

NORTH OLYMPIC HEALTHCARE NETWORK

CLINICAL QUALITY MEASURES

TRANSITIONAL CARE MANAGEMENT (TCM)

Transitional Care refers to the coordination and continuity of health care during the patient’s movement from one care setting (most often a hospital) to another or to home (a “care transition”).

Transition between health care practitioners and settings occur as a patient’s condition and care needs change during the course of a chronic or acute illness.

Transitional Care Management (TCM) is an evidence-based approach to meeting the special challenges that can occur during such transitions. TCM has consistently demonstrated improved quality and cost outcomes for high-risk, cognitively intact and impaired older adults when compared to standard care in: reductions in preventable hospital readmissions for both primary and co-existing health conditions; improvements in health outcomes; enhanced patient experience with care; and a reduction in total health care costs.

TRANSITIONAL CARE MANAGEMENT CASES 2016	February	March	April	May	June	July
Hospitalizations	19	43	16	19	42	41
TCM appt at NOHN	14	27	16	11	23	31
NOHN’s Rate	73%	62%	100%	57%	55%	76%
While not every reason for hospitalization would be complex enough to benefit from TCM services, most would. Our goal is to have at least 75% of hospitalized patients receive TCM services.						

Our Nurse Case Managers track hospitalizations and discharges, and facilitate a timely follow up appointment with a patient’s Primary Care Provider to make sure the transition is going smoothly, medication changes are reconciled, questions are answered, and additional needs are met.

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MEDICAL RECORD REQUESTS

North Olympic Healthcare Network strives to consistently process medical record requests in a timely, confidential, and HIPPA compliant manner.

We embarked on a process improvement project to evaluate how we processed requests to send or receive outside medical records. We performed additional staff training and modified our processes to improve our performance and reduce errors.

After our intervention we saw a sharp decline in the error rate. Our goal is an error rate of 0%.

MEDICAL RECORD REQUESTS	March 2016	July 2016
Total Requests	86	68
Errors*	26	1
Percentage of Errors	30%	1%
*An Error is a request not processed in an efficient or timely manner		

QUALITY OF CLINICAL CARE MEASURES

There are widely recognized measures of quality clinical care. The Primary Care Practice Network (PPRNet) provides benchmarks from published national standards and their peer primary care groups.

PPRNet is a primary care practice-based learning and research organization designed to improve health care in its member practices while conducting research important for the entire primary health care system. Established in 1995, PPRNet links practices across North America in its work which has led to revitalization of primary care practices, sustained federal research funding, numerous publications, and national recognition. All PPRNet practices use Electronic Health Records (EHR)

CLINICAL CARE MEASUREMENTS As of April 2016	PPRNet Benchmark	PPRNet Median	National	NOHN
Pneumococcal immunization (Patients 65 years and older)	90%	80%	61%	73%
Colorectal Cancer Screening	75%	66%	NA	64%
Cervical Cancer Screening	66%	50%	NA	68%
Anticoagulation (Patients with Ischemic Vascular Disease)	81%	70%	NA	75%
Diabetics with HgbA1C <7%	58%	50%	40%	50%
Patients with Hypertension with BP <140/90	93%	71%	73%	65%

NOHN strives to exceed benchmarks. We have taken on over 2200 new patients in our first year of operation, many with significant unmet healthcare needs. The affect of this large influx of new patients is reflected in the drop below benchmarks. We will continue working with these patients, along with our longstanding patients, to get their preventive healthcare needs met, and chronic medical conditions optimally controlled.

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