

CARING FOR OUR COMMUNITY LIKE FAMILY

# Primary Care Quality Update

Long Nguyen, DO

# Agenda



Quality Metrics

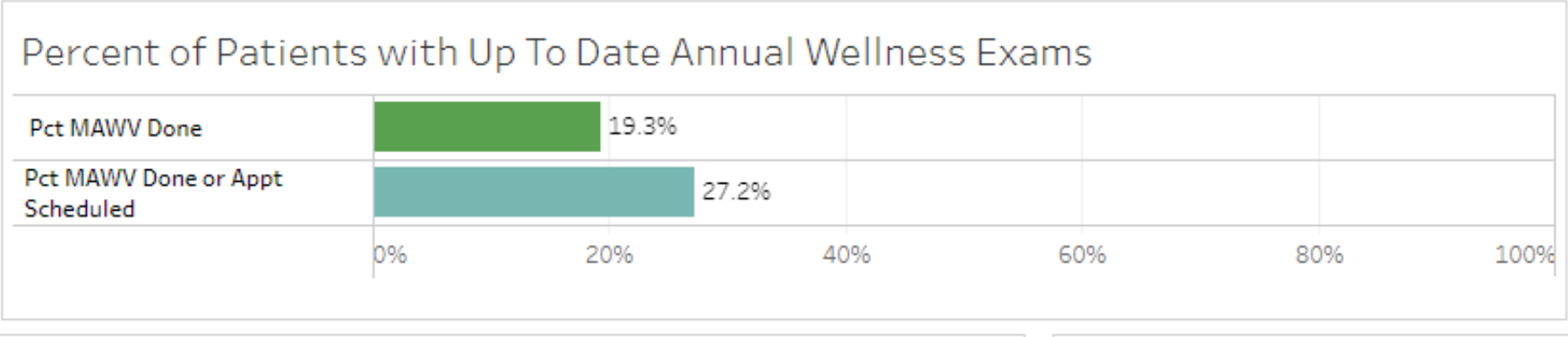


Care Pathways



Strategic Incentive Plan

# Medicare Annual Wellness Visits (AWV)



# Patients Are First- Panel Based Measures

## Disease Management (5 measures)


- Diabetes A1c control
- Diabetes BP control
- Diabetes Retinal Exam
- Diabetes Kidney Health
- HTN BP control
- Depression-PHQ9 utilization

## Preventive Management (6 measures)

- Breast Cancer Screening
- Cervical Cancer Screening
- Colorectal Cancer Screening
- Chlamydia Screening
- Childhood Immunization Status

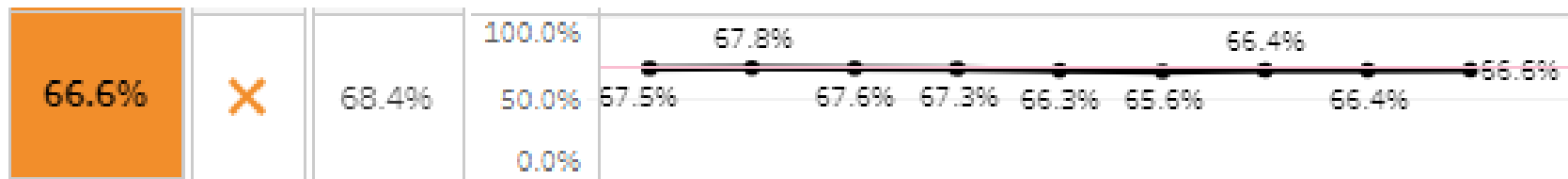
# Diabetes Care- A1c of less than 9.0

+11,620 patients with diabetes in our clinic network

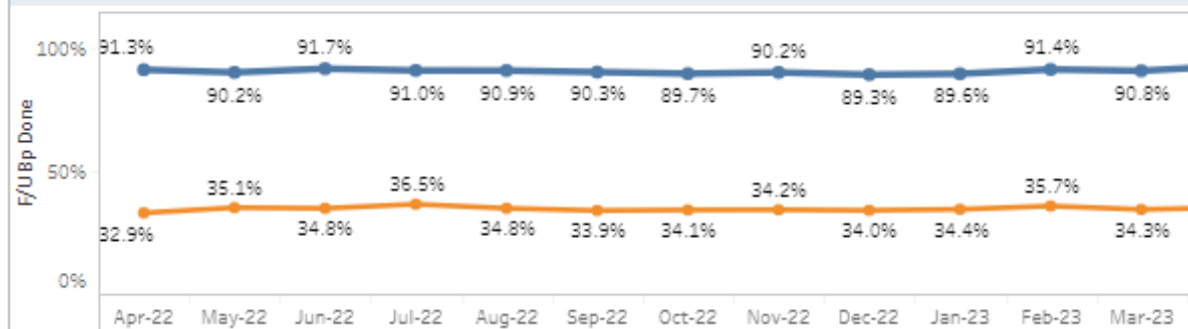


July: 74.7% → March: 75.6%  
(Goal 74.7%)

