

PRIME DY14 Year-End Data

Wednesday, October 23, 2019, 12:00-1:00pm

[Recording link](#) (56 minutes)

Updated 10/28/19

Agenda

Time	Topic	Lead(s)
5 min	Welcome & Roll-Call	Kristina Mody
25 min	PRIME DY14 Year-End Data	David Lown Kristina Dana Pong
25 min	PRIME DY14 Year-End Peer Sharing & Discussion	ALL
5 min	Wrap Up	Kristina

Roll Call & Reminders

AHS	ARMC	CCRMC	KMC	LACHDS	NMC	RUMC	SCVMC	SFHN
Neha Gupta, Holly Garcia, Annette Johnson	Rolando Mantilla	Karin Stryker; Nooshin Abtahi	Kevin Jenson	Paul Giboney; Irene Dyer	Jane Finney, Anthony Leal	Corinne Matthews	Elena Tindall, Vickie Wilson, Bob Sheridan	Rachel Stern, Renata Ferreira
SJGH	SMMC	UCD	UCI	UCLA	UCSD	UCSF	VCMC	
Farhan Fadool; Jeff Slater	Kristin Gurley	Jeff Berg	Scott Thompson	Brandy Bryant	Heather Erwin	Sara Coleman	Theresa Cho	

WEBINAR REMINDERS:

Chat Questions typed here will only be seen by CAPH/SNI Staff, who will repeat question and answer for group

Attendance Designate one person (PRIME manager or project lead) to speak
Contact [Abby Gonzalez](#) if you want to add other team members

Post-Webinar Please take our post-event survey!

Recordings of the webinar and slide deck posted on [SNI Link](#)

Housekeeping



Lines are muted on entry



Please mute locally & unmute to ask questions



At any time, feel free to chat your question & we will read out



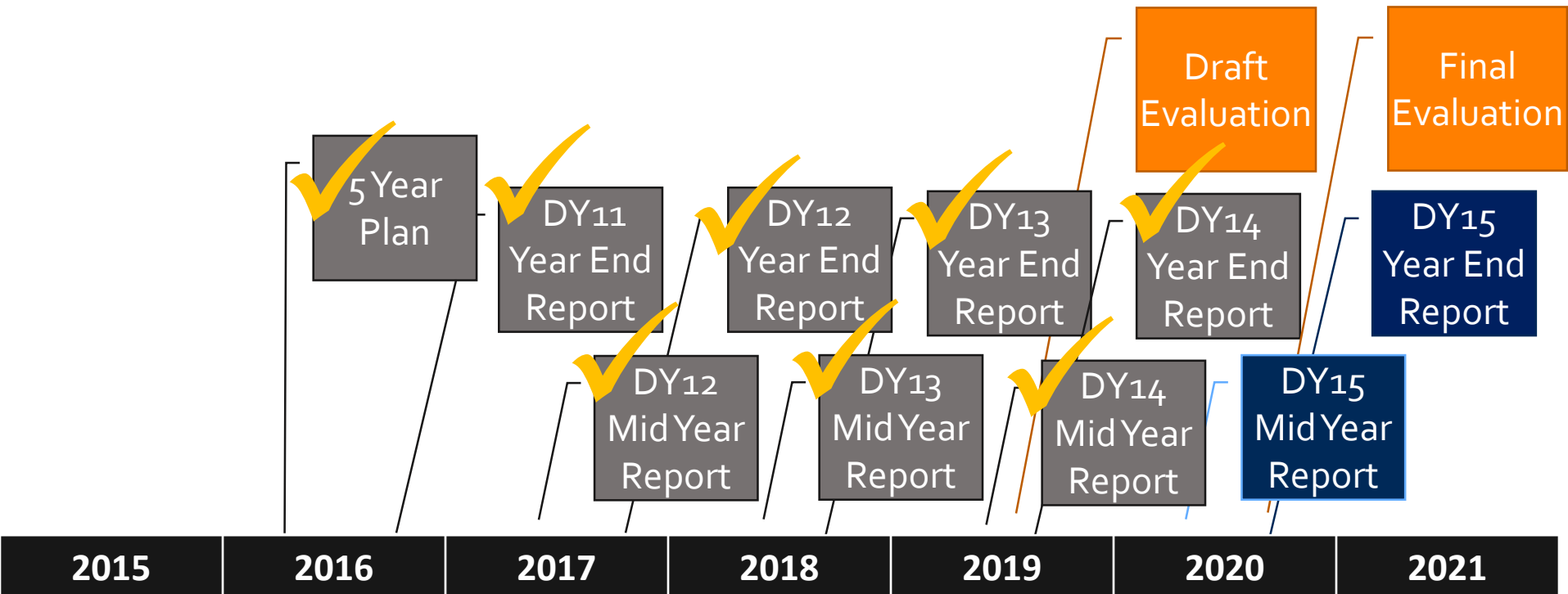
Webinar will be recorded and saved on SNI Link:

