

Motivational Data: A Structured Approach to Practice Transformation

Saria Saccocio, MD, FAAFP, MHA

Drew Albano, DO, FAAFP

2018 STFM Conference on Practice Improvement

From Dr. Driven to Team Driven



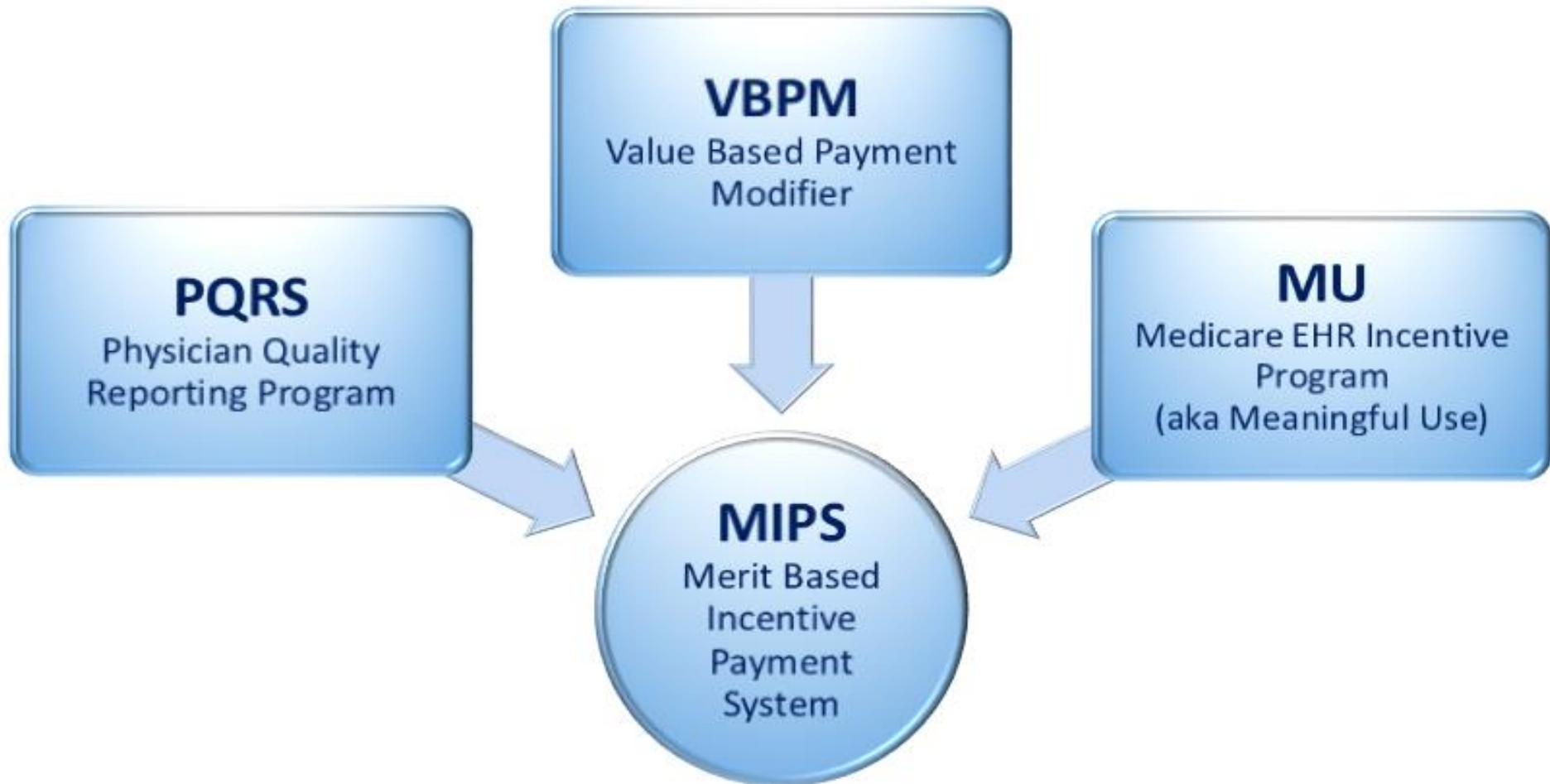
Technology & Data vs. Distraction



WHY HEALTHCARE DATA IS DIFFICULT



Value-Based Obstacles



Burnout?



What Matters Most?



Healthcare Team Engagement



So...where did we begin?

- 34 adult primary care practices
- Medicare Shared Savings Program (MSSP)
- 17 quality measures
- Decentralized, haphazard and overwhelmed

Motivational Data: A Brief Philosophy

Buy-In

How Can We...

- (1) Earn trust?
- (2) Facilitate healthy competition?
- (3) Balance achievement with challenge?
- (4) Reduce physician burnout?
- (5) Sustain transformation?

The Curriculum Calendar Update

1. 10/1/19
 2. 10/1/19
 3. 10/1/19
 4. 10/1/19
 5. 10/1/19
 6. 10/1/19
 7. 10/1/19
 8. 10/1/19
 9. 10/1/19
 10. 10/1/19
 11. 10/1/19
 12. 10/1/19
 13. 10/1/19
 14. 10/1/19
 15. 10/1/19
 16. 10/1/19
 17. 10/1/19
 18. 10/1/19
 19. 10/1/19
 20. 10/1/19
 21. 10/1/19
 22. 10/1/19
 23. 10/1/19
 24. 10/1/19
 25. 10/1/19
 26. 10/1/19
 27. 10/1/19
 28. 10/1/19
 29. 10/1/19
 30. 10/1/19
 31. 10/1/19
 32. 10/1/19
 33. 10/1/19
 34. 10/1/19
 35. 10/1/19
 36. 10/1/19
 37. 10/1/19
 38. 10/1/19
 39. 10/1/19
 40. 10/1/19
 41. 10/1/19
 42. 10/1/19
 43. 10/1/19
 44. 10/1/19
 45. 10/1/19
 46. 10/1/19
 47. 10/1/19
 48. 10/1/19
 49. 10/1/19
 50. 10/1/19
 51. 10/1/19
 52. 10/1/19
 53. 10/1/19
 54. 10/1/19
 55. 10/1/19
 56. 10/1/19
 57. 10/1/19
 58. 10/1/19
 59. 10/1/19
 60. 10/1/19
 61. 10/1/19
 62. 10/1/19
 63. 10/1/19
 64. 10/1/19
 65. 10/1/19
 66. 10/1/19
 67. 10/1/19
 68. 10/1/19
 69. 10/1/19
 70. 10/1/19
 71. 10/1/19
 72. 10/1/19
 73. 10/1/19
 74. 10/1/19
 75. 10/1/19
 76. 10/1/19
 77. 10/1/19
 78. 10/1/19
 79. 10/1/19
 80. 10/1/19
 81. 10/1/19
 82. 10/1/19
 83. 10/1/19
 84. 10/1/19
 85. 10/1/19
 86. 10/1/19
 87. 10/1/19
 88. 10/1/19
 89. 10/1/19
 90. 10/1/19
 91. 10/1/19
 92. 10/1/19
 93. 10/1/19
 94. 10/1/19
 95. 10/1/19
 96. 10/1/19
 97. 10/1/19
 98. 10/1/19
 99. 10/1/19
 100. 10/1/19

