Improving Your Practice Health with PCC Dashboard

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Users Conference 2016
Agenda

- How the PCC Dashboard changed one practice
- Some PCC Dashboard highlights
- Explore your own PCC Dashboard
Goals

- Recognize specific PCC Dashboard reports that are important to the health of my practice
- Realize the attainable value from using the PCC Dashboard to discover opportunity for growth and improvement
- Discover new and upcoming features of PCC Dashboard
- See how you measure up to other PCC practices
“a tool to inform all PCC clients of their financial and clinical health, based on relative performance in a variety of areas.”

**My Practice Status**

- **Financial Pulse**: 87
- **Clinical Pulse**: 63
PCC Dashboard Basics

- One login for each practice
- Data collected on the first Sunday of every month. Loaded into production a few days after that
- Pediatric-specific benchmarks
Over 20 measures are calculated and scored based on your relative performance.

Prioritized list of results on home page.
Benchmarks

PCC AVG and "Top Performers" (90\textsuperscript{th} percentile)

How You Compare

<table>
<thead>
<tr>
<th>% Up-to-Date</th>
<th>Your Practice</th>
<th>PCC Client Average</th>
<th>Top Performers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>81%</td>
<td>63%</td>
<td>83%</td>
</tr>
</tbody>
</table>

(% of ADD/ADHD patients up-to-date on their followup visit)
Benchmarks

National and regional benchmarks

![Graph showing revenue-per-visit history from 2003 to 2014. The graph includes lines for Your Practice, State AVG, Region AVG, and National AVG, with a table below the graph showing annual averages for each category.]

<table>
<thead>
<tr>
<th>Year</th>
<th>Practice AVG</th>
<th>State AVG</th>
<th>Regional AVG</th>
<th>National AVG</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>$71.47</td>
<td>$94.80</td>
<td>$78.15</td>
<td>$76.01</td>
</tr>
<tr>
<td>2004</td>
<td>$79.32</td>
<td>$102.01</td>
<td>$82.24</td>
<td>$80.39</td>
</tr>
<tr>
<td>2005</td>
<td>$91.69</td>
<td>$109.34</td>
<td>$98.06</td>
<td>$85.23</td>
</tr>
<tr>
<td>2006</td>
<td>$94.55</td>
<td>$113.15</td>
<td>$92.87</td>
<td>$90.66</td>
</tr>
<tr>
<td>2007</td>
<td>$110.39</td>
<td>$124.74</td>
<td>$106.00</td>
<td>$101.59</td>
</tr>
</tbody>
</table>
Suggestions for Improvements

For each measure, explanations and guidance are provided

Recommendations

PCC's recaller tool can help identify patients who are due for a flu vaccination. In addition to excluding patients with certain inactive flags, you can exclude by procedure to leave out patients who have already received a flu vaccination this season. You can also exclude by appointment to leave out patients who are scheduled for an upcoming flu vaccination appointment. PCC's notify tool can automatically call, email, or text patients on this list letting them know about upcoming flu clinics or appointment availability.

Consider setting up a flu clinic to immunize your patient population quickly and efficiently. Refer to PCC's recommendations on setting up a flu clinic to discover best practices for using PCC software appropriately based on your workflow.

If you are considering achieving PCMH Recognition with NCQA, keep in mind that this measure is a relevant preventive care service and you can use Dashboard screen shots to show you are tracking this data regularly. Refer to PCC's PCMH WIKI for details on how to use Partner and PCC EHR tools to achieve PCMH Recognition.
Provider Breakdown

For some measures, there is additional breakdown by provider.

### Detailed Breakdown: Primary Care Provider

<table>
<thead>
<tr>
<th>Primary Care Provider</th>
<th>Active Patients</th>
<th>Overdue Patients</th>
<th>Up-to-Date Patients</th>
<th>% Patients Up-to-Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Providers</td>
<td>477</td>
<td>99</td>
<td>378</td>
<td>79%</td>
</tr>
<tr>
<td>Provider 2</td>
<td>281</td>
<td>70</td>
<td>211</td>
<td>75%</td>
</tr>
<tr>
<td>Provider 6</td>
<td>45</td>
<td>9</td>
<td>36</td>
<td>80%</td>
</tr>
<tr>
<td>Provider 9</td>
<td>51</td>
<td>4</td>
<td>47</td>
<td>92%</td>
</tr>
<tr>
<td>Provider 21</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>75%</td>
</tr>
<tr>
<td>Provider 5</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>67%</td>
</tr>
<tr>
<td>Provider 3</td>
<td>37</td>
<td>8</td>
<td>29</td>
<td>78%</td>
</tr>
<tr>
<td>Provider 18</td>
<td>10</td>
<td>1</td>
<td>9</td>
<td>90%</td>
</tr>
<tr>
<td>Provider 28</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>100%</td>
</tr>
<tr>
<td>Provider 13</td>
<td>44</td>
<td>5</td>
<td>39</td>
<td>89%</td>
</tr>
</tbody>
</table>

Review ADD/ADHD Overdue patient listing for your practice.