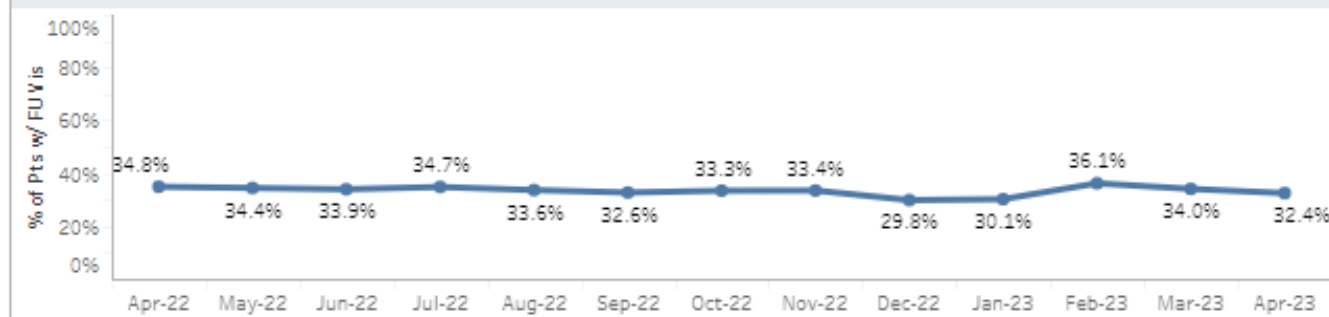
# Hypertension



Percentage of Patients with High First BP that had Follow Up BP Taken



Uncontrolled BP w/ Appropriate Follow Up Visit (within 4 weeks)



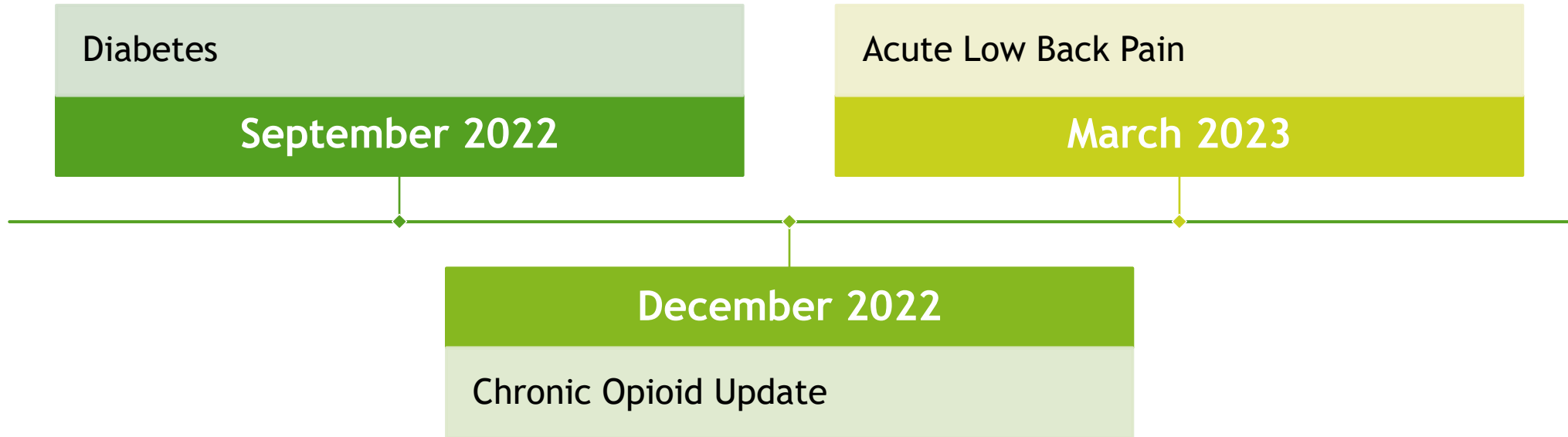
# Breast and Colon Cancer Screening

## Progress:

- Breast Cancer screening
  - July 70.2% → March 70.6 (Goal 77.4%)
- Colon Cancer screening
  - July 69.5% → March 69.8 (Goal 72.6%)

