

Objective

Transforming care from reactive to preventative.

Background

Henderson Health Care Services

- ❑ 2 Rural Health Clinics, 13-bed CAH
 - Average 900 clinic visits/month;
 - 5 Providers (2 MD's, 3 PA's)

In beginning our Performance Improvement journey, we discovered how little data we were able to collect to see the overall health portrait of our patients. In partnering with a data analytics company, we were able to combine the use of data and the TCPI initiatives to improve the care of our patients, moving from a reactive to preventative model.

Actions Taken

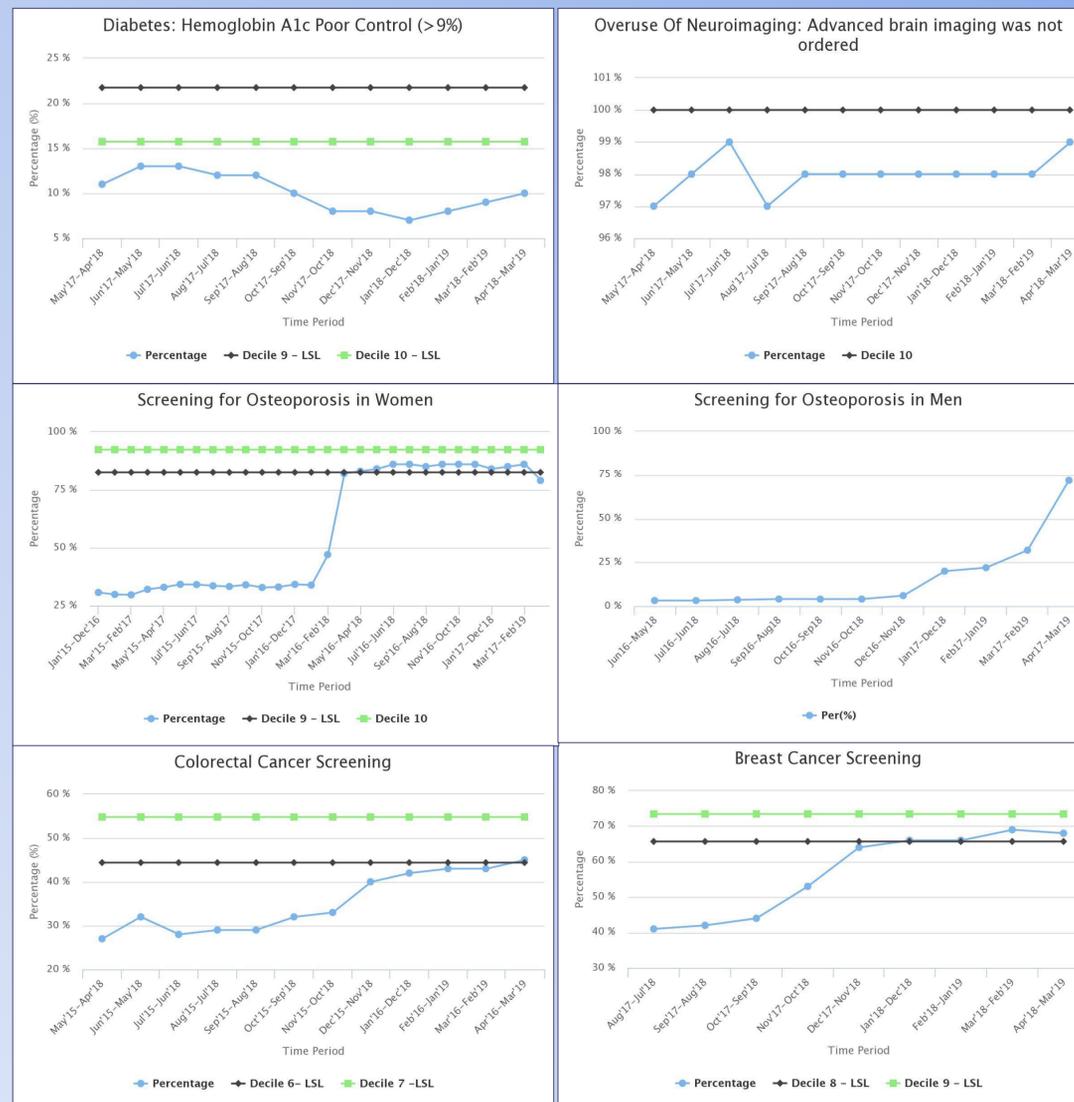
- ❑ **Developed a team and implemented monthly meetings**
 - Clinic Operations Officer, CEO, Quality Coordinator, PSO, Provider, Ancillary Staff
- ❑ **Started Small (2 initial measures)**
 - **Poorly controlled Diabetics**
 - Gap reports reviewed monthly with Providers
 - DSME education
 - Celebration cards for lowering A1c
 - Continuous Blood Glucose Monitoring
 - **Overuse of neuroimaging**
 - Choosing Wisely Campaign
 - Provider and HIM/Coding Staff Education
- ❑ **Bold Aims (added Preventative Health measures)**
 - **Osteoporosis screening**
 - Patient education/appointment setup completed by Radiology staff making phone calls to patients on our Gap Reports
 - **Colorectal Cancer Screening**
 - Patient education
 - Screening half sheets in clinic (includes colorectal, breast, immunizations, osteoporosis)
 - "Rear in Gear" Campaign
 - Customized educational TV programs in exam rooms
 - **Breast Cancer Screening**
 - Phone calls to patients on Gap Reports
 - Purchased 3D mammography
 - Breast cancer awareness month promotions

Transforming Care

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Metrics



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Analysis

- ❑ Decreased our uncontrolled diabetic population to **less than 10%**
- ❑ Overuse of neuroimaging NOT ordered **to 99%**
- ❑ Increased our Osteoporosis screening in women **by 163%**
- ❑ Osteoporosis screening in men has jumped from **3% to 72%**
- ❑ Colorectal cancer screenings improved **27% to 45%**
- ❑ Increased Breast cancer screenings from **41% to 68%**

Being able to access and analyze data was our primary driver, prompting a change in our care. Utilizing ancillary staff, process changes, and education we were able to transform our model of care.

Next Steps

Our next steps include:

- ❑ Adding new measures and bolder aims
 - Cervical cancer screenings
 - Penicillin allergy testing
- ❑ Currently also working on:
 - Uncontrolled hypertension,
 - Flu vaccination
 - COPD Spirometry evaluations
- ❑ PFAC (Patient and Family Advisory Council)
- ❑ Readmissions team

 Henderson Health Care

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