The Top 5 Tangibles

- Aligning Physician Contracts
- Using the Practice Chiefs' Monthly Meetings
- Engaging Key Leaders and Gaining Buy-In
- “Fast Facts”
- Practice Visit Reinforcement

And, now, finally, the data...

Motivating Practice Chiefs

Western Region Family and Internal Medicine Practices – Total Population

BMI	Breast Cancer Screening	Colorectal Cancer Screening	Depression Screening	Diabetes A1c	Diabetes Composite	Diabetes Eye	Falls Risk	Hypertension	Influenza Immunization	IVD	Pneumonia Vaccination	Statin Therapy	Tobacco Intervention
91.72%	64.62%	77.91%	76.84%	69.34%	54.74%	75.18%	94.38%	83.03%	75.18%	88.89%	95.02%	79.35%	56.91%
93.91%	72.13%	65.18%	93.03%	66.67%	45.24%	57.94%	98.42%	62.46%	60.35%	84.75%	80.63%	51.05%	15.08%
94.62%	71.86%	79.83%	57.87%	81.56%	54.51%	64.34%	80.41%	80.11%	56.51%	81.52%	96.33%	52.08%	47.56%
91.10%	44.37%	52.49%	83.45%	74.64%	9.95%	13.80%	96.19%	63.43%	51.44%	85.84%	86.37%	60.08%	35.87%
80.51%	68.54%	66.26%	88.77%	71.94%	50.63%	66.61%	96.92%	69.72%	57.51%	85.78%	85.42%	51.75%	33.13%
86.06%	65.36%	54.27%	96.94%	78.25%	39.48%	47.75%	98.31%	63.32%	45.62%	85.11%	83.23%	66.09%	24.63%
90.00%	70.00%	70.00%	90.00%	N/A	38.81%	N/A	90.73%	70.00%	90.00%	90.00%	85.00%	N/A	90.00%