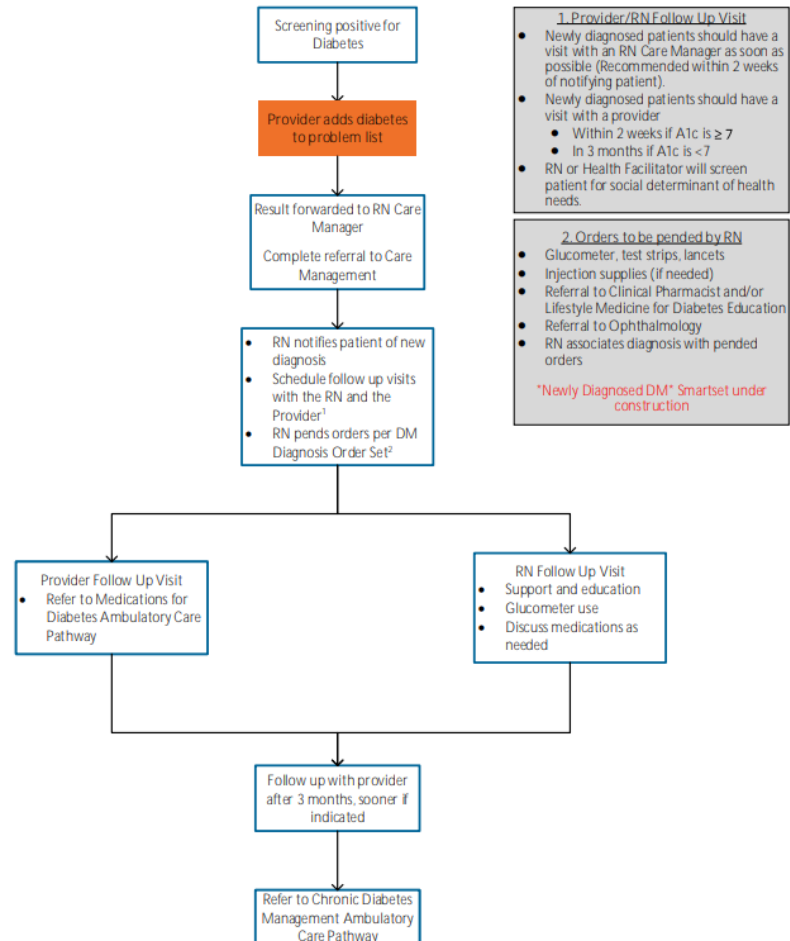


# Care Pathways

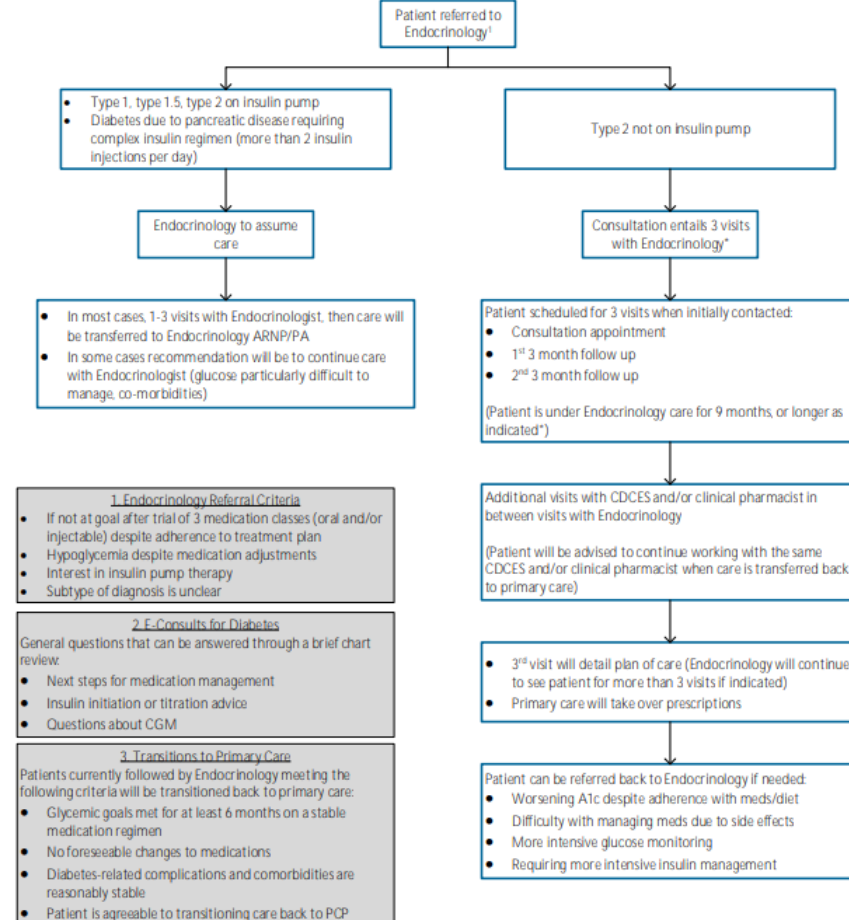


# Diabetes Care Pathways

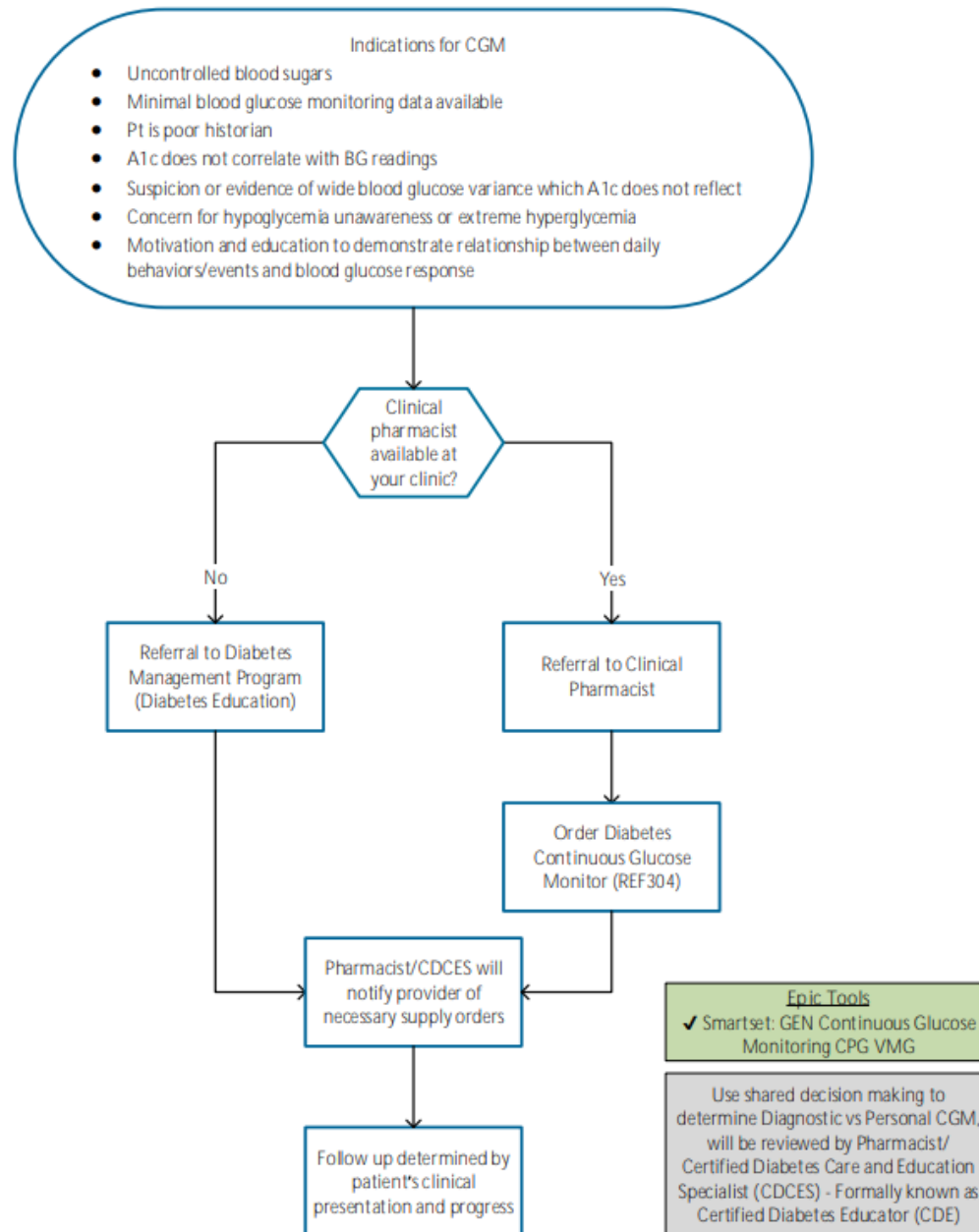
## UW Medicine | VALLEY MEDICAL CENTER Ambulatory Care Pathway: Newly Diagnosed Diabetes



## UW Medicine | VALLEY MEDICAL CENTER Ambulatory Care Pathway: Transitions to Endocrinology



## Ambulatory Care Pathway: Continuous Glucose Monitoring (CGM)



### Diabetes Continuous Glucose Monitoring

✓ Accept ✗ Cancel

Continuous glucose monitoring for

☐ HbA1c not at target

☐ Therapy change

☐ Recurrent hypoglycemia

☐ Pregnancy

☐ Other

Class:

Internal Ref

Referral:

Priority:

Routine

Routine

Urgent

STAT

To dept:

VMC LIFESTYLE M

VMC LIFESTYLE MEDICINE

LIFESTYLE MEDICINE RENTON HIGHLANDS

LIFESTYLE MEDICINE TIME SQUARE

To provider:

# of visits:

4

### Nutrition Services Referral

✓ Accept ✗ Cancel

Continuous Glucose Monitor Device (A short term, non-invasive tool used within the program to educate non-compliant patients about their BG levels)

Yes

No

Comments

Class:

Internal Ref

Referral:

Priority:

Routine

Routine

Urgent

