

# QUALITY IMPROVEMENT

*A bi-monthly e-newsletter provided to share announcements, performance updates, and educational reminders for our value-based programs.*



**ETSU**Health

For questions, suggestions, or educational requests related to quality improvement, please contact:

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If you have a team member you would like to nominate for next issue's Quality Hero Recognition, please let us know!

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DR. SARAH HEWITT, KINGSPORT  
FAMILY MEDICINE MEDICAL  
DIRECTOR AND STAFF



# THE SCOOP ON PATIENT EXPERIENCE SURVEYS

Patient experience is becoming more and more important in how the Centers for Medicare & Medicaid Services (CMS) measure healthcare quality. For many of our Medicare Advantage (MA) value-based programs, patient experience is the **single most important factor** in calculating our overall performance score.

## How it Works

When an MA patient is seen for a face-to-face visit, their insurance will call to administer a survey. Patients are selected for survey participation once every 3-6 months. The survey will evaluate the patient's perception of the following aspects of care:

### Getting Needed Care

1. How easy was it to get an appointment with your health provider as soon as you needed?
2. How long after your scheduled appointment time did you wait to see your health provider?
3. Did you have any difficulty getting a referral to see a specialist from your health provider?

### Care Coordination

1. Did your health provider seem informed and up-to-date about the care you received from a specialist?
2. Did your health provider review all your prescription medications with you?
3. Did you receive follow-up from your health provider's office after any blood test, x-rays, or other test that you may have completed?

### Doctor-Patient Conversations

1. Did your health provider talk to you about how to prevent falls or treat problems with balance or walking?
2. Did your health provider talk to you about ways to better control leaking of urine?
3. Did your health provider advise you to start, increase, or maintain your exercise level?

# ACO REMOTE PATIENT MONITORING PROGRAM

We would like to remind our care teams of the Remote Patient Monitoring (RPM) program available through our Accountable Care Organization (ACO), AnewCare. The RPM program provides biometric devices to high-risk Medicare patients to closely monitor disease management and reduce avoidable utilization.

## How do I know if a patient is eligible?

If the insurance listed in the patient banner shows '**Medicare Palmetto GBA**,' the patient is included in our ACO and is eligible for the RPM program.

- The program is intended for patients with one or more of the following conditions: Diabetes, Hypertension, CHF, COPD.



Insurance MEDICARE PALMETTO GBA 10312

## How can I refer an eligible patient?

Please contact your clinic's Care Manager or the Population Health Department to help you complete the ACO's required referral form.

## Key Points:

- The ACO team will complete a home visit to educate and set up the RPM equipment. Patients do not need home WIFI to participate.
- Patients will typically remain in the program for 60-90 days.
- The ACO team will monitor the data and counsel on moderate flags. As necessary, they will reach out to the PCP clinic's Care Manager for all high-risk flags. The PCP can adjust the biometric parameters to appropriately tailor the program to each patient.



RPM equipment can include a BP cuff, scale, pulse ox, and tablet.

# UNDERSTANDING WELL-CHILD VISIT AGE RANGES

Well-child visits (WCVs) are opportunities to promote healthy growth and provide scheduled vaccinations. Our WCV rates impact our TennCare, Upper Payment Limit, and BCBS Commercial value-based programs.

Our performance is dependent on providing the required number of visits for each of the specified age groups. Please review to ensure the care you provide to your pediatric patients is contributing to our organization's success in these measures!



## WELL-CHILD VISITS IN THE FIRST 30 MONTHS OF LIFE

### Well-Child Visits in the First 15 Months

(THRESHOLD:  $\geq 61\%$ )

- Patients need 6 WCVs on or before their 15-month birthday.

### Well-Child Visits for Ages 15-30 Months

(THRESHOLD:  $\geq 71\%$ )

- Patients need 2 WCVs after their 15-month birthday but on or before their 30-month birthday.

## CHILD AND ADOLESCENT WELL-CARE VISITS

### Ages 3-11 years

- Patients need 1 WCV within each calendar year.

(THRESHOLD:  $\geq 65\%$ )

### Ages 12-17 years

- Patients need 1 WCV within each calendar year.

(THRESHOLD:  $\geq 57\%$ )

### Ages 18-21 years

- Patients need 1 WCV within each calendar year.

(THRESHOLD:  $\geq 39\%$ )

# 2023 PCMH QUALITY IMPROVEMENT MEASURES

Our Patient-Centered Medical Home (PCMH) recognition signifies our commitment to continuous quality improvement (QI) and a patient-centered approach to care. To maintain recognition, we must report annual quality performance representative of this commitment.

To provide a focused set of 2023 objectives, below is the planned selection of QI measures for each department.



## Family Medicine

- Fall Risk Screening
- Tobacco Screening and Cessation Counseling
- Eye Exams for Patients with Diabetes
- Pneumococcal Vaccination Status
- Depression Screening and Follow-Up

## Internal Medicine

- Fall Risk Screening
- Colorectal Cancer Screening
- Diabetes HbA1C Poor Control (>9%)
- Pneumococcal Vaccination Status
- Depression Screening and Follow-Up

## Pediatrics

- Well-Care Visits
- Well-Care Visits for Patients with Asthma
- Emergency Department (ED) Visits for Patients with Asthma
- HPV Vaccination Status
- Edinburgh Screening

If you have questions regarding these measures, please contact the Population Health Team for more detailed information or to schedule an educational session!



## QUALITY HERO RECOGNITION



### Improving Elevated Blood Pressure Retakes

Dr. Sarah Hewitt, Medical Director for Kingsport Family Medicine, has spearheaded Kingsport Family Medicine's initiative to improve the percentage of elevated blood pressure readings retaken at the point of care. Dr. Hewitt goes above and beyond to educate and encourage the faculty physicians, residents, and care team staff within her clinic to help improve quality outcomes.

Within the first quarter of 2023, Kingsport Family Medicine has had several consecutive weeks where 100% of patients seen with an elevated blood pressure reading had at least one retake performed. Dr. Hewitt has been instrumental in driving this improvement.

The Controlling Blood Pressure quality metric is a triple-weighted measure and impacts numerous value-based programs. Thank you, Dr. Hewitt, for your engagement and hard work in helping to improve elevated blood pressure retakes!