



# Practical Tips to Drive Quality Improvement

*How a small change can make a big impact*

# Agenda

- a. VHQC and PTN Overview
- b. Tips to Drive Quality Improvement
  - Alignment of programs
  - Small tests of change
  - Team based care
  - EHR optimization

# About VHQC

**VHQC** is a non-profit healthcare quality consulting company which has been leading the way in the healthcare since 1984.

Virginia & Maryland's **Quality Innovation Network-Quality Improvement Organization (QIN-QIO)** for CMS

Virginia's **Regional Extension Center (REC)** for ONC

Southeast **Practice Transformation Network (PTN)** for CMS

# What is Physician Services?

**Physician Services** provides outreach, education, and comprehensive **practice transformation, EHR optimization** and **quality reporting** services to providers and healthcare organizations.

Successfully assisted more than **3,100** providers select, adopt, implement or upgrade an EHR and **2,500** providers earn Meaningful Use incentives

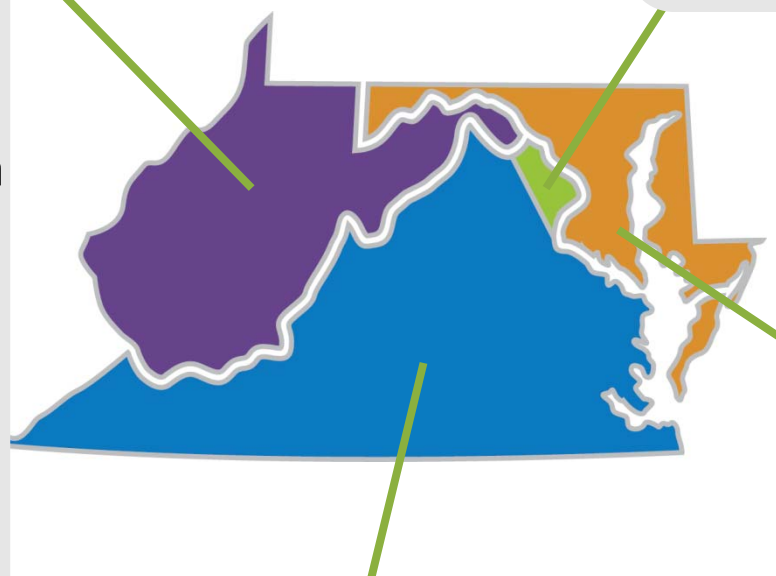
Successfully assisted more than **500** providers improve quality reporting measures

Familiar with more than **30** different EHR software systems

# VHQC PTN Key Facts

## Key Partners & Stakeholders

- Medical Societies
- State Medicaid Agencies
- Health Information Exchanges
- State Health Departments
- Rural Health Associations
- Patient and Family Advisors



- \$5.8M received
- \$100 per patient in cost savings

- VA, MD, DC, WV
- 1,350 clinicians
- 20% rural, 25% MUA, 35% small
- 2,382,500 lives impacted

10 on-site, on-demand  
Quality Improvement Advisors

# Personalized Approach to Transformation

- a. Each practice is assigned their own personal Quality Improvement Advisor with direct access at all times, including monthly check-ins
- b. Extensive background in quality improvement, workflow analysis, clinical quality data reporting and EHR optimization
- c. Case study approach with team to discuss best practices and problem-solve
- d. Combination of peer-led learning events, virtual trainings and on-site assistance
- e. Focus on improved quality, patient engagement strategies, cost savings and generating additional revenue

# Clinical Quality Focus Areas

## Improving Health Outcomes

- Preventative Care and Screening: Body Mass Index (BMI) Screening and Follow-Up Plan
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents
- Preventive Care and Screening: Tobacco Use – Screening and Cessation Intervention
- Preventive Care and Screening: Screening for High Blood Pressure and Follow-Up Documented
- Colorectal Cancer Screening
- Breast Cancer Screening
- Chlamydia Screening for Women
- Influenza Immunization