STAT

To dept:

VMC LIFESTYLE M

VMC LIFESTYLE MEDICINE

LIFESTYLE MEDICINE COVINGTON

LIFESTYLE MEDICINE MAPLE VALLEY

LIFESTYLE MEDICINE RENTON HIGHLANDS

LIFESTYLE MEDICINE TIME SQUARE

VMC RADIATION ONCOLOGY

To provider:

# of visits:

6

# Diabetes Smartset is Live

## GEN Diabetes Mellitus Type 2 CPG VMG

- [Chronic Diabetes Management Care Pathway](#)

### ▼ Orders

- ▶ Labs [Click for more](#)
- ▶ Labs - Future 3 Months [Click for more](#)
- ▶ Labs - Future 6 Months [Click for more](#)
- ▶ MyChart [Click for more](#)
- ▶ Referrals [Click for more](#)

### ▼ Supplies

- ▶ Supplies [Click for more](#)
- ▶ CGM Supplies [Click for more](#)

### ▼ Medications

- ▶ Metformin [Click for more](#)
- ▶ GLP-1RA [Click for more](#)
- ▶ DPP-4i [Click for more](#)
- ▶ SGLT2i [Click for more](#)
- ▶ TZD [Click for more](#)
- ▶ SU [Click for more](#)
- ▶ Insulins - Basal Analog [Click for more](#)
- ▶ Insulins - Intermediate Acting [Click for more](#)
- ▶ Insulins - Prandial [Click for more](#)
- ▶ Insulins - Premixed [Click for more](#)
- ▶ Hypoglycemic Therapy [Click for more](#)
- ▶ Other Medications [Click for more](#)