Red = below metric target/negative change from prior month

Sage green = below metric target with positive change from prior month

Evergreen = above metric target

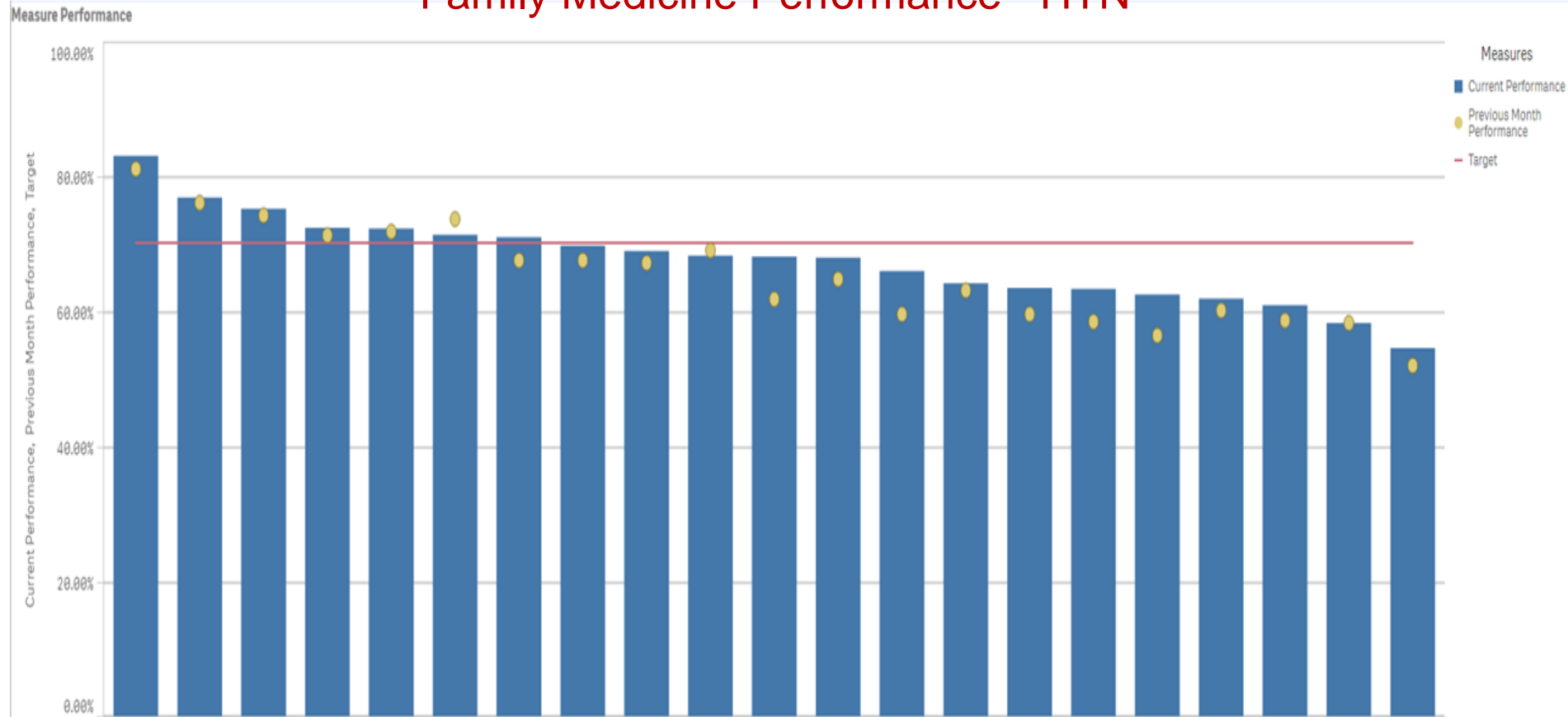
Highlight = physician incentive measure

+Data reflects through May 2018 performance

*No Network goal

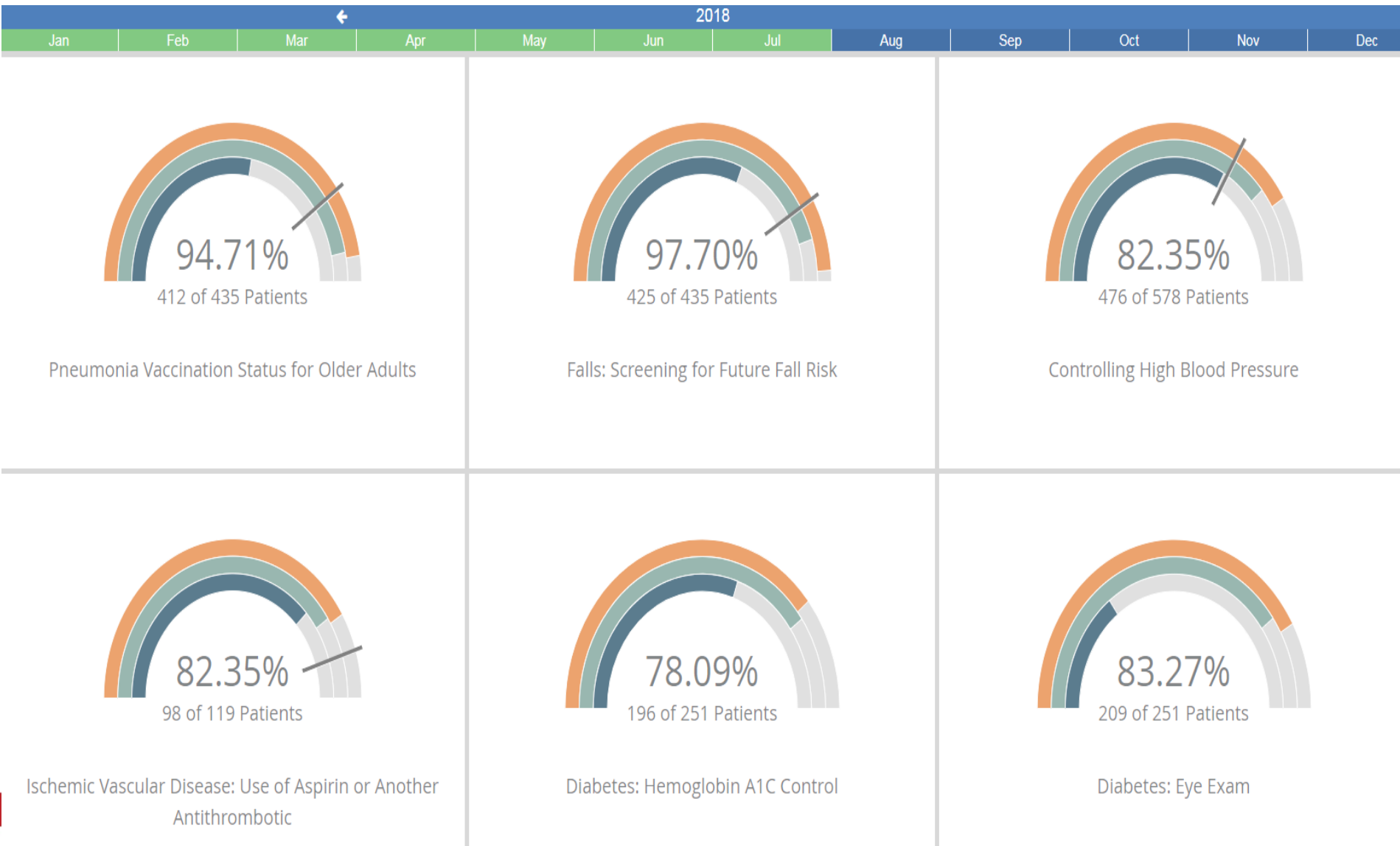
Motivating Practice Chiefs

Family Medicine Performance - HTN



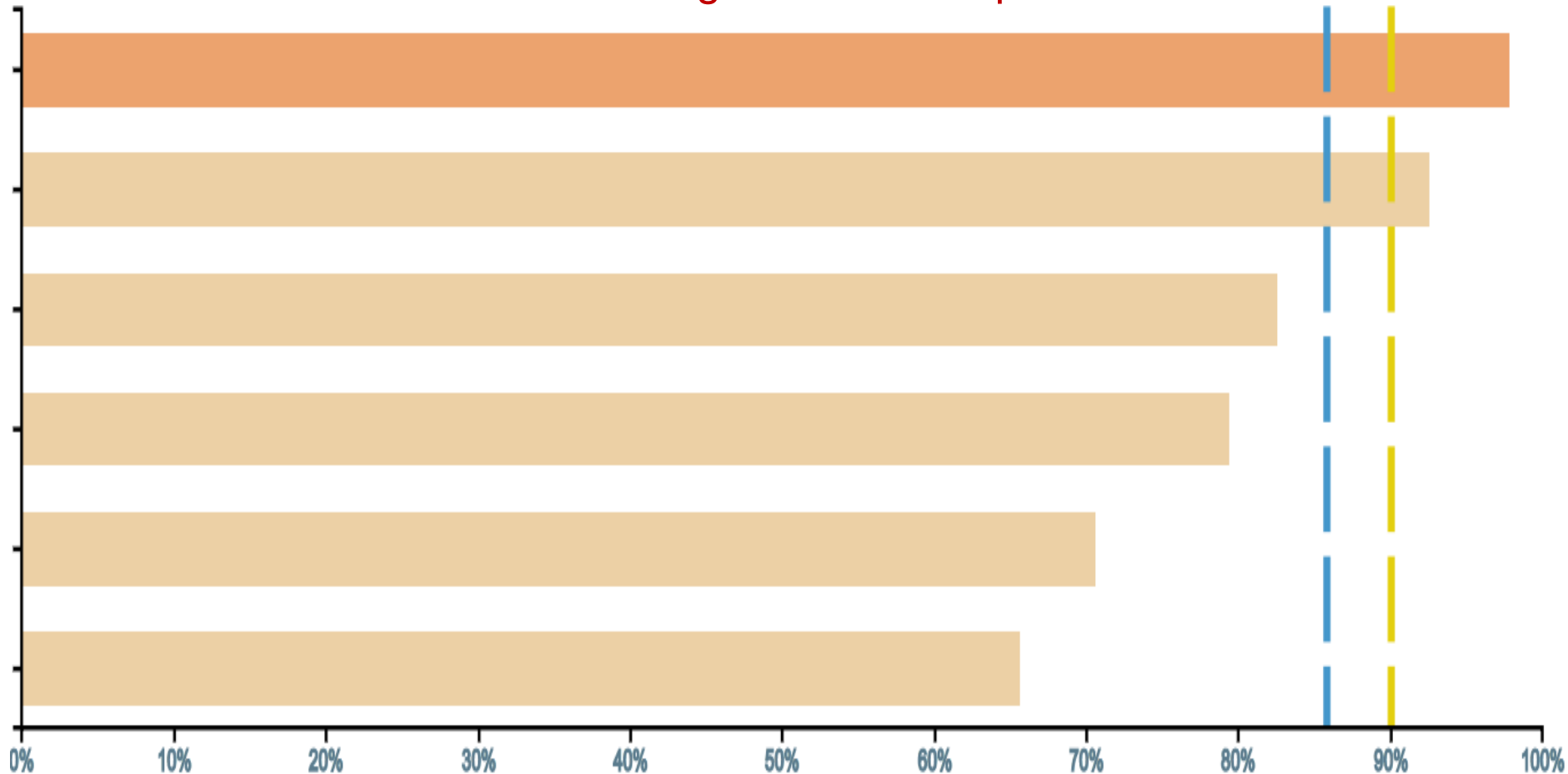
PRACTICES WITHIN THE DEPARTMENT

Motivating Individual Physicians



Motivating Individual Physicians

Riverside Family Medicine Eastside
BMI Screening and Follow-Up Plan



Conference on
Practice Improvement

Motivating Executive Leadership

Ambulatory Quality Metric Performance

Measure Performance	Totals	Central	Eastern	Southern	Western
BM by Region	65.41%	65.48%	65.71%	81.54%	59.06%
Breast Cancer Screening	53.57%	54.83%	50.68%	65.37%	44.41%
Colorectal Cancer Screening	56.80%	58.56%	56.94%	60.38%	45.27%
Depression Screening	48.08%	47.20%	57.88%	71.53%	38.31%
Diabetes A1c	63.20%	62.66%	62.49%	71.11%	62.20%
Diabetes A1c 8%	53.86%	53.03%	55.22%	58.59%	55.19%
