

Journey to Success

THE QUALITY BASED PROGRAM

Best Practices:

❖ Education

❖ Resources

❖ Knowledge

Best Practices, Cont.'

❖ Education:

❖ Educate yourself about Hedis :

- What is it, What is its purpose and why is it important to my facility.

❖ Educate your staff:

- Why is Hedis important.
- Why is it necessary
- How it is a direct reflection on them and the quality of care they provide.

Best Practices,cont.'

Resources:

- ❖ Provider Portal: Forms, Documents, Handouts
- ❖ People: Hedis Reps. Peers,
- ❖ Community: Health Dept.'s, Community Centers

❖ Knowledge:

- Know your patients:
 - What are the obstacles to them getting treatment , screenings, labs
 - Know the geography of your area
 - Their desire to be compliant

Staff Motivation

- ❖ Education
- ❖ Nature
- ❖ Communication

Staff Motivation Cont.'

Education:

- ❖ Educate your staff on the importance of Hedis, what it is for and why it is needed.
- ❖ Discuss with your staff why Quality care leads to repeat visits and increase revenue
- ❖ Discuss why not only quality care but continuity of care is important

Staff Motivation Cont.'

Reputation:

- ❖ the providers reputation is on the line when it comes to quality care and how they are perceived in the community.
- ❖ Use their competitive nature to improve quality
 - Report cards
 - Meetings/Huddles
 - One on one discussions
 - Compliment them for success's

Staff Motivation Cont.'

Communication:

❖ Listen to your staff:

- coding issues in the EHR
 - CPT 2 codes
 - Templates and dropdowns
- Patient obstacles:
 - Transportation
 - Cost
 - Understanding the importance.

❖ Update:

- Provide timely updates on changes to quality, hedis, codes, etc.

Staff Motivation Cont.'

Stopping Burn-out:

❖ be creative:

- Using CPT-2 Codes on encounters
- Using templates to combine codes

❖ Being Motivated:

- Don't be afraid to ask "How am I doing"
- Don't be afraid to ask questions or to question how things are done.
- Give praise reports to your providers as often as possible.

The Journey

- ❖ Education: Self, Staff
- ❖ Communication: staff, patients
- ❖ Listen and Learn:
 - Workflow
 - Provider obstacles to quality and Hedis
 - Patient Obstacles to treatment, visits and screenings
- ❖ Utilization:
 - Resources
 - People
 - Community