

# Primary Care Quality Update

May 11, 2022



Long Nguyen, DO



# Agenda



Celebrate our achievements!



Showcase quality tools and pathways



Review quality data



# Strategic Incentive Progress- Primary Care

Measure	Current Progress	Target
Advanced Care Planning	40.6%	10%
Flu Administration/Counseling	85.1%	80%
MyChart Activity	81.6%	60%
Provider Communication	94%	93.1% top box



♥ = strategic incentive measure

**Operational Efficiency** (Target Met based on 12-mo Avg)

Measure Description	Target Met	12-Mo Rolling	Target	Curr Mo (n)	Curr Mo Result	12 Month Rolling Trend
AVS - Visit Summary Completed	✓	99.8%	97.0%	102	100.0%	
Pct of Visit Encounters Completed and Signed in 72 Hrs	✓	100.0%	97.0%	102	100.0%	
Percent of Medication Lists Reviewed in EPIC by Provider	✓	99.8%	95.0%	107	100.0%	

**Patient Experience** (Note: data includes preliminary data)

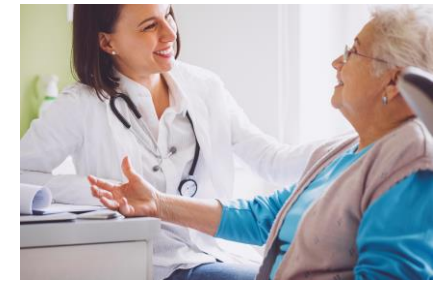
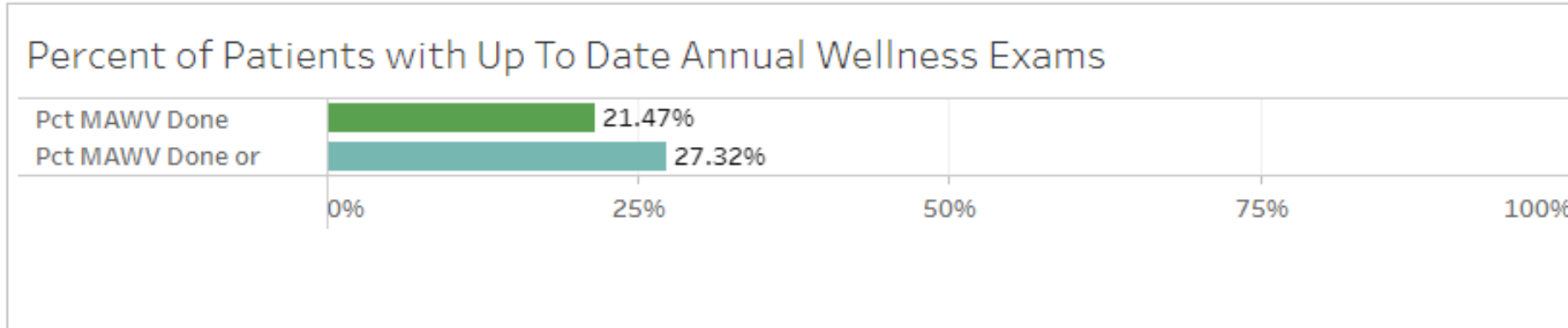
Measure Description	Target Met	12-Mo Top Box%	Target	Curr Mo (n)	Curr Mo Top Box%	12 Month Rolling Trend
Access To Care (Med Spc)	✓	87.8%	83.5%	3	100.0%	
Provider Communication (Med Spc)	✓	98.0%	92.0%	3	100.0%	
Willingness to Recommend (Med Spc)	✓	96.0%	92.1%	3	66.7%	

**Clinical Excellence** (Target Met based on 12-mo Avg, except MAWV which is current month)

Measure Description	Target Met	12-Mo Rolling	Target	TotalCnt	Curr Mo Result	12 Month Rolling Trend
Disease Mgmt Composite (6 Measures) (Visit Based)	✓	80.2%	77.0%	125	82.4%	
Preventive Composite (5 Measures) (Visit Based)	✓	83.5%	77.0%	99	86.9%	
Tobacco Cessation Interventions	✗	88.2%	90.0%	16	93.8%	
Advance Care Planning (SmartPhrase used)	✓	77.1%	10.0%	70	77.1%	
Flu Shot Administration & Counseling	✓	97.1%	80.0%	104	97.1%	
MAWV Completion	✓	60.8%	47.1%	120	60.8%	
My Chart Activity	✓	68.3%	60.0%	350	68.3%	



# Medicare AWWV Completion



Target: 34% by end of June and 68% by end of December

Thank you everyone!