### ▶ Immunizations

### ▼ Level of Service

- ▶ New Patient [Click for more](#)
- ▶ Established Patient [Click for more](#)

### ▼ Patient Instructions

- ▶ Patient Instructions [Click for more](#)

### ▼ Supplies

- ☐ Blood Glucose Test Kit Panel
- ☐ insulin syringe,safetyneedle 1 mL 31 gauge x 15/64" Syringe  
Normal, R-0, Please provide brand as covered by insurance, Diagnosis code E11.9
- ☐ insulin syringe-needle U-100 1 mL 31 gauge x 15/64" Syringe  
Normal, R-0, Please provide brand as covered by insurance, Diagnosis code E11.9
- ☐ pen needle, diabetic 32 gauge x 5/32" Needle  
Normal, R-0, Please provide brand as covered by insurance, Diagnosis code E11.9

### ▼ CGM Supplies

- ☒ Dexcom G6 CGM Panel
  - ☒ blood-glucose meter,continuous (DEXCOM G6 RECEIVER) Misc  
[Use to check glucose using Dexcom G6 sensors daily.](#)  
Normal, Disp-1 each, R-0
  - ☒ blood-glucose sensor (DEXCOM G6 SENSOR) Device  
[Use to check glucose daily. Change every 10 days.](#)  
Normal, Disp-9 each, R-3
  - ☒ blood-glucose transmitter (DEXCOM G6 TRANSMITTER) Device  
[Use to check glucose with Dexcom G6 sensor daily. Change every 90 days.](#)  
Normal, Disp-1 each, R-3
- ☒ FreeStyle Libre CGM Panel
  - ☒ flash glucose scanning reader (FREESTYLE LIBRE 2 READER)  
[Use as directed for continuous glucose monitoring](#)  
Normal, Disp-1 each, R-0
  - ☒ flash glucose sensor (FREESTYLE LIBRE 2 SENSOR)  
[Use as directed for continuous glucose monitoring](#)  
Normal, Disp-6 kit, R-3
  - ☒ blood sugar diagnostic (FREESTYLE PRECISION NEO STRIPS) Strip  
[1 strip by NOT APPLICABLE route daily as needed Use to check blood glucose using Freestyle libre 2 READER daily as needed.](#)  
Normal, Disp-100 strip, R-3

Address Topic



## SCRN: Microalb Creat Ratio

Topic will be discontinued



Done



Add Completion



Discontinue

Discontinue Reason

On Dialysis

ESRD

Comments

Next due on 1/10/2024  
Discontinued

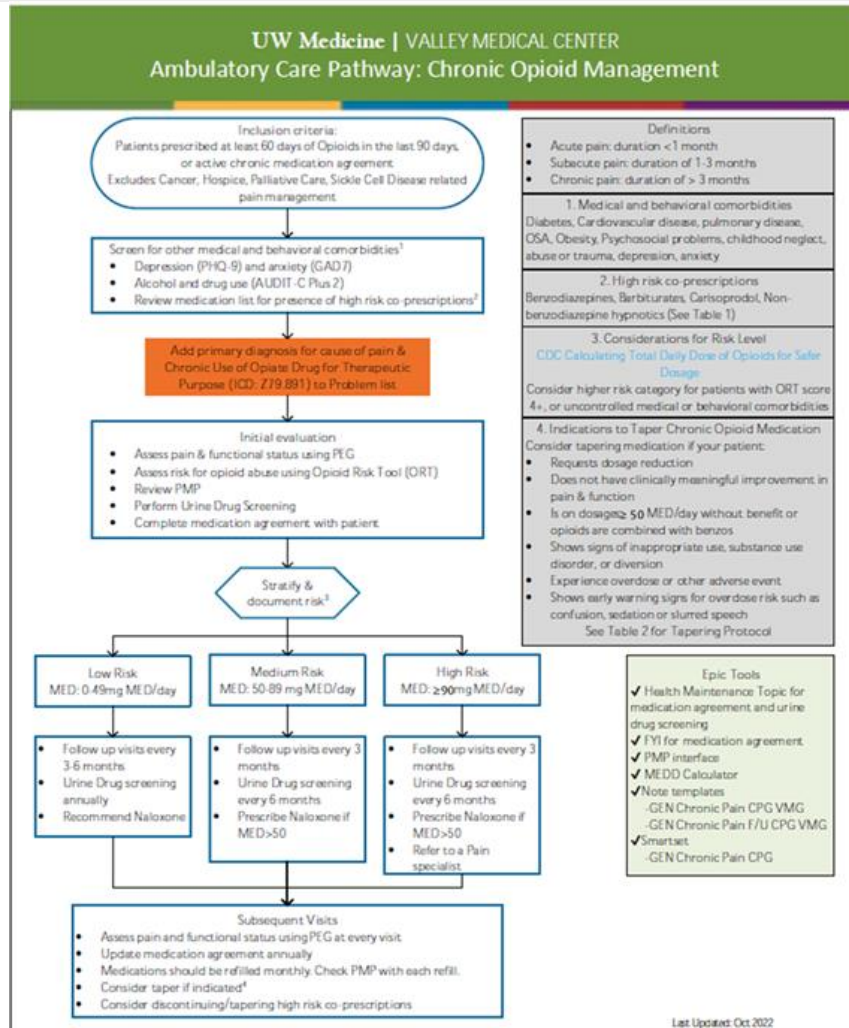


Accept



Cancel

# Chronic Opioid Update



[CPG - Ambulatory Care Pathways Toolkit library \(sharepoint.com\)](https://sharepoint.com)

