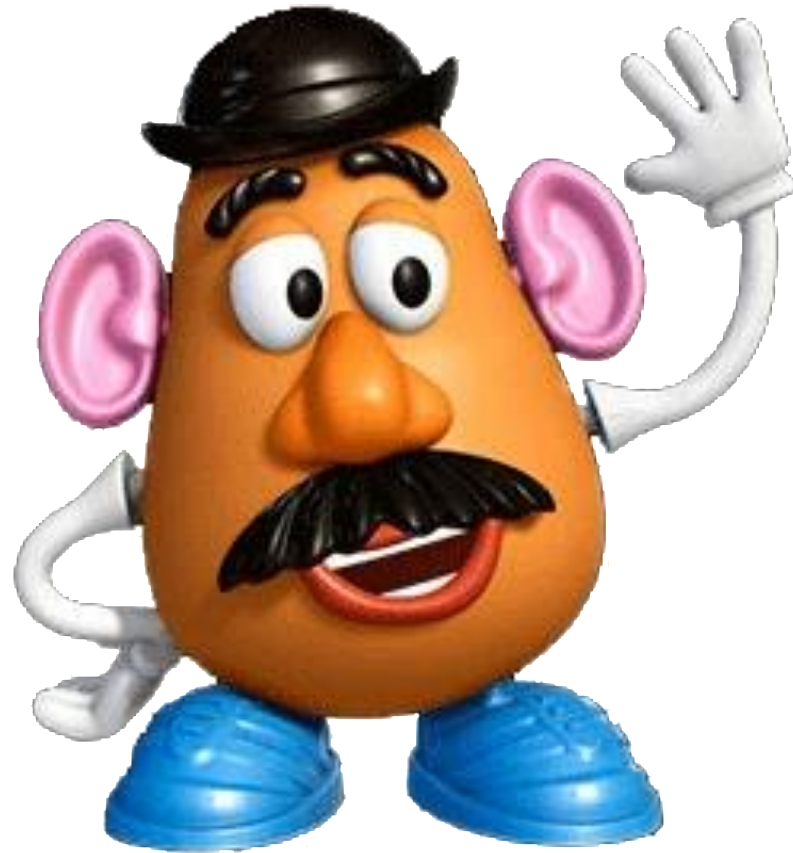
The Biggest Bang For Your Buck:

Practical Tips for Monitoring and Measuring Quality



Objectives:

- Why quality improvement is important
- How quality will combine with other programs
- Quality Tips
- How to improve your quality process to become best practice for your clinic



Why do we need to pay attention to quality improvement?

Payment Reform is transforming the healthcare system to put patient health and reward value first, rather than volume. Quality/Quantity...

- Improve patient care experience
- Increase patient access
- Reduce healthcare cost
- Improve healthcare quality

Value Based Programs

- Risk Adjustment
- HEDIS
- Patient-Centered Medical Home

Risk Adjustment

- CMS uses process to reimburse health plans more accurately based on overall health and health cost of member
- Quality of Care
- Cost effective health care

Risk Adjustment Tips

- Code coexisting diagnoses at least once a year
- Code all secondary diagnoses to the highest level of specificity
- Make sure documentation is correct and complete
- Medical records support the ICD-10 coding
- Submit claims in a timely manner
- Provide medical records when request for review is sent

HEDIS

- Healthcare Effectiveness Data and Information Set
- Performance measures used by more than 90% of America's health plans
- Health plans are able to compare their performance to other health plans in Quality of care, Access to care and Member satisfaction

Why HEDIS is Important

- Reduces health care cost
- Monitor patient health
- Prevent complications and problems in care
- Identify noncompliant patients

Patient-Centered Medical Home

- The patient-centered medical home is a model of care that puts patients at the forefront of care. PCMHs build better relationships between patients and their clinical care teams.
- Research shows that PCMHs *improve quality* and the *patient experience*, and increase staff satisfaction—while *reducing health care costs*. Practices that earn recognition have made a *commitment to continuous quality improvement* and a patient-centered approach to care.