# Patients Are First Board Goal

## Panel Based Composite (11 Measures)

### Disease Management (5 measures)

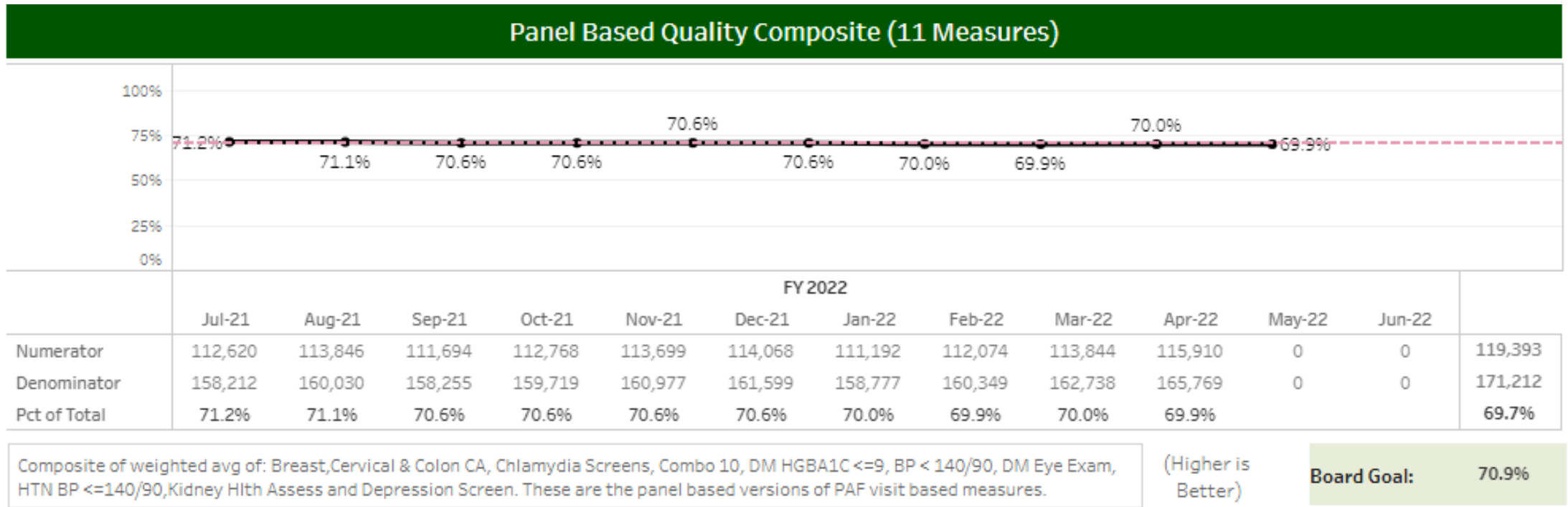
- Diabetes A1c control
- Diabetes BP control
- Diabetes Retinal Exam
- Diabetes Kidney Health
- HTN BP control
- Depression-PHQ9 utilization

### Preventive Management (6 measures)

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



# Panel Based Composite (11 measures)



# Diabetes Disease Management

+ 560 diabetic patients since July 2021



Diabetes A1C - Panel Based 2021	Numerator	7,972	8,006	8,082	8,124	8,166	8,160	8,127	8,136	8,177	8,318	0	0	8,318	75.3%	✗	83.0%
	Denominator	10,488	10,557	10,642	10,666	10,691	10,708	10,740	10,818	10,860	11,050	0	0	11,050			
	Pct of Total	76.0%	75.8%	75.9%	76.2%	76.4%	76.2%	75.7%	75.2%	75.3%	75.3%			75.3%			
Diabetes Blood Pressure Control - Panel Based 2021	Numerator	7,620	7,664	7,676	7,648	7,665	7,656	7,677	7,770	7,860	7,981	0	0	7,981	72.2%	✗	82.0%
	Denominator	10,488	10,557	10,642	10,666	10,691	10,708	10,740	10,818	10,860	11,050	0	0	11,050			
	Pct of Total	72.7%	72.6%	72.1%	71.7%	71.7%	71.5%	71.5%	71.8%	72.4%	72.2%			72.2%			
Diabetes Kidney Health - Panel Based	Numerator	8,064	8,105	8,047	8,089	8,193	8,190	8,152	8,180	8,280	8,460	0	0	8,460	68.3%	✗	94.3%
	Denominator	11,698	11,801	11,890	11,932	11,958	11,983	11,975	12,078	12,207	12,392	0	0	12,392			
	Pct of Total	68.9%	68.7%	67.7%	67.8%	68.5%	68.3%	68.1%	67.7%	67.8%	68.3%			68.3%			
Diabetes Retinal Exam - Panel Based 2021	Numerator	5,467	5,480	5,480	5,481	5,492	5,472	5,429	5,425	5,421	5,559	0	0	5,559	50.3%	✗	76.4%
	Denominator	10,484	10,552	10,638	10,662	10,687	10,705	10,739	10,817	10,860	11,050	0	0	11,050			
	Pct of Total	52.1%	51.9%	51.5%	51.4%	51.4%	51.1%	50.6%	50.2%	49.9%	50.3%			50.3%			



Jan 2022-Omicron surge





# Diabetes Questionnaire for PDV

Implemented March 2022

**.DIABETESPRESENTILLNESS**



**Diabetes Screening**

Time taken: 12/10/2021 1142 Responsible

▼ Diabetes Screening

How often do you take your medications as prescribed?

How often do you check your blood sugars?

What is the range of your recent fasting blood sugars?

What is the range of your recent blood sugars 2 hours after eating?

Have you had any low blood sugar (hypoglycemic) episodes?

How often do you exercise?

What type of exercise do you participate in?

Have you seen the eye doctor for a diabetic eye exam in the last year?