### How You Compare

- **Provider 2**: 75%
- **Average PCC Client**: 63%
- **Top 10% of PCC Clients**: 83%

PCC

Pediatric EHR Solutions

Control Your Future™
Provider Breakdown

Provider breakdown available for the following measures:

- Immunization Rates - Influenza (Asthma)
- ADD/ADHD Patient Followup
- Well Visit Rates
- Missed Appointment Rate
- Developmental Screening Rates
- Sick-to-Well Visit Ratio
- E&M Coding Distribution
Interactive Graphing

Productivity Measure
- Total Visits

Provider
- All Providers

Month
- May

Monthly or Year-to-Date?
- Year-to-Date

May Year-to-Date Trends - All Visit Types
All Providers - All Locations

PCC Pediatric EHR Solutions
Control Your Future™
Useful for PCMH

- Identifying populations of patients (2014 PCMH Element 3D)
- Population Health Management (2014 PCMH Element 6A.1-3)
  - Tracking monthly trends
- Provider-specific reporting (2014 PCMH Element 6F)
- Vulnerable population (race, ethnicity, insurance, language) breakdown for some measures (PCMH element 6A.4)
Tiger Pediatrics QI Initiative

- Tiger Pediatrics (TIGER): busy, growing 9.5 FTE provider practice in Columbia, MO
- 1 location
- Started working toward PCMH Recognition in 2015
- Historically mediocre PCC Dashboard performance according to pulse scores
Tiger Pediatrics QI Initiative

- Focus on PCMH recognition kick-started their QI efforts
- Closer Dashboard assessment showed lots of opportunity for improvement on clinical measures
  - Average to below-average well visit rates
  - Very-below-average developmental screening rates
  - Below-average immunization rates
Patient Flagging

- TIGER realized they needed to do a better job flagging patients who were only seen in the hospital or have left the practice
- Review patient and account flags table. If the last question, “Exclude these patients from reports” is set to “Yes”, then patients with these flags are excluded from PCC Dashboard clinical measures
Patient Notification

- TIGER started using PCC's “notify” program for automated recall
Patient Notification

- TIGER focused on recalling all active patients ages 3 and over using automated phone calls
- Notified active patients who are about to become overdue for a well visit, and do not already have one scheduled
- Notified active patients who are overdue for a well visit within the past 18 months, and without an upcoming well visit already scheduled
  - This notification is configured to happen automatically once a month
Infant Developmental Screening

- PCC Dashboard indicated TIGER was rarely doing a developmental screening at 9mo well visit
- Started using CHADIS to allow patients to complete screening questionnaire online
- Sent letters to patients with scheduled 9mo well visit appointments including instructions for completing screening questionnaire before the visit
HPV Dashboard

- Participated in Merck “Health In Focus” rebate program
- Used HPV Dashboard to easily report required HPV vaccination rate information
- Received significant vaccine rebates
- Expect to receive even greater rebates by using PCC Dashboard to show improvement in HPV vaccination rates
Keep the Payors Honest

- TIGER was told by a major payor that they fell in the 25\textsuperscript{th} percentile for various clinical measures
- PCC Dashboard reported much better results for these measures, so they challenged the integrity of the payor's data
- Payor admitted their data included patients who never visited Tiger Pediatrics
- Payor is now updating their quality reporting system
Consistent Care Coordination

- Considering hiring full-time “care coordinators”
- Focus on recall efforts:
  - Well visits
  - Vaccinations
  - Screenings
  - Chronic Disease Management (ADHD, Asthma, Obesity, etc)
- Referral Coordination
Results

- Improvement in PCC Dashboard well visit rates (June 2015 – June 2016)
  - Under 15 month: 86% - 90%
  - 15-36 mo olds: 60% - 67%
  - 3-6 year olds: 64% - 70%
  - 7-11 year olds: 57% - 61%
  - 12-21 year olds: 49% - 51%
- Additional 900 well visits performed so far this year over last year
Results

- Sick-to-well visit ratio improved from 1.33 to 1.21 sick visits-per-well visit (June 2015 – June 2016)
Results

- Value of increased well visits: $198,000 additional revenue year-to-date
- For TIGER, this translates to 4-5 additional well visits per-week per-provider
- Infant developmental screening rates improved from 6% in June 2015 to 39% as of June 2016. Estimated additional revenue from this screening YTD 2016: $5,000
- Expected to achieve level 3 PCMH recognition this Fall
Dashboard Demo