Diabetes Composite	32.45%	32.97%	33.09%	39.34%	23.67%
Diabetes Eye Exam	42.93%	43.84%	44.03%	49.76%	30.99%
Diabetes Neph	56.63%	56.32%	59.09%	63.13%	52.19%
Diabetes Testing	75.87%	74.97%	75.88%	86.03%	75.12%
Falls Risk	82.72%	83.18%	84.73%	94.17%	75.47%
Hypertension	68.38%	69.00%	67.33%	65.90%	66.80%
Influenza Immunization	48.46%	49.39%	50.12%	58.00%	41.40%
IVD	83.43%	83.85%	80.25%	85.66%	81.27%
Pneumonia Vaccination	74.80%	76.04%	71.41%	87.78%	66.31%
Statin Therapy	51.32%	50.27%	53.22%	65.30%	50.86%
Tobacco Intervention	20.58%	18.98%	33.11%	26.88%	15.92%

Join the conversation on Twitter: #CPI18

Conference on Practice Improvement

Motivating Executive Leadership

Ambulatory Quality Metric Performance

Population

Specialty Group

Performance Measures

Measure

Primary Specialty

Practicing Location

Provider Name

Month

Time Period

Current Selection: May-18

Performance

Previous Month: 87.66%

88.74%

Target: 90.00%

Numerator

Previous Month: 113,916

135,777

Monthly Variation: 21,861

Measure Performance by Region

Description	Provider Region				
	Totals	Central	Eastern	Southern	Western
BMI	88.74%	90.32%	81.66%	91.42%	86.30%

