Patient Experience – Rate MD - Bottom 25th Percentile

Reviewed the number of Clinicians by Department who have been below the 25th percentile since FY19.
- Total of 28 (n >30 surveys FY19 → Q1/Q2 FY21)
Those who have improved who were below the 25th percentile starting in FY19
- Total of 30 (n>30 surveys FY19 → Q1Q2 FY21)

Current tools provided to Clinicians / EDBAs quarterly
- Patient Experience Scorecard with comparison to previous quarterly
- Epic Signal Data
- Communication Tools from Press Ganey
- Press Ganey suggests – Peer to Peer reviews

In building best practices playbook
- Suggestion to meet with some of those 30 people who improved to see what they utilized to improved their score

Impact of low performer scores on quality measures
- Reduces percentile from 78th percentile to 60th percentile

Need to be careful with how we interpret the data with the Clinicians.

Next steps
- Meet with those Clinicians who improved from being below the 25th percentile
- Neuro – Best Practice – Peer-to-Peer conversation about the data
- Bring in a speaker from Press Ganey to speak to CPSC

MIPS
- Reviewed items upon which Score is based
  - Quality Measures / Improvement Activities / Promoting Interoperability / Cost
- Reviewed $$ paid based scores
  - 2019 score – 85.8/100 = .82% fee inflator (eligible UCP clinicians with the exception of those receiving APM $). 5% fee inflator (CPC+ assuming they met all the CPC+ requirements (11 PCN sites)
    - Increase in MCR fee schedule
- Reviewed current YTD2020 points – 84
  - Opportunity for improvement - Promoting interoperability
    - Referrals – need to look at Epic build changes to streamline process
    - CareEverywhere utilization for reconciling meds, allergies and problem lists
    - Epic update in May will allow for a checkbox to meet the reconciliation
Quality Measures – Current Scores
- HbA1C – 8.4 / 10
- Childhood Immunization Status – 8.0 / 10
- Pneumococcal Status 7.4 / 10
- Screening for Depression & Follow Up – 6.5 / 10
  - Recommend being built as a hard stop in Epic
- Influenza Immunization – 6.1 / 10
  - Need to follow up with employee health to see if they send to ODH as we receive – Kelly Crandal
- Chlamydia Screening – 6.1 / 10

Reporting
- Additional reporting built to allow for department and clinician level reporting. Epic does not allow for this type of reporting.

Process Improvement Initiatives in Process
- HgA1C – A1C received from CareEverywhere to account for quality measure
- Depression Screening – BPA not firing for some departments, new reports to identify those not completing
- Influenza – patient declined has been updated
- Pneumococcal – education on where to document
- Chlamydia screening – pop up with data parameters
- Childhood immunizations – selection of broader measure for next year

Reviewed new data report for Depression Screening BPA
- By department / by staff

Cost component based on documentation / billing / coding

Next month
- Cure’s Act
- InBasket

Meeting adjourned – 6:00pm