Clinic where eye exam was performed:

Have you noticed any new visual changes?

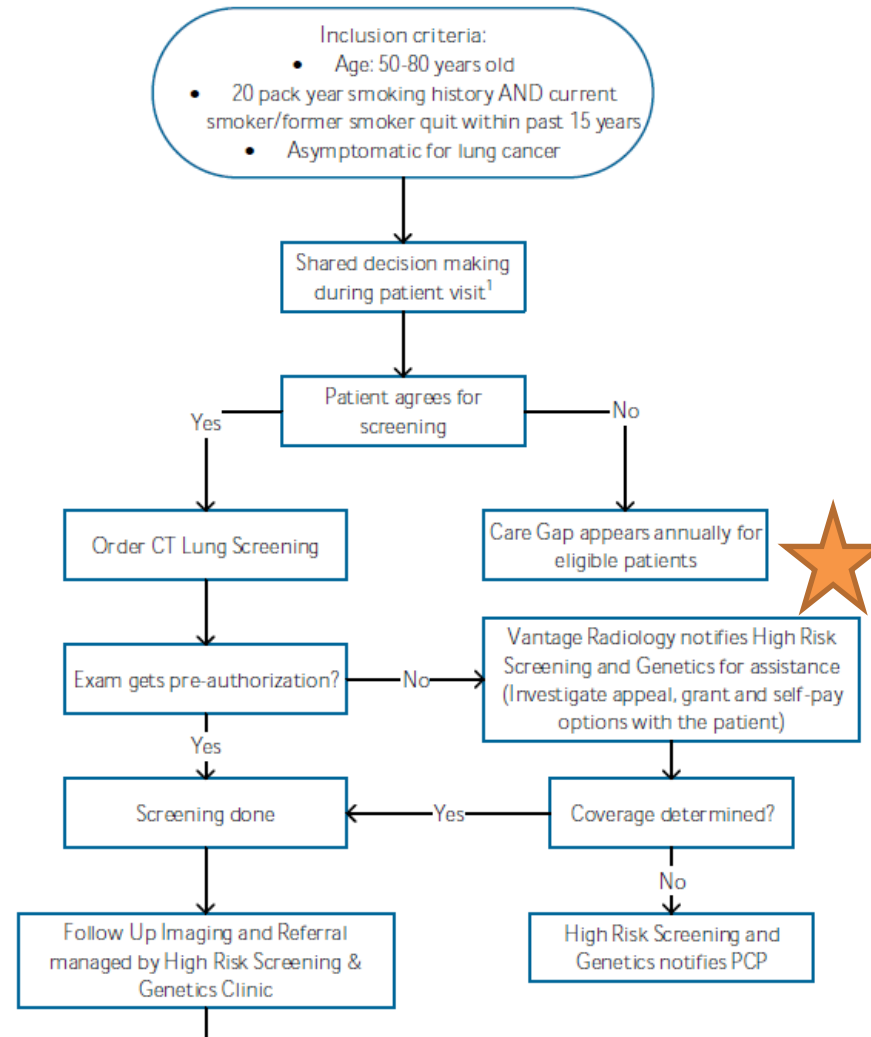
Have you noticed any decreased sensation in your feet?

# Lung Cancer Screening

## Implemented August 2021

Inclusion criteria:

- Age: 50-80 years old
- 20 pack year smoking history AND current smoker/former smoker quit within past 15 years
- Asymptomatic for lung cancer



1. Shared decision making during patient visit

Use patient decision aid (.lungcancerscreening)  
 Discuss potential benefits of lung cancer screening

- Reduced mortality

Discuss potential harms of lung cancer screening

- False positives
- F/U testing if an abnormality found
- Possible complications of invasive testing
- Overdiagnosis
- Total radiation exposure (Screening & diagnostic)

Other issues

- Impact of comorbidities on screening
- Ability or willingness to undergo invasive diagnostic procedures and treatment

