

BALANCING QUALITY MEASURES IN THE RHC

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OBJECTIVES

- Gain an understanding of the value of participating in quality measures.
- Gain an understanding in balancing RHC productivity while lowering unnecessary use of service in regards to quality.
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WHAT ARE QUALITY MEASURES?

- Quality measures are tools that help us measure or quantify healthcare processes.

MAIN GOALS OF QUALITY

- Effective care
- Safe care
- Efficient care

MAIN GOALS OF QUALITY

- Patient-Centered care
- Equitable care
- Timely Care

HOW ARE QUALITY MEASURES USED?

- CMS uses quality measures in its quality improvement
- Public reporting
- Pay for reporting

HOW ARE MEASURES COLLECTED?

- Claims
- Chart abstraction
- Registries

CHALLENGES FACING PROVIDERS?

- Report multiple quality measures to different entities.
- Who carries the burden?

WHAT IS THE BENEFIT?

- Designed to be meaningful to:
 - Patients
 - Consumers
 - Physicians

CORE MEASURE SETS

- ACO's, PCMH and Primary Care
- Cardiology
- Gastroenterology
- HIV and Hepatitis C

CORE MEASURE SETS

- Medical Oncology
- Obstetrics and Gynecology
- Orthopedics

APPLYING MEASURES TO THE RHC

- RHC's are for Medicare and Medicaid
- ACO's
- PCMH
- Registries
- Others



HELPFUL TOOLS

- HEDIS measures
- ACO
- PCMH
- Registries
- Others



TIMELINES AND REPORTING/MONITORING

- Set a quality calendar
- Create a team
 - Provider Champion
 - Clinic Manager/Supervisor
 - Nursing

TRAININGS FOR CLINIC

- Ongoing training
- Ongoing monitoring
- Ongoing assessment

HELPFUL HINTS

- Test your system **BEFORE** you sign up for a voluntary measure.
- Fully engage
- Communicate internally with staff
- Communicate externally with programs





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