## Generating Savings

- Controlling High Blood Pressure
- Diabetes: Hemoglobin A1c Poor Control
- Use of Appropriate Medications for Asthma
- Appropriate Testing for Children with Pharyngitis
- Appropriate Treatment for Children with Upper Respiratory Infection
- Use of Imaging Studies for Low Back Pain
- All Conditions Readmission Rate

## Sustainable Business Operations

- Increase Annual Wellness Visits
- Increase Chronic Care Management
- Increase Transitional Care Management
- Increase in HPV Vaccination Rates



# Why join the VHQC Practice Transformation Network?



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# What We Offer

- a. Guidance to help practices implement quality improvement strategies
- b. Focus on revenue enhancement – i.e., Annual Wellness Visits, Chronic Care Management, Transitions of Care Management and HPV Vaccine
- c. Focus on evidence-based guidelines
- d. Team-based care approach
- e. Tracking and managing referrals, labs, consults and hospital visits
- f. Demonstrating alignment of payer programs

# Clinician Benefits

- a. Better organized workflows
- b. Streamlined staff roles with clear responsibilities and accountabilities for sustained performance
- c. A practice that runs on time
- d. More joy from your work
- e. Engaged employees with greater team spirit
- f. Increased personal time

# Key Indicators of Success

- a. Partner with 1,350 clinicians to transform to value-based care
- b. Work with 20% rural and 25% of medically underserved settings
- c. Provide support to 35% small clinician practices
- d. Improve health outcomes for 10 million patients
- e. Reduce unnecessary hospitalizations
- f. Generate payer cost savings of at least \$100 per patient
- g. Reduce unnecessary testing and procedures to improve efficiency
- h. Build evidence base to scale effective solutions

# Stories from the Field

“Excited to have help translating expectations from CMS and give us support to be successful in this new payment environment”

*-Office Manager, 2 clinicians, rural site*

“Prepare us for value-based payment and standardize the quality measures we use.”

*-Chief Executive Officer, 50 clinician, multi-site practice*

# Stories from the Field

“VPTN dovetails with the work we’re doing with commercial payers, PCMH and MU, but takes a more comprehensive structured view.

This will help us navigate from volume to value based care and reimbursement.”

*-VP Strategic Innovation & Partnership, 60 location, multi-state, primary & urgent care clinics*

# Quality Program Alignment





# Stories from the Field

“Free texting impacts our measures and we need help identifying problem areas and documenting in structured fields.”

*-Lead Clinician, 5 clinician, pediatric group*



# Small Tests of Change



# Stories from the Field

“As a small practice that is still independent, the resources we have available are sometimes difficult to apply due to limited staffing, having the time to manage patients and the enormous amount of information each plan wants us to review and apply.”

*-Practice Administrator, 2 clinicians*

# Stories from the Field

“We want to shift documentation burdens to care team members other than the physician.”

*-Clinician Owner, 16 clinician pediatric group*

# Team Based Care



# Stories from the Field

“We’re the only primary care provider in our area and patients come-in as walk-ins all day versus making an appointment. We’re hoping to redesign our roles and implement better team care in order to treat patients in more than just an acute and reactionary environment.”

