



FUNCTIONS

EHR Optimization	Project Facilitation	Practice Support	Data Analytics	Training
Clinical Quality Metrics	NCQA Patient Centered Medical	New Network Practice Onboarding	Key Performance Indicators:	Dental Varnishing
Point of Care Decision Support Tools	Workflow Development	Linkage to CCWNC Resources: Chronic Pain, Palliative Care, Care Management	<ul style="list-style-type: none"> • Potentially Preventable Readmissions • Hospital Admissions • ED Utilization • Cost 	Adolescent Screening
Shortlist and Template Development	Gap Analysis & Needs Assessment	Medicaid Updates	Care Management Process Improvement	TeamSTEPPS
Patient Registries	Process Improvement: ADHD, Asthma, Obesity,...	Practice Manager Regional		MOC IV
				SBIRT

STRUCTURE AND FUNCTIONS OF A QI PROJECT

As a Quality team with over 20 years of combined QI experience we can work with your practice to:

Determine a Population and Outcomes Focus:

- Perform a Practice Needs Assessment
- Utilize qualitative & quantitative information to analyze current situation & actual performance
- Determine a desired future state for performance
- Support your practice in defining the area(s) of greatest need (e.g. disease-specific, preventive care)

Perform a Workflow and Gap Analysis

- Complete process mapping and workflow analysis
- Pinpoint gaps in care & barriers to success

- Identify realistic and timely objectives for your practice
- Establish practice specific process & outcome goals

Establish Process Metrics & Clinical Outcomes

- Define metrics that focus on objectives & goals identified during the Gap Analysis
- Ensure that disease-specific & preventive care measures are considered
- Utilize nationally accepted, evidence-based quality metrics:
 - NCQA Patient Centered Medical Home (PCMH) metrics
 - Meaningful Use (MU) metrics
 - Medicare Accountable Care Organization (ACO) metrics
 - National Quality Forum (NQF) metrics

Optimize your EHR

- Develop patient registries focusing on chronic condition(s) metrics, preventive health, &/or routine health maintenance
- Design shortlists & templates for chronic conditions(s) to guide caregivers through the chronic care workflow (Chief Complaint - History - Physical Exam - Review of Systems - Assessment & Plan)
- Operationalize Standing Orders into the EHR to guide care teams through treatment protocols
- Build EHR reports to produce the data needed to populate quality dashboards

Create a Quality Dashboard

- Base the dashboard on established performance metrics
- Include regional, state & national benchmarks,(e.g. HEDIS, NCQA Recognition Programs, CCNC)
- Compare actual performance to benchmarks and goals
- Present metrics on multiple levels, e.g., by practice, provider, disease or demographic
- Trend performance over time
- Develop an Excel dashboard template for ease of data entry and auto-populated graphs

Develop a plan for sustainability

- Establish a practice quality improvement team
- Develop a plan for ongoing data reporting by the practice
- Develop a plan for ongoing monitoring of the quality dashboard