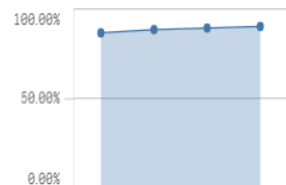
Denominator

Previous Month: 129,949

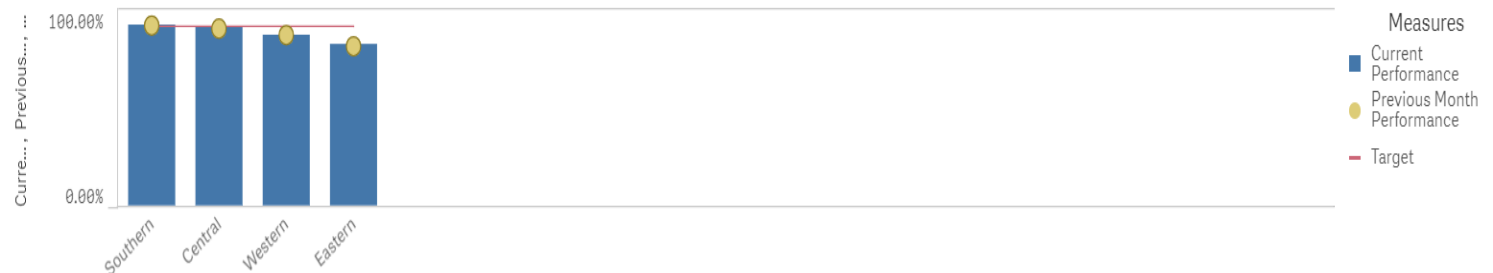
153,009

Monthly Variation: 23,060

Month Trend



Measure Performance

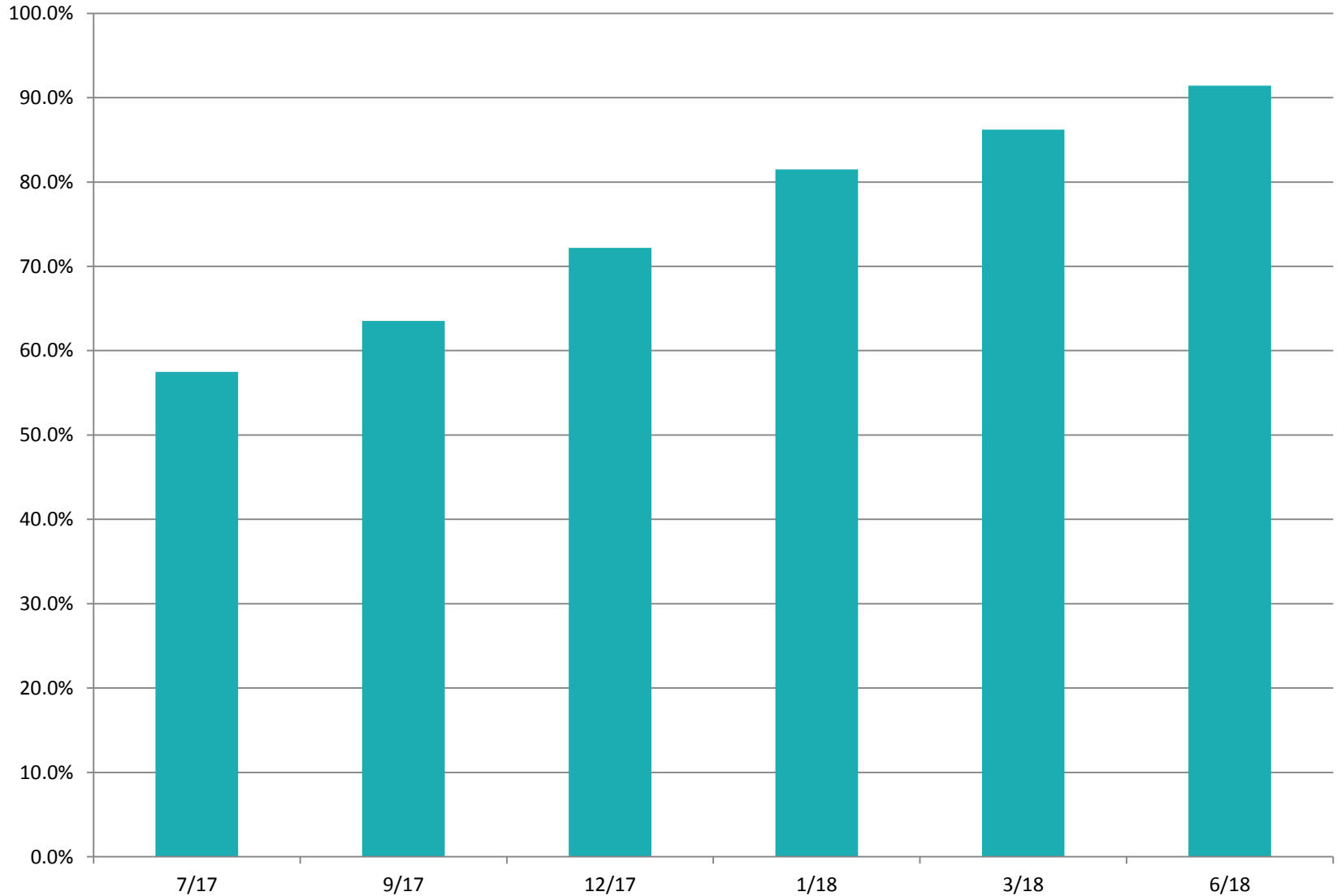


Provider Region

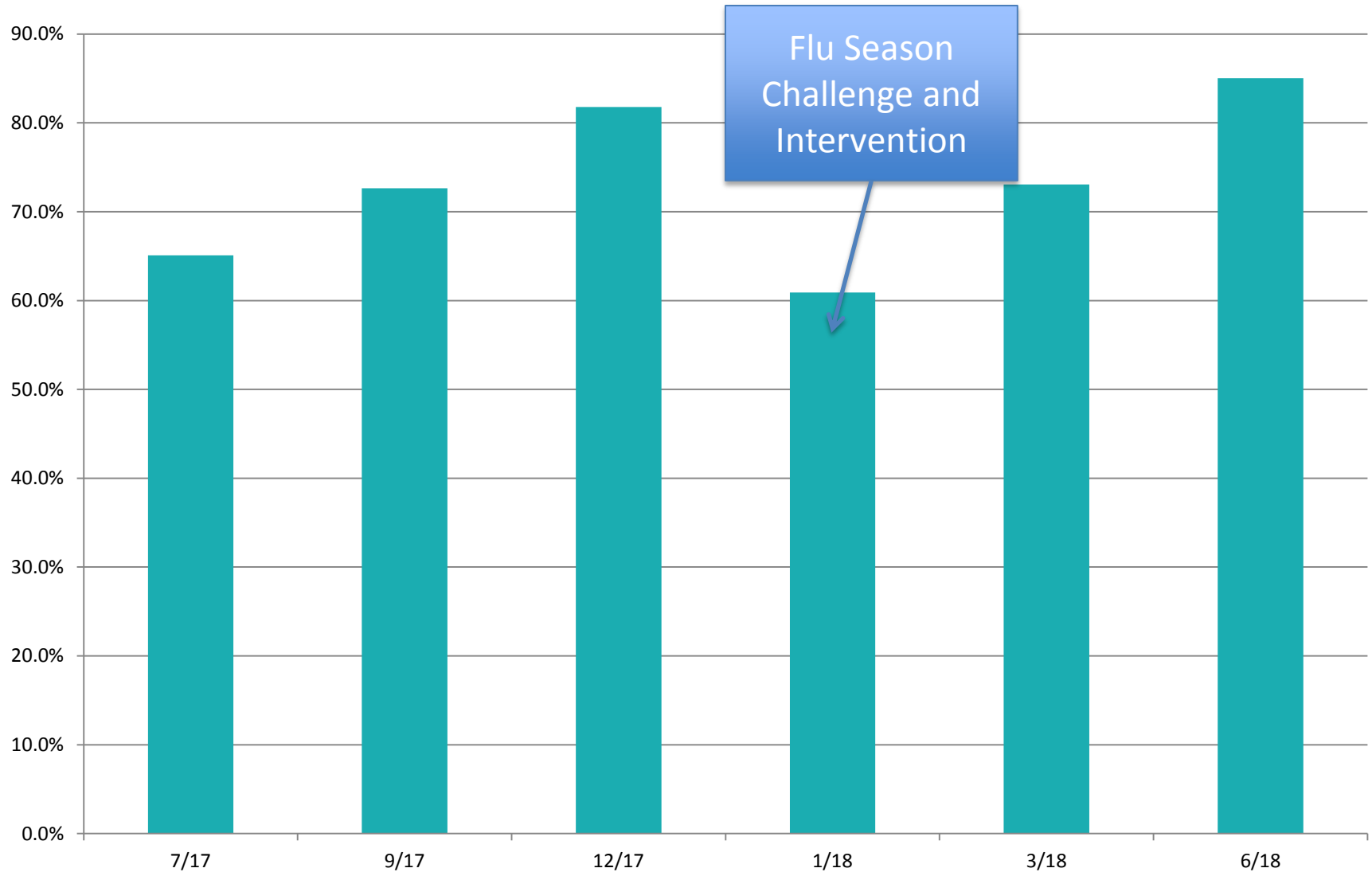
Join the conversation on Twitter: #CPI18