[PRIME Webinars](#)

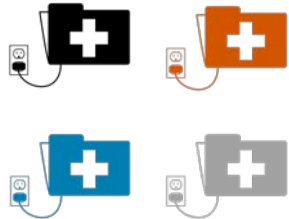
PRIME DY14YE Data



PRIME current status



DY14: Outside of PRIME



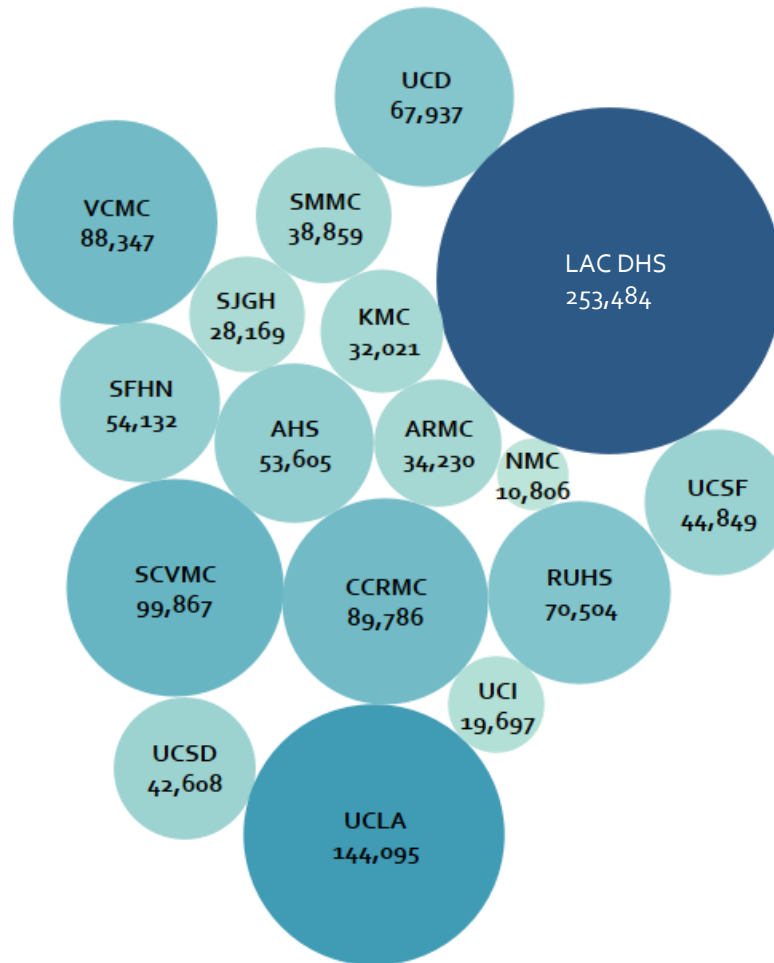
- 4 members planning for EHR transitions
 - 2 complete (Summer/Fall 2019)

- QIP Year 1 reporting
- QIP Year 2 quality improvement work



- Post-PRIME development (and angst)

DY14 PRIME Eligible Population

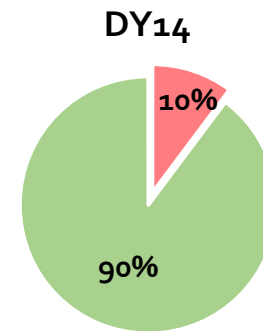
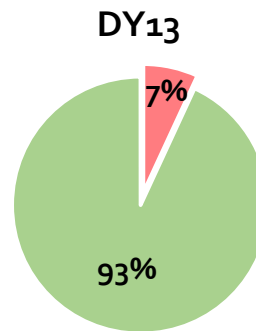
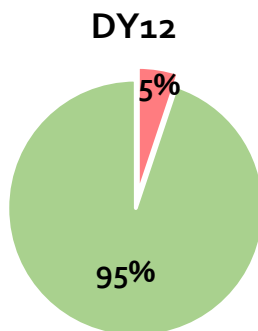
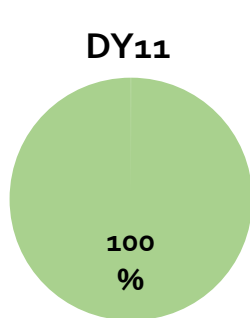


By DY: % Target Met

YE Target Met

YE Target Not Met

All metrics



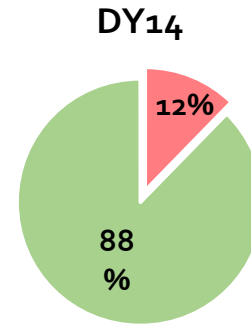
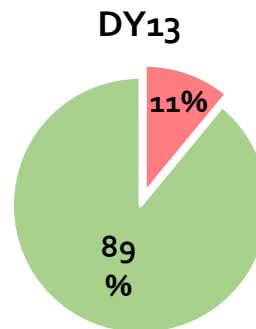