PCMH Recognition

Practice Perks:

- Alignment with healthcare changes
- Integration of services
- Supportive of revenue growth
- Quality improvement to your practice
- Engaged workforce
- Marketability for your practice

Clinician Perks:

- Earn higher reimbursement
- Succeed in MACRA
- Earn Maintenance of Certification (MOC) credits
- Focus on patient care



Patient Perks:

- Improved health
- Strengthened communication
- Increased chronic care management
- Increased patient satisfaction

PCMH Recognition Benefits

For the Practice:

- Supportive of revenue growth
- Quality improvement to your practice
- Engaged workforce
- Marketability for your practice

For the Clinician:

- Earn higher reimbursement
- Focus on patient care

Quality Measures and PCMH Recognition Alignment

- Most CMS eCQM measures align with the PCMH Concepts listed below:

Performance Measurement and Quality Improvement (QI)

The practice establishes a culture of data-driven performance improvement on clinical quality, efficiency and patient experience, and engages staff and patients/families/caregivers in quality improvement activities.

Knowing and Managing Your Patients (KM)

The practice captures and analyzes information about the patients and community it serves and uses the information to deliver evidence-based care that supports population needs and provision of culturally and linguistically appropriate services.

Care Coordination and Care Transitions (CC)

The practice systematically tracks tests, referrals and care transitions to achieve high quality care coordination, lower costs, improve patient safety and ensure effective communication with specialists and other providers in the medical neighborhood.

Quality Measures and PCMH Recognition Alignment

EXAMPLES

Acute Care

- Appropriate Treatment for Children with Upper Respiratory Infection.
 - NQF# 69
 - CMS eCQM# 154

PCMH Alignment:

- ❖ QI 01C
- ❖ QI 02B

BH/Chronic Care

- Depression Utilization of the PHQ-9 Tool
 - NQF# 712
 - CMS eCQM# 160

PCMH Alignment:

- ❖ QI 01D
- ❖ KM 03

Chronic Disease Care

- Diabetes: Hemoglobin A1c Poor Control (>9%)
 - NQF# 59
 - CMS eCQM# 122

PCMH Alignment:

- ❖ QI 01C

Administrative

- Closing the Referral Loop: Receipt of Specialist Report
 - CMS eCQM# 50

PCMH Alignment:

- ❖ CC 04C
- ❖ QI 02A

https://www.ncqa.org/wp-content/uploads/2018/09/20180701_PCMH_Quality_Measures_Crosswalk.pdf

<https://ecqi.healthit.gov/ep-ec-ecqms>

Quality Improvement Tips



- Designate a Quality Improvement Champion
- Educate ALL providers and staff on quality performance measures and HEDIS reports
- Learn your EHR



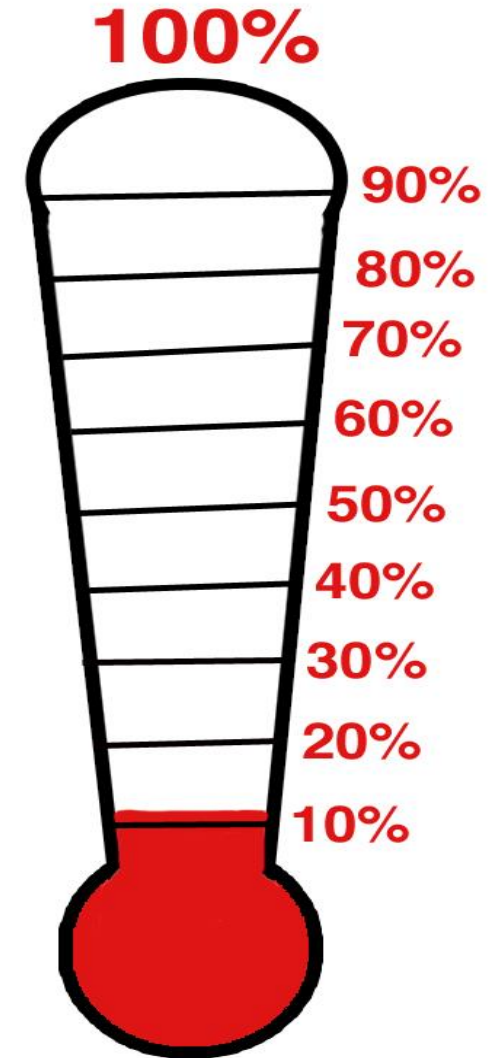
- Look at workflow
- Scrub schedule for the next day appointments
- Morning huddles