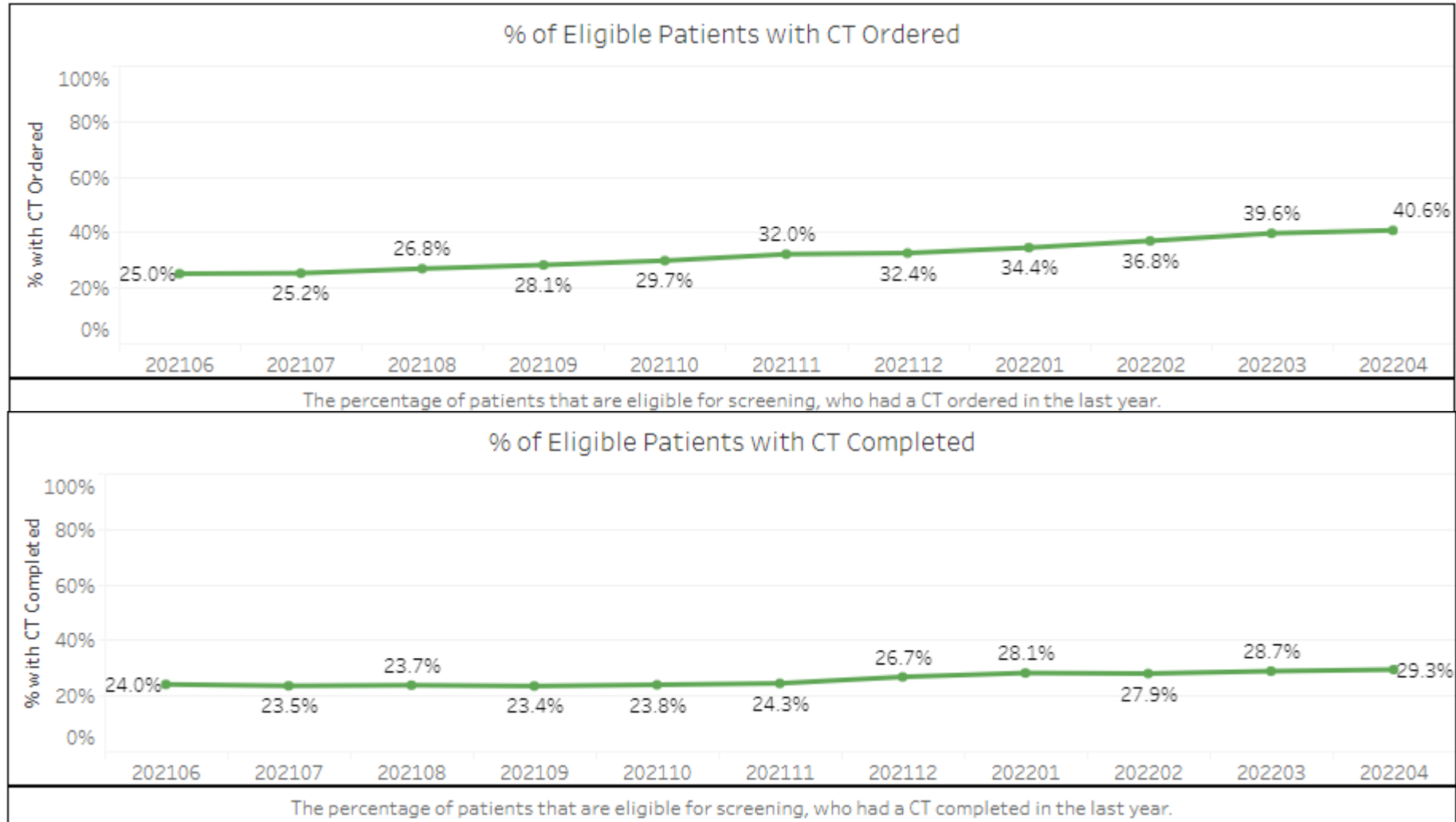
Counsel

- Importance of adherence to annual lung cancer screening
- Importance of smoking cessation if applicable
- Tobacco cessation intervention

Epic Tools

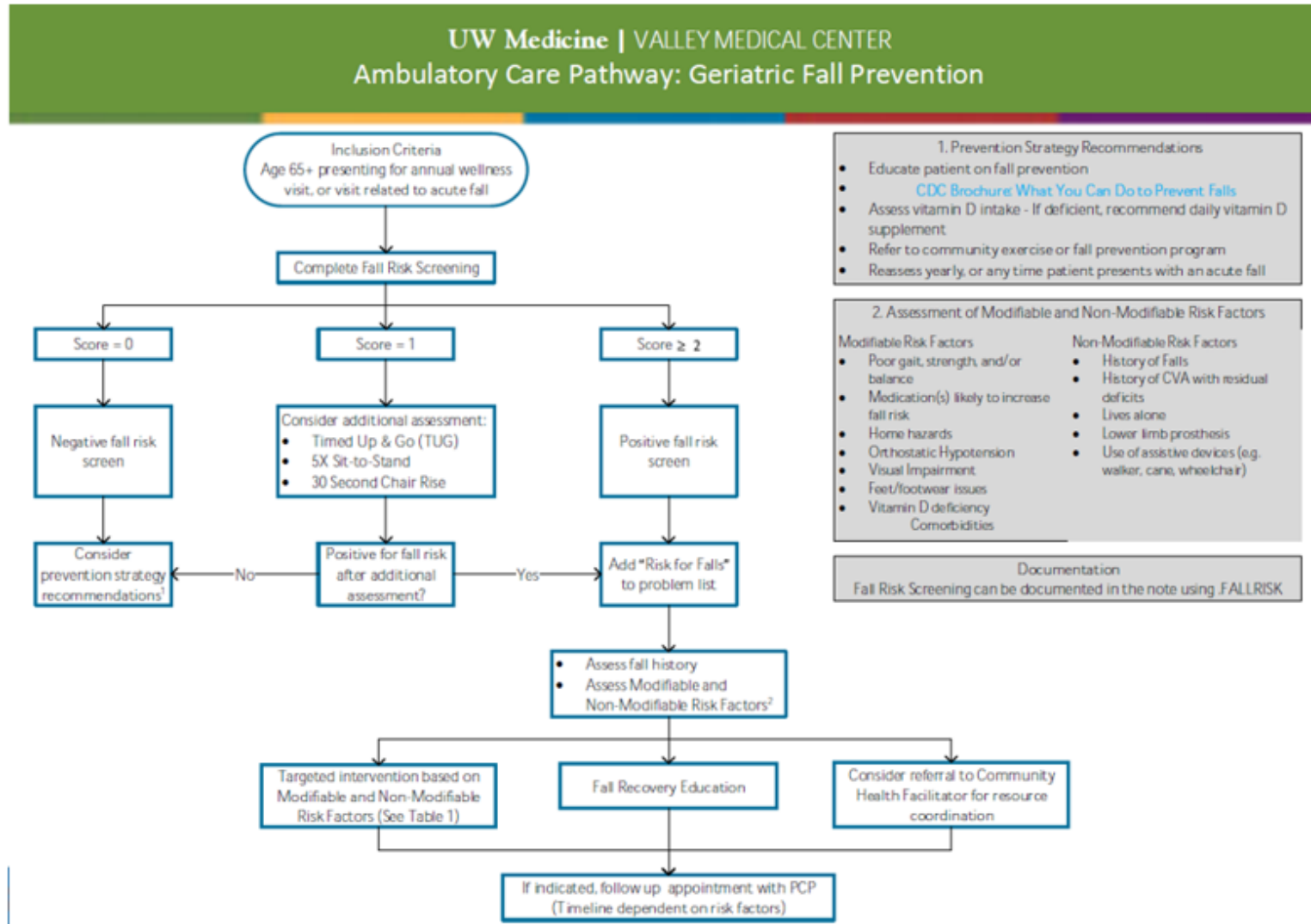
- ✓ Care Gap Topic
- ✓ Lung Cancer Screening Smartset
- ✓ Optional smart list in AWW template
- ✓ .lungcancerscreening dotphrase
- ✓ After visit summary with patient instructions