Referral resources

Narcan resources

Updated chronic opioid medication agreement

# Low Back Pain

## GEN Low Back Pain CPG VMG

- Low Back Pain Care Pathway

### ▼ Orders

- ▶ Labs [Click for more](#)
- ▶ Imaging [Click for more](#)

### ▼ Medications

- ▶ NSAIDS [Click for more](#)
- ▶ Muscle Relaxants [Click for more](#)

### ▼ Referrals

- ▶ Referrals [Click for more](#)

### ▼ Patient Instructions

#### ▼ Patient Instructions

- ☒ Low Back Pain; Treating & Prevention (English)

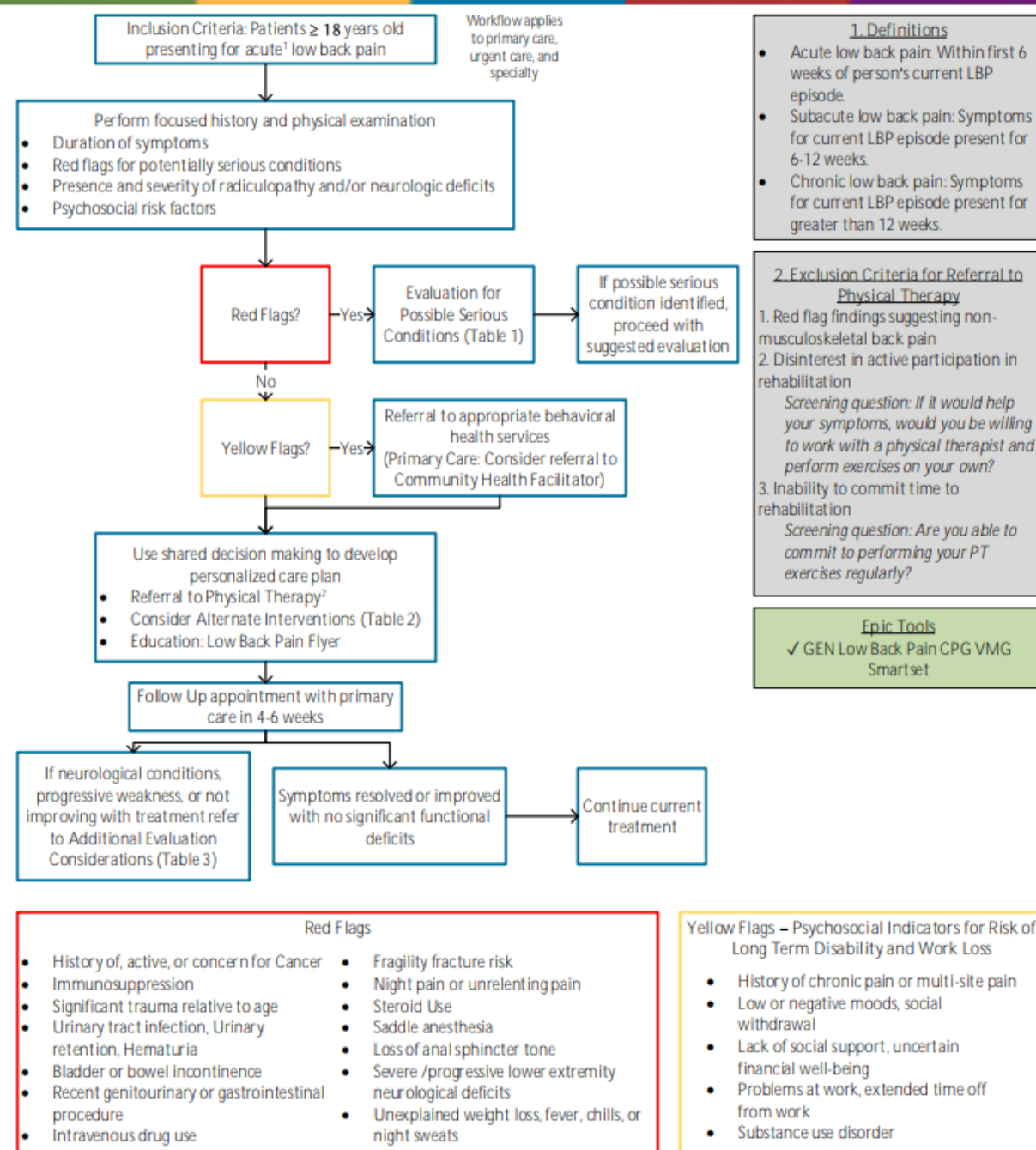
### ▼ Level of Service

#### ▼ New Patient

- ☐ Office / outpatient visit, new patient, level 2 [99202]
- ☐ Office / outpatient visit, new patient, level 3 [99203]
- ☐ Office / outpatient visit, new patient, level 4 [99204]
- ☐ Office / outpatient visit, new patient, level 5 [99205]

