QUALITY

BEST PRACTICES FOR ACHIEVING BEST OUTCOMES

DISCLAIMER

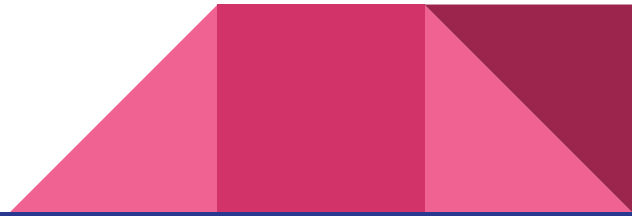
Learning process daily for me

Communication

Teamwork

Owning up -

- Failures as well as your Wins
- Empower your staff, your teammates



PLAN

CALENDAR

Lay out the year

You have to see where you want to go, if you want get there.

USE YOUR TOOLS

PCMH guidelines

Registry reports

Websites, Priority Health, BCBS, Community Registry

CALENDAR

January

Finish the work in the websites for BCBS and Priority Health

February

Clean up patient lists - reports

Patients not seen in the last 2 years - give to the team for review - then outreach

MARCH

Work patient lists from BCBS and Priority Health - outreach

CALENDAR

APRIL - BIG MONTH

Registry Reports

Performance Reports

DM, ASTHMA, HYPERTENSION, HYPERLIPIDEMIA

OUTREACH -

QUARTERLY MEETING WITH PROVIDERS/CLINICAL STAFF - CHART PREP

STAFF MEETING TO UPDATE AND REVIEW PCMH

PGIP - BCBS - PCMH

Add at least 1 capability this month

3 quality measures for payment:

Colon cancer screen - refer now for 2017

DM - Nephropathy screen - MAU - first visit of the year

DM - Eye Exam - make the referral - schedule the patient

OUTREACH -

EVALUATE - PLAN - DO- CHECK - ADJUST

Calendar

MAY - enter A1c’s, Depression screen #’s, Cervical cancer screen,

Colon cancer screen, Cologuard

**70 Spreadsheet from P Health?

**Community Registry - call for training if needed

JUNE - Continue clean up your patient lists - entering 3 quality measures

OUTREACH -

Calendar

JULY - Start entering blood pressures -

Call Ed Worthington for EBO report - save yourself!!

**70 SPREADSHEET from Priority Health

QUARTERLY UPDATE WITH PROVIDER/CLINICAL STAFF

COMMUNICATION

PLAN FOR THE REST OF THE YEAR

PLAN - DO - CHECK - ADJUST

Calendar cont’d

AUGUST - Working the spreadsheets, patient lists

Physical exams, DM, ASTHMA

Registry reports - work them - OUTREACH

SEPTEMBER - Working the patient lists , who is due, who needs to be scheduled

OCTOBER - Working the patient lists , who is due, who needs to be scheduled

NOVEMBER - LAST UPDATE WITH PROVIDER/CLINICAL STAFF

DECEMBER

PGIP - final update on your 3 quality measures

Add a capability

OUTREACH

OUTREACH

OUTREACH

Final push to get every quality measure filled

EVALUATE

ARE YOU WHERE YOU WANT TO BE?

WHAT WOULD YOU DO DIFFERENT FOR NEXT YEAR?

TEAM?

PLAN FOR NEXT YEAR WITH YOUR CALENDAR

INPUT FROM YOUR TEAMMATES - PROVIDERS/CLINIC STAFF

PLAN YOUR WORK AND WORK YOUR PLAN