# Lung Cancer Screening



# Geriatric Fall Prevention Pathway

September 2021



# \*NEW\* Fall BPA and Smartset

GEN Fall Risk Prevention VMG Smartset

Score  $\geq 2$  on fall risk screening will trigger fall BPA.

\*Simplified to two options with multi-select capability\*

Need Follow-up (1)

Fall Risk

[CDC Fall Prevention](#)  
[VMC Clinical Guideline](#)

Open Order Set	Do Not Open	GEN Fall Risk Prevention VMG <a href="#">Preview</a>
Add Problem	Do Not Add	Risk for falls <a href="#">Edit details</a> (Share with patient)

Acknowledge Reason

Reviewed with patient	Patient declined
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## GEN Fall Risk Prevention VMG

- Geriatric Fall Prevention Care Pathway

### Diagnoses

#### Diagnoses

- Risk for falls [Z91.81]
- Unsteady gait [R26.81]

### Orders

#### DME

- CANE  
Disp-1 each, R-0
- WALKER  
Disp-1 each, R-0

### Referrals

#### Referrals

- Physical Therapy Referral  
Internal Referral, Routine

### Patient Instructions

#### Patient Instructions

- Caregiving Agencies
- Community Activities for Seniors
- DME Suppliers
- Exercises for Fall Prevention
- Eye Care Resources
- Fall Prevention and Recovery
- Foot Care Resources
- Home Assessment and Repair
- Home Health Agencies
- Personal Emergency Response Systems
- Transportation Resources



# \*NEW\* Fall Risk Indicator on Schedule View

## Fall Risk Indicator Flag on the Provider Schedule View

There is a column available in the provider schedule view that will show an indicator flag for patients who have a Fall Risk Score  $\geq 2$ .