- Provider documentation on quality measures
- Audit claims
- Clinical and billing departments need to work as a team



- Schedule wellness visits
- Work with Insurance Quality Representative
- Make goal boards for office





Quality Improvement GOAL Board

Measure:

Special Announcement from your Quality Champion:

Baseline Measurement (%/#):

Goal #1	Goal #2	Goal #3
Action:	Action:	Action:
Date of Re-Measure:	Date of Re-Measure:	Date of Re-Measure:
Goal (%/#):	Goal (%/#):	Goal (%/#):



This Quality Improvement Measure Tool is provided to you by Kentucky Rural Healthcare Information Organization.

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PDSA: Plan-Do-Study-Act

A four stage problem solving model used for quality improvement.



Stage 1-Plan

- What are we doing now to capture quality measures?
- What is the process for each role in the clinic?
- What is done well?
- What can be improved on?
- Develop a plan of action



If we do _____, then _____ will happen?

Stage 2: Do

- Implement new process
- Communicate
- Collect Data



Stage 3: Study

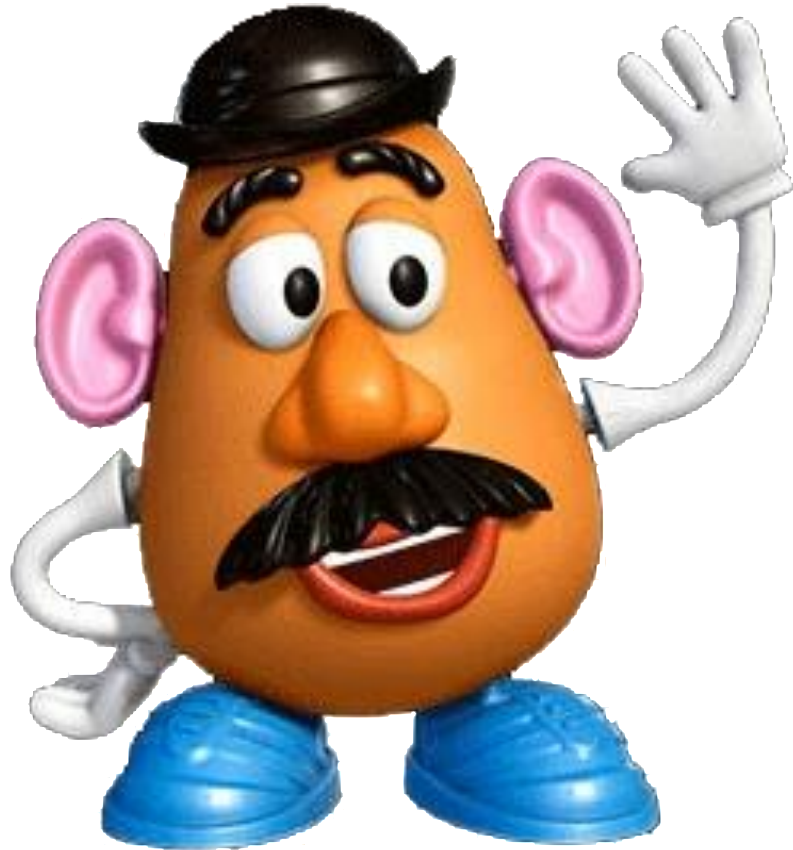
- Did the new process result in improvement^{n+?}
- Were there any unintended side effects?



Stage 4: Act



- Was the process successful or not?
- Successful plan: Standardize the improvement
- Unsuccessful plan: Return to Stage 1 and develop a new process
- What can be done different to improve the process?



Activity





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