#### ▼ Established Patient

- ☐ Office / outpatient visit, established patient, level 2 [99212]
- ☐ Office / outpatient visit, established patient, level 3 [99213]
- ☐ Office / outpatient visit, established patient, level 4 [99214]
- ☐ Office / outpatient visit, established patient, level 5 [99215]



# Asthma Action Plan

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VALLEY  
MEDICAL CENTER

## My Asthma Action Plan

Date: \_\_\_\_\_  
My name \_\_\_\_\_ DOB \_\_\_\_\_  
My provider \_\_\_\_\_ Clinic & phone number \_\_\_\_\_  
My asthma symptoms are:  
☐ No more than 2 times a week ☐ More than 2 times a week, but less than once a day ☐ Daily ☐ Daily & often  
My best peak flow meter: \_\_\_\_\_

### Green Zone: Doing Well

**How I feel:** Breathing is good – No cough or wheeze – Can work & play – Sleep well at night  
**Peak flow meter** \_\_\_\_\_ (more than 80% of personal best)  
**Control medicine(s)** Medicine \_\_\_\_\_ How much to take \_\_\_\_\_ When and how often to take it \_\_\_\_\_  
**Physical activity** ☐ Use Albuterol/Levalbuterol \_\_\_\_\_ puffs, 15 minutes before activity  
☐ With all activity ☐ When you feel you need it

### Yellow Zone: Caution

**How I feel:** Some problems breathing – Cough, wheeze, or tight chest – Problems working or playing – Wake at night  
**Peak flow meter** \_\_\_\_\_ to \_\_\_\_\_ (between 50% and 79% of personal best)  
**Quick-relief medicine(s)** ☐ Albuterol/Levalbuterol \_\_\_\_\_ puffs, \_\_\_\_\_ (how often).  
**Control medicine(s)** ☐ Continue Green Zone medicines  
☐ \_\_\_\_\_ ☐ Change to \_\_\_\_\_  
You should feel better within 20 – 60 minutes of the quick-relief treatment. If you are getting worse or are in the Yellow Zone for more than 24 hours, THEN follow the instructions in the RED ZONE and call the doctor right away!

### Red Zone: GET HELP NOW!

**How I feel:** Lots of problems breathing – Cannot work or play – Getting worse instead of better – Medicine is not helping  
**Peak flow meter** \_\_\_\_\_ (less than 50% of personal best)  
**Take quick-relief medicine NOW!** ☐ Albuterol/Levalbuterol \_\_\_\_\_ puffs, \_\_\_\_\_ (how often).  
**Call 911 immediately if you have any of these danger signs:** Trouble walking or talking due to shortness of breath  
Lips or fingernails are blue • Still in Red Zone 15 minutes after taking quick-relief medicine

**Emergency Contact** Name \_\_\_\_\_ Phone ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

Education related to use of inhalers and spacers provided to patient, as well as additional asthma resources. Internal Use Only: Scan page 1 only. Patient to keep original.



Form: 87-8696 Rev. 1 03/2023  
MY ASTHMA ACTION PLAN

Page 1 of 2

Patient Label

### How to best inhale (breathe in) when using a metered-dose inhaler (MDI), dry powder inhaler (DPI) vs. nebulizer



Inhaling the right way is important when using these different kinds of medicines.  
Scan the QR code to see how-to videos.

### Asthma Resources

- American Lung Association videos, education [lung.org/asthma](http://lung.org/asthma)
- Asthma Care Quick Reference [nhlbi.nih.gov/files/docs/guidelines/asthma\\_qrg.pdf](http://nhlbi.nih.gov/files/docs/guidelines/asthma_qrg.pdf)
- Free support through Lung Helpline at 800.LUNGUSA
- Visit a respiratory therapist for one-on-one help

Content adapted and photos from the American Lung Association Asthma Action Plan

### How to use your inhaler and spacer



1. Take the cap off the inhaler.



2. Shake the inhaler for 5 seconds.



3. Attach to spacer and take cap off spacer.



4. Breathe OUT all the way.



5. Close lips around mouthpiece.



6. Press down here.



7. Breathe in SLOWLY, DEEPLY.



8. Hold your breath for 10 seconds if you can. Then breathe out slowly.



If you need another puff of medicine, wait 1 minute then repeat steps 5 – 9.



9. Rinse with water and SPIT OUT.

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Use the Google Translate app for your language

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## Outpatient Guides ⓘ ⋮

- ▾ Telehealth
  - Telehealth Troubleshooting Tips
  - Telehealth Video Visits
  - Telehealth Video Visits: Urgent Care
  - Telehealth Communication Signs
- ▾ Meds & Orders
  - Clinic Administered Meds: Ordering & Documenting on the MAR
  - Prescriptions: Re-Printing
  - Writing IRCU & Cath Lab Orders Using "Prep For Procedure"
  - Writing Multiple CII Prescriptions
- ▾ In Basket
  - Checking Into or Out of Pools
  - Creating an Out of Contact Occasion
  - QuickActions
- ▾ MyChart
  - Patient Email Encounters
- ▾ General Tips
  - ED Referral Workflow
  - Erroneous Encounters
  - Lung Cancer Screening
  - PACS Viewer: Synapse Mobility User Guide
  - Peripheral Artery Disease (PAD) Screening
  - Prolonged Services Encounters
  - Smoking Cessation: Billing & Documentation

## Message Board ⓘ ⋮

Last Refresh: 05:49:49 AM

There are no posts to show.