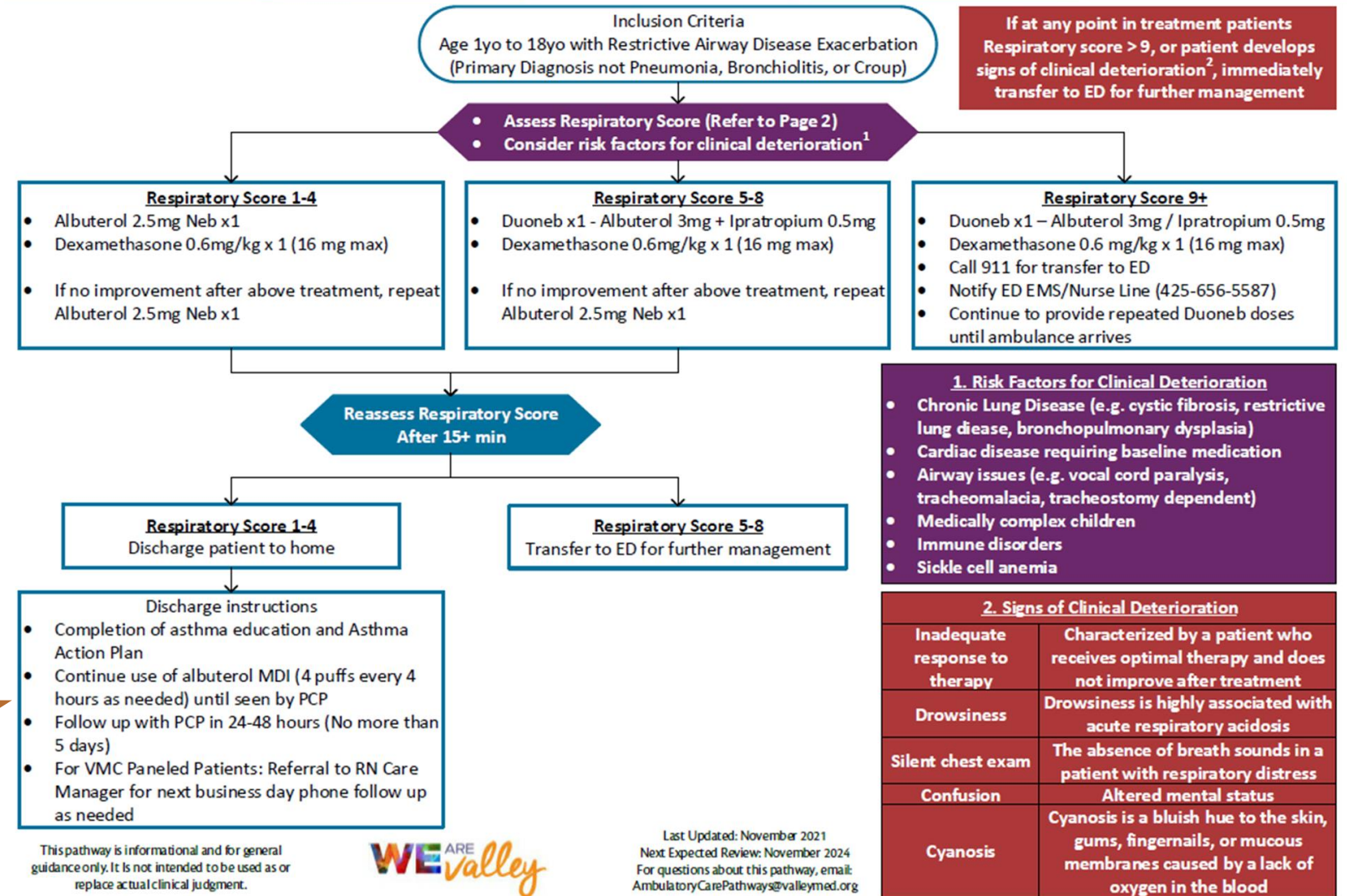
- Any patient with a Fall Risk Score of 2 or 3 will have a red exclamation mark in the fall risk column (This will also show for results that are "pending")

SENIOR CARE AND INTERNAL MEDICINE CLINIC Department (All Providers) Filter by Status Showing: 35 of 80

Fall Risk	Infection St	Status	Medi Time	Infec HM	Patient	DOB	Type
		Scheduled	2:00 PM				
!		Scheduled	2:00 PM				
		Scheduled	2:00 PM				
	MRSA	Scheduled	2:20 PM				
!		Scheduled	2:20 PM				
		Scheduled	2:30 PM				
!		Scheduled	2:30 PM				

# Acute Pediatric Asthma Exacerbation

Implemented in November 2021



This pathway is informational and for general guidance only. It is not intended to be used as or replace actual clinical judgment.

# Albuterol MDI Kit SMARTSET

(limited to patients age 1 yo-18 yo)

**SmartSets**

Search for new SmartSet

Search Results

GEN Albuterol MDI Kit VMG

Suggestions (2)

**GEN Albuterol MDI Kit VMG** [Manage User Versions](#)

Remember to use **.albuterolmdikit** in your progress note.  
- [Acute Asthma Exacerbation Care Pathway \(Pediatric\)](#)

**Orders**

**Orders**

Albuterol Home Kit Communication Order  
[Routine, Clinic Performed](#)

**Medications**

**Medications**

albuterol HFA inhaler  
Disp-18 g, R-3

albuterol HFA 90 mcg/actuation Inhl inhaler  
[Clinic dispensed](#)  
[No Print, Disp-8 g, R-0](#)

INHALATIONAL SPACING DEVICE  
[Inhalational Spacing Device without Mask](#)  
[No Print, Disp-1 each, R-0](#)

PEAK FLOW METER  
[Use daily](#)  
[No Print, Disp-1 each, R-0](#)

**Patient Instructions**

**Patient Instructions**

Administering an Inhaler With a Spacer

Albuterol Inhalation Aerosol

Asthma Action Plan

**Additional SmartSet Orders**

Search

*You can search for an order by typing in the header of this section.*

Patients 1-5 yo: Dispense spacer with mask  
Patients 6-18 yo: Dispense spacer without mask





### Asthma Action Plan for Audrey Athens

Printed: 4/23/2021  
Doctor's Name: Robert E Molina, MD, Phone Number: 425-690-3410  
Hospital/ Emergency Room Phone Number: \*\*\*  
My best peak flow is: \*\*\*

Please bring this plan and all your medications to each visit to our office or the emergency room.

#### GREEN ZONE: Doing Well

- No cough, wheeze, chest tightness or shortness of breath during the day or night
- Can do your usual activities
- If a peak flow meter is used: peak flow: more than \*\*\* (80% or more of my best)

#### Take these long-term-control medicines each day

Medicine	How much to take	When to take it
***	***	***

#### Take these medicines before exercise if your asthma is exercise-induced

Medicine	How much to take	When to take it
{Short acting B-agonists:19096}	{1-4:31454:~2} puffs	{Time; 15 min - 1 hour:19805:~30 minutes} before exercise

#### YELLOW ZONE: Asthma is Getting Worse

- Cough, wheeze, chest tightness or shortness of breath or
- Waking at night due to asthma, or
- Can do some, but not all, usual activities, or
- If a peak flow meter is used: peak flow: \*\*\* to \*\*\* (50-79% of my best peak flow)

First:

Take quick-relief medicine - and keep taking your GREEN ZONE medicines

- Take the {Short acting B-agonists:19096} {Rescue frequency short acting B-agonist:20426}.

Second:

If your symptoms (and peak flows) return to Green Zone after 1 hour of above treatment, continue monitoring to be sure you stay in the green zone.

-Or,

If your symptoms (and peak flows) do not return to Green Zone after 1 hour of above treatment:

- Take the {Short acting B-agonists:19096} {Rescue frequency short acting B-agonist:20426}.
- Start oral steroids: take {oral steroids:19092} {instructions:20429}
- Call the doctor {notify:20427} taking the oral steroid.

#### RED ZONE: Medical Alert!

- Very short of breath, or
- Quick relief medications have not helped, or
- Cannot do usual activities, or
- Symptoms are same or worse after 24 hours in the Yellow Zone, or
- If a peak flow meter is used: peak flow: less than \*\*\* (50% or less of your best)

First, take these medicines:

- Take the {Short acting B-agonists:19096} {Rescue frequency short acting B-agonist:20426}.
- Start oral steroids: take {oral steroids:19092} {instructions:20429}

Then call your medical provider NOW! Go to the hospital or call an ambulance if:

- You are still in the Red Zone after 15 minutes, AND
- You have not reached your medical provider

#### DANGER SIGNS

- Trouble walking and talking due to shortness of breath, or
- Lips or fingernails are blue

Take {1-6:10304:~4} puffs of your quick relief medicine, AND  
Go to the hospital or call for an ambulance (call 911) NOW!

# Current PDSA Document using the SmartText GEN ASTHMA ACTION PLAN

### Asthma Action Plan for Audrey Athens

Printed: 4/23/2021

Doctor's Name: Robert E Molina, MD,

Phone Number: 425-690-3410

Hospital/ Emergency Room Phone Number: \*\*\*

My best peak flow is: \*\*\*

Please bring this plan and all your medications  
to each visit to our office or the emergency  
room.

# Hypertension Update

## April 2022

### UW Medicine | VALLEY MEDICAL CENTER Ambulatory Care Pathway: Hypertension

- Inclusion criteria
- Age  $\geq 18$  years with a diagnosis of hypertension
  - Elevated BP during 2 office visits
  - BP  $\geq 160/100$  during 1 office visit

Assess for Comorbid Conditions<sup>1</sup> and Determine Target BP<sup>2</sup>

Initial BP  $\geq 160/100$ ?

No Yes

Is patient black and non-diabetic?

No Yes

1<sup>st</sup> line: ACEI or ARB<sup>3</sup>  
2<sup>nd</sup> line: Thiazide or CCB  
3<sup>rd</sup> line: Thiazide or CCB (not previously selected)  
4<sup>th</sup> line: Potassium-sparing diuretic

1<sup>st</sup> line: Thiazide diuretic<sup>3</sup>  
2<sup>nd</sup> line: Thiazide or CCB (not previously selected)  
3<sup>rd</sup> line: ACEI or ARB  
4<sup>th</sup> line: Potassium-sparing diuretic

Start with Combination Therapy

1<sup>st</sup> line: Prescribe two of the following

- ACEI/ARB<sup>3</sup>
- Thiazide<sup>3</sup>
- CCB

2<sup>nd</sup> line: Thiazide or CCB (not previously selected)

3<sup>rd</sup> line: Potassium-sparing diuretic

1. Assess for Comorbid Conditions
- Hypercholesterolemia
  - Diabetes Mellitus
  - Chronic Kidney disease
  - Tobacco Use
  - Obesity
  - Sleep Apnea
- Initial Lab Work/Testing
- CMP
  - CBC
  - Lipid Panel
  - TSH
  - Urinalysis
  - EKG

2. Determine Target BP

Age < 80 years old ASCVD risk < 10%	Target BP < 140/90
Age < 80 years old ASCVD risk $\geq 10\%$	Target BP < 130/80
Age $\geq 80$ years old	Target BP < 150/90

Individualized BP targets for patients with multiple comorbidities, high fall risk, frailty, dementia or short life expectancy