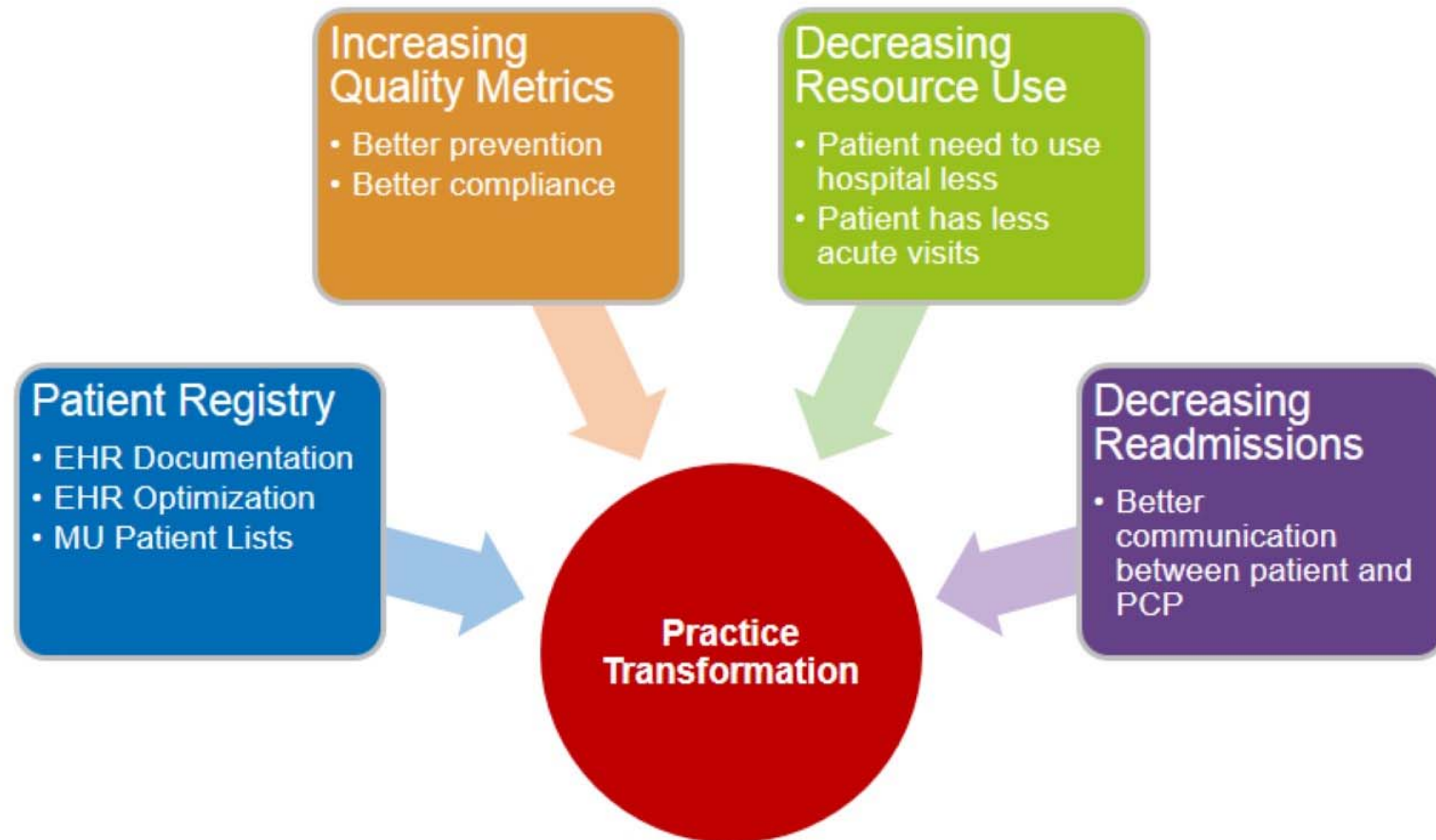
*-Office Manager, 7 clinician, rural site*

# EHR Optimization





# PT Ties it all Together





# Practical Tips

- a. List out quality programs and identify similarities
- b. Graph data measures to show progress
- c. PDSA with small tests of change
- d. Observe and document workflows
- e. Focus on evidence-based guidelines
- f. Team-based care approach

# Practical Tips

- a. Share the documentation burden
- b. Document in structured data fields
- c. Customize templates for less clicks
- d. Track and manage referrals, labs, consults and hospital visits
- e. Use a registry for chronic conditions and preventive services

# Benefits of Using Data

- a. Improved quality indicators
- b. Better organized workflows
- c. Optimize health outcomes for patients
- d. Learn to effectively engage patients and families in care planning

# Participant Benefits

- a. Streamlined staff roles with clear responsibilities and accountabilities for sustained performance
- b. A practice that runs on time
- c. More joy from your work
- d. Engaged employees with greater team spirit
- e. Be a part of the national leadership in practice transformation—and the future of medicine

# Contact VHQC



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