Motivational Data: The Results

BMI: Physicians Holding Court

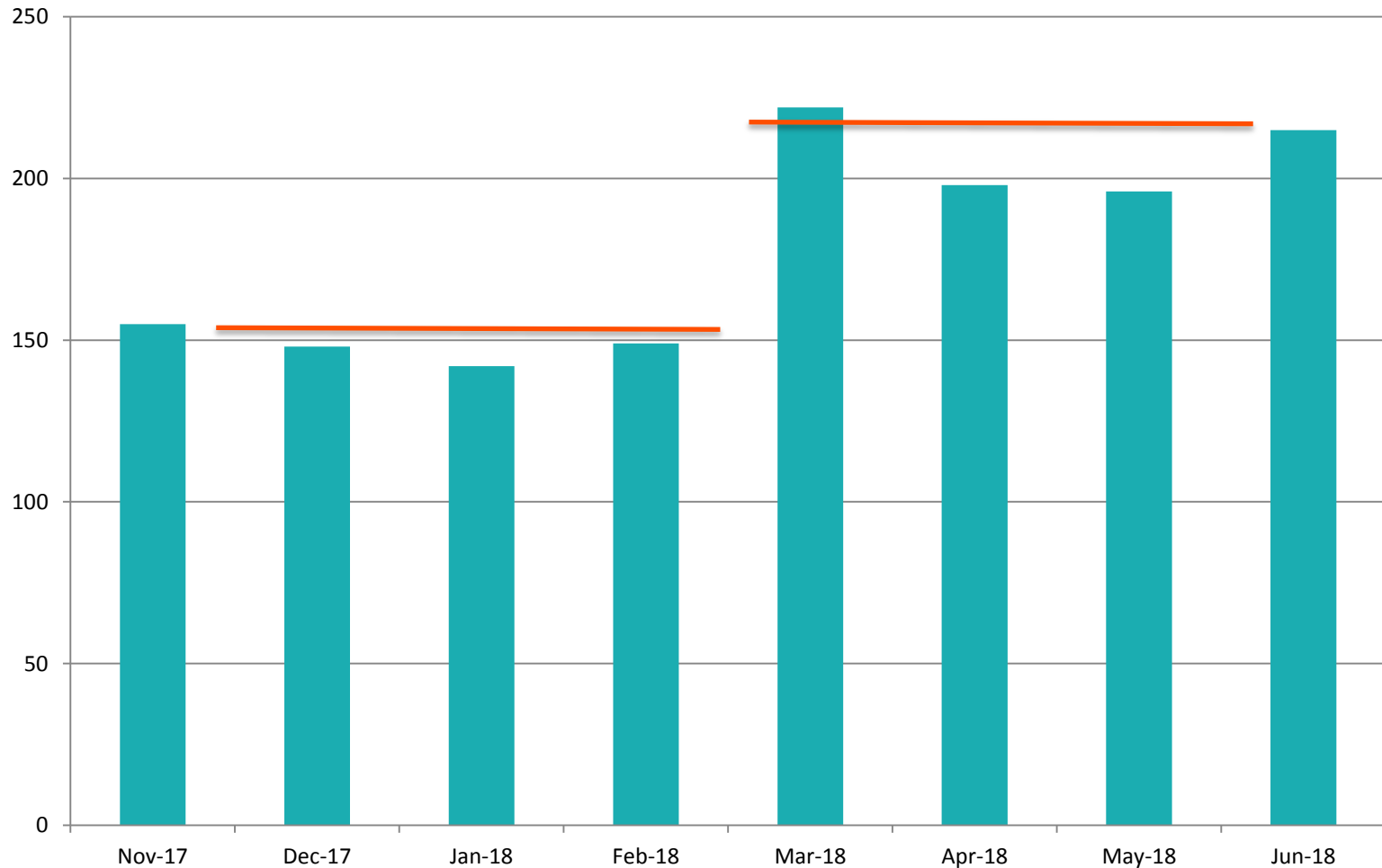


Depression Screening: Staff Play, Too



Colorectal Cancer Screening: Options

Sustained 40% average increase in Cologuard



Quality Improvement Success - MSSP

- 2016 – 21.7M in total savings and 90.9% Quality
- 2017 –
Implemented New
Quality Improvement Program
- 2017 – 16.4M in total savings and 97.9% Quality

MyHFN Quality Score and Shared Savings MSSP 2017



76 ACO'S STARTED IN 2015



21 ACO'S GENERATED SAVINGS IN 2017

#4

RANKED FOURTH
IN TOTAL SAVINGS

#3

RANKED THIRD
IN TOTAL SAVINGS
AFTER THE QUALITY
SCORE WAS APPLIED

#1

RANKED FIRST
IN QUALITY

25

Conference on

Practice Improvement

What About Academic Settings?



Join the conversation on Twitter: #CPI18

The Agnew Clinic – T. Eakins

Our Academic Setting

- Hospital-Based Facility
- 21 Resident Physicians (7 per PGY)
- 9 Faculty Physicians
- Focus on Quality Measures
 - PHQ 2/9
 - BMI
 - Tobacco Cessation
 - Colorectal Cancer Screening
 - Fall Risk
 - HbA1c

Conference on Practice Improvement

Quality Measures are
embedded in
standardized visit
templates:

New Patient
Established Patient
Chronic Pain
Anticoagulation

Designed to Auto-
populate from within the
EMR

Join the conversation on Twitter: #CPI18

Assessment and Plan

@DIAGMED@

@FOLLOWUP@

MyHFN Quality Measures- 2018:

Falls Risk: @FLOW(300790)@
@FLOWAMB(5186)@

HbA1c: @RESUFAST(HGBA1C)@
Screening for diabetic retinopathy: @HMDIABEYE@
Last DM Foot Exam: @HMDIABFOOTEX@

Colorectal CA screening: @HMCOLONOSCOPY@

BMI: BMI counseling: {BMI COUNSELING:21277}

PHQ2/9: @PHQSCORES@

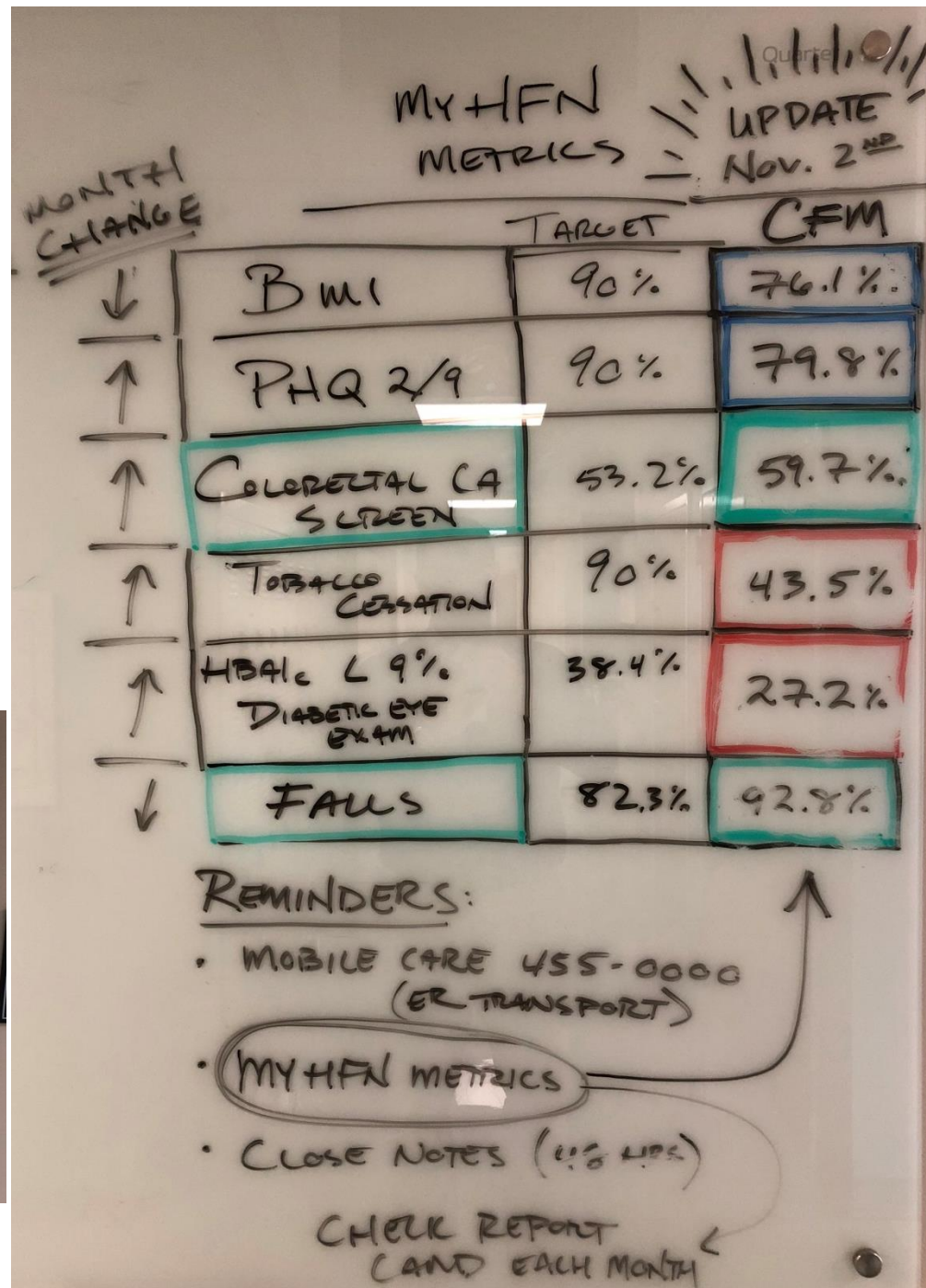
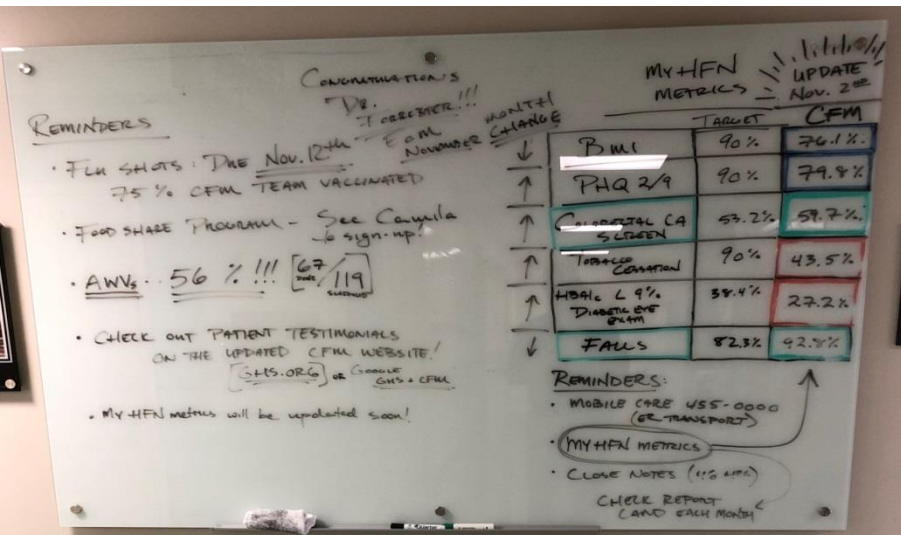
Tobacco: @TOBACCOCES@

@MECRED@
Center For Family Medicine
Greenville Health System
877 W. Faris Rd
Greenville, SC 29605
Office: (864) 455-7800
Fax: (864) 455-9015

Conference on Practice Improvement

Large, centrally located dry-erase board updated each month

Creating a visual cue to motivate and inform physicians and staff within the clinic



July 2018

Provider Score

Practice Score

Network Score

1 BMI Screening & Follow-up Plan

74%

73%

48%

2 AbA1c Testing

93%

89%

70%

3 Falls: Screening for Future Fall Risk

100%

94%

58%

4 31%

5 36%

Physician Report Card:

Excel Spreadsheet Summarizing Data for Each Physician Allowing for Comparison within the Practice and the Network

1 46%

2 71%

3 60%

4 32%

5 Colorectal Cancer Screening

56%

62%

37%

September 2018

Provider Score

Practice Score

Network Score

1 BMI Screening & Follow-up Plan

80%

76%

44%

2 AbA1c Testing

92%

94%

71%

3 Falls: Screening for Future Fall Risk

100%

93%

57%

4 Screening for Clinical Depression

80%

67%

32%

5 Colorectal Cancer Screening

60%

65%

36%

Breakout Activity **(15 Minutes)**

1. What can your practice do to recognize high performers?
2. What essential data is needed to change behaviors?
3. What can others learn from you?



Group Report Out (10 Minutes)

1. High performer recognition strategies
2. Essential data to influence behavior
3. What is your compelling story?

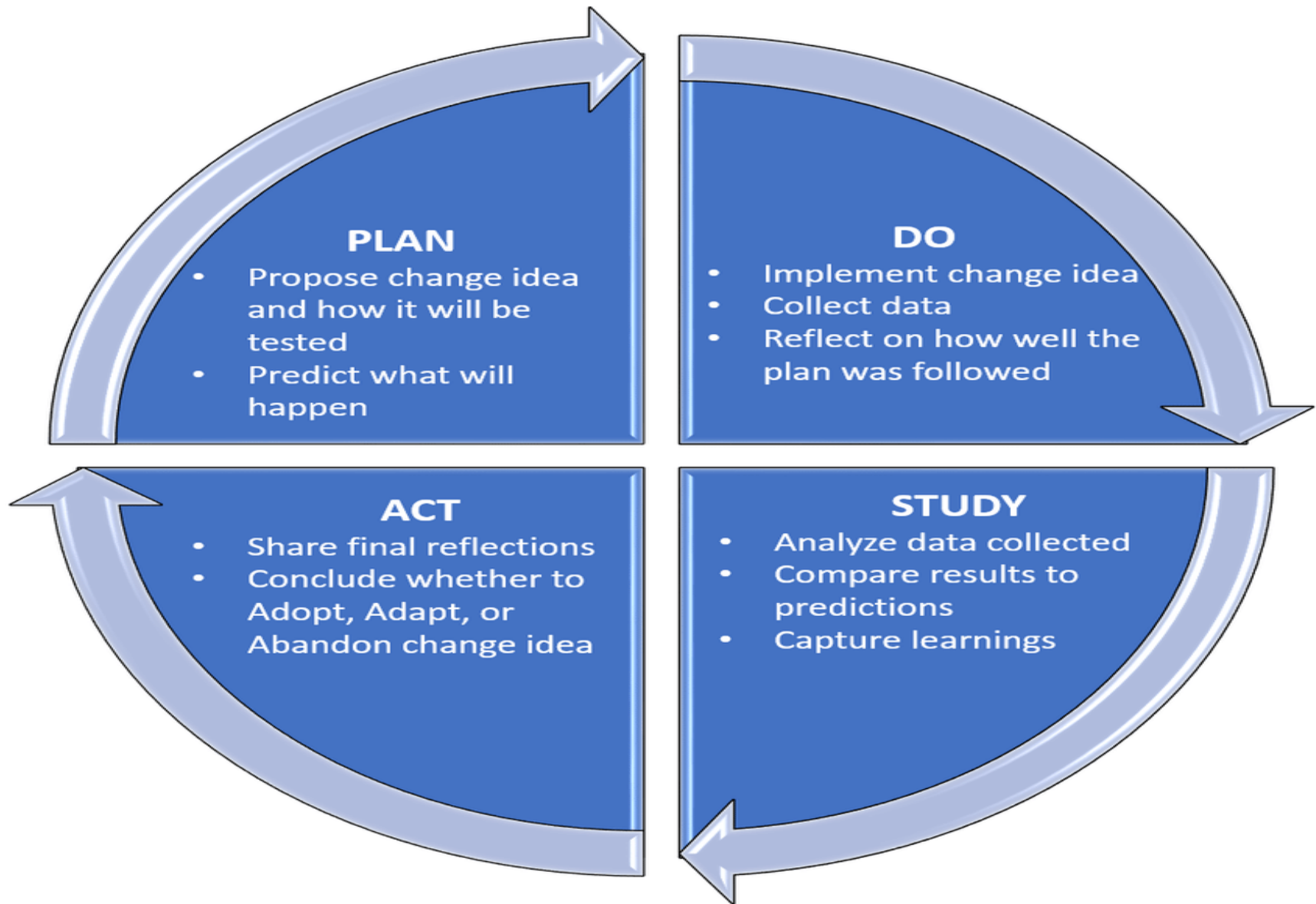


Draft Your S.O.A.P. Note

SUCCESSES
OPPORTUNITIES
ASSESS
PLAN

Medical Progress Notes		
Name		
Date	Observation	Name

Conference on Practice Improvement



S.O.A.PDSA (10 Minutes)

- Select a change idea
- Map out your PDSA
- What do you envision success will look like?



1-to-1 Report Out (15 Minutes)

- Present your change idea to a (new) colleague
- Be receptive to questions and feedback
- Switch roles



Accountability & Follow-Up (5 minutes)

- Exchange contact information
- Set a date with your colleague to share an update



Conference on
Practice Improvement

**Ready,
Set,
GO!**

Stay Connected!

Saria Saccocio

706-844-6803

ssaccocio@ghs.org

Drew Albano

864-404-5739

aalbano@ghs.org