## TODD Talk Videos ⓘ ⋮

- ▾ Fall 2022 Epic Upgrade Videos
  - In Basket
  - Results Review
- ▾ TODD Talk Videos
  - Activity Tabs
  - Chart Search & Chart Review Filters
  - Clinic Provider Dashboard
  - Documentation Updates 2021
  - eConsult Orders: Primary Care to Specialty
  - Haiku Push Notifications
  - LOS Calculator
  - Multi Provider Schedule
  - OnBase
  - PACS Viewer: Synapse Mobility
  - ProcDoc (Procedure Documentation)
  - QuickActions for EPCS Reminders
  - Result Note & Result Management
  - SmartPhrases 101
  - SmartPhrases 102
  - SmartSets 101
  - Storyboard
  - Telehealth Video Visits
  - User Dictionaries
  - Visit Taskbar & Orders

## Time Savers ⓘ ⋮

- ▾ Documentation

## Inpatient Guides ⓘ ⋮

- ▾ General Tips
  - Longitudinal Plan of Care (LPOC)
  - Ordering Blood Products

## Web Links ⓘ ⋮

- ▾ Informatics Updates
  - Informatics Updates Site
- ▾ Provider Resources
  - Ambulatory Care Pathways (CPGs)
  - Antibiogram
  - Cardiac Risk Calculator
  - CDC
  - COVID Pathways
  - Empiric Antibiotic Treatment Card
  - LGBTQI+ Resources
  - Micromedex
  - Opioid Dose Calculator
  - USPTF Recommendations
  - Viral Epidemiology Data
  - VMC FY2023 Strategic Incentive Plan
  - VMC Medical Staff Peer Support & Resources
  - VMC Referral Guide
- ▾ Forms
  - Chronic Benzodiazepine Medication Agreement
  - Chronic Opioid Medication Agreement
  - Chronic Stimulant Medication Agreement
  - Consent Form for Clinic Procedures
  - Patient Request Form: Amendment of Medical Record
  - Suicide Safety Plan
  - Valley Asthma Action Plan

# Strategic Incentive Plan FY23



**PROVIDER  
COMMUNICATION**

**(25%)**



**INFLUENZA  
VACCINATION**

**(25%)**



**MYCHART  
UTILIZATION**

**(25%)**



**WELL-BEING**

**(25%)**

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# Strategic Incentive FY23

<https://tableau1/#/views/VMGProviderIncentivesMeasureDetail/ByDivision-ProviderIncentiveSummary?:iid=3>

## Influenza Administration/Counseling- Target 80%

Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23
7,932	21,874	34,429	45,207	54,848	62,475	70,375	71,124
10,388	26,085	40,009	51,947	63,166	72,368	82,642	83,425
76.4%	83.9%	86.1%	87.0%	86.8%	86.3%	85.2%	85.3%

## MyChart Utilization- Target 60%

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23
9,423	20,675	30,988	40,919	49,865	57,930	65,832	72,546	79,993	81,889
13,664	27,710	39,869	51,321	61,686	70,832	79,597	87,028	95,461	97,574
69.0%	74.6%	77.7%	79.7%	80.8%	81.8%	82.7%	83.4%	83.8%	83.9%

# Strategic Incentive FY23

## Provider Communication- Target 82.3% top box OR reflections completion

To participate in the reflective activity option:

Complete Q1 AND Q2 reflections on **by February 28, 2023.**

Complete Q3 AND Q4 reflections between **April 21, 2023- August 31, 2023.**

<https://www.surveymonkey.com/r/YV37YYQ>

<https://tableau1/#/views/VMGProviderIncentivesMeasureDetail/ProviderReflections?:iid=3>

			Submission For Fiscal Qtr		
Epic Assigned Clinic		Provider EpicId	Heisenberg..	Q1 (July-September)	Q2 (October-December)
CARDIOLOGY CLINIC		127991	Yes	1	
	SIMCOE, COURTNEY L	Physician Assistant	124334	Yes	1
CASCADE PRIMARY CARE	HALLOWELL, MATTHEW	Physician	126633	Yes	1
	MADEJA, JENNA N	Physician	117638	Yes	1
	NGUYEN, DINA TUYETLOAN D	Physician	105758	Yes	1
	ROMO, TREVOR D	Physician Assistant	124811	Yes	1

# Strategic Incentive FY23

## Well- Being

Q1 and Q2: Submit one Well-Being reflection by February 28, 2023

Q3 and Q4: Submit one Well Being reflection between **April 21, 2023- August 31, 2023.**

Provider Well-Being Measure survey: <https://www.surveymonkey.com/r/K8KWDTQ>

[Tableau Report to view completion](https://tableau1/#/views/VMGProviderIncentivesMeasureDetail/ProviderWellBeing?:iid=1)

<https://tableau1/#/views/VMGProviderIncentivesMeasureDetail/ProviderWellBeing?:iid=1>

# THANK YOU!



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**April 20:**  
VMG Provider Meeting

**May 10:**  
Primary Care Provider Meeting