3. Monitoring

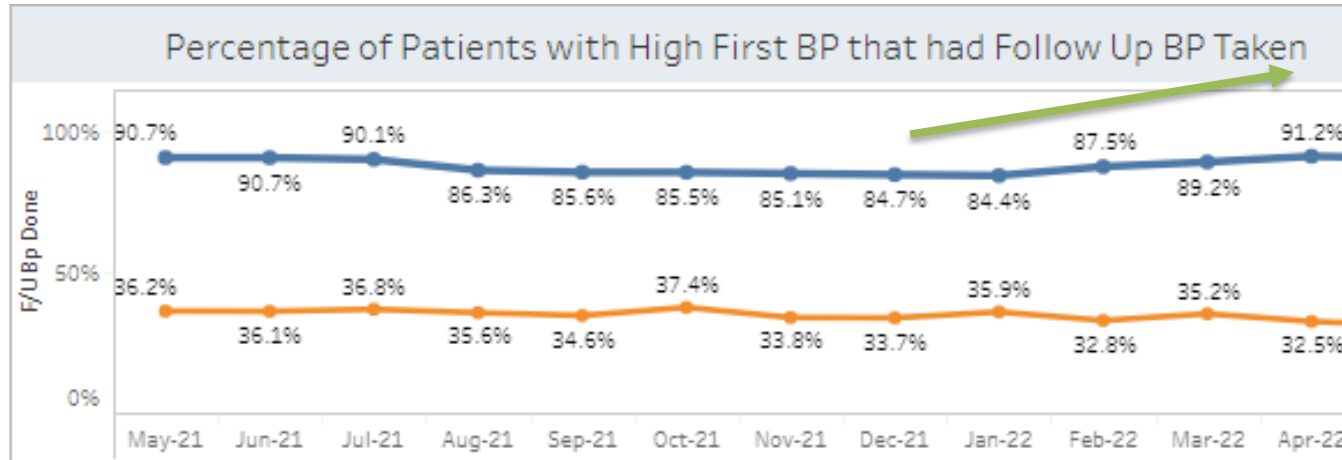
Before and within 4 weeks of starting ACEI/ARB or Diuretics, order a Basic Metabolic Profile

# GEN HTN CPG VMG Smartset updated

- GEN HTN CPG VMG ⌵
  - HTN Care Pathway Algorithm
  - ▶ **Monotherapy Medications**
  - ▼ **Monotherapy Medications: Black & Non-diabetic**
    - ▶ 1st Line (Thiazide diuretics)
    - ▶ 2nd Line (CCBs)
    - ▶ 3rd Line (ACEI / ARBs)
    - ▶ 4th Line (Aldosterone antagonist)
  - ▼ **Combination Therapy Medications**
    - ▶ 1st Line (ACEI / ARB + Thiazide)
  - ▶ **Titration**
  - ▼ **MyChart BP Monitoring**
    - ▼ **MyChart BP Monitoring**
      - If patient has an active BP Flowsheet Order:  
Go to the More Button > Episodes of Care > Find the order & mark Resolve
      - Order: BP Flowsheet
      - Instructions: BP Device Reqs, Getting Started & Expectations
      - Instructions: Synch BP Device w/Apple Health App
      - Instructions: MyChart BP Patient Entered Flowsheets
  - ▼ **Orders**
    - ▶ Labs
    - ▶ Secondary HTN Testing
    - ▶ Cardiac Testing
    - ▶ Referrals
  - ▼ **Patient Instructions**
    - ▼ **Patient Instructions**
      - What is high blood pressure?
      - Controlling High Blood Pressure



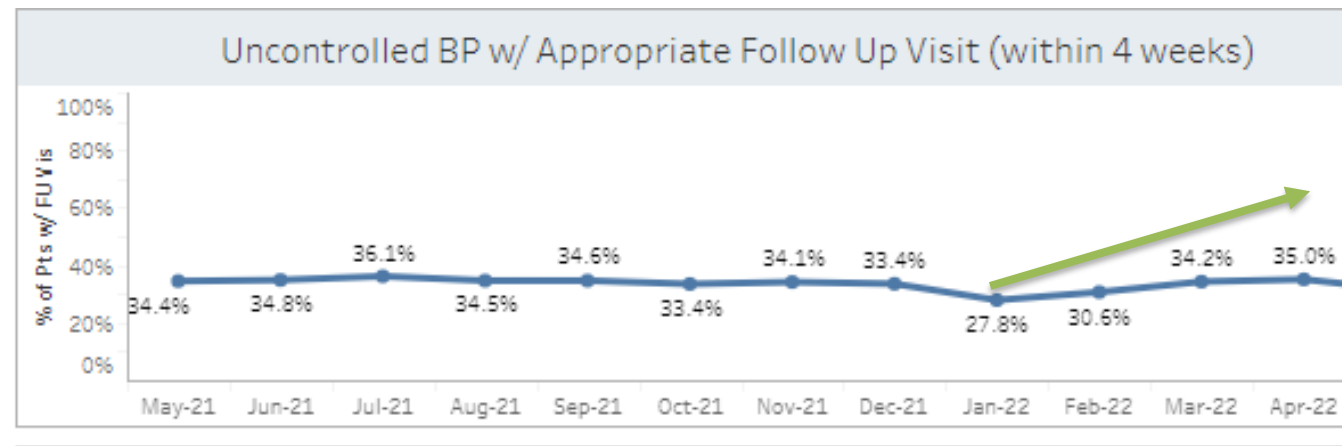
# HTN- BP Control (goal < 140/90)



Continue to recheck BP if first BP is greater than 140/90.

Recommend follow up in 1 month after starting or adjusting treatment.

Encourage telehealth and home blood pressure monitoring.



# Upcoming Care Pathways





**THANK YOU!**

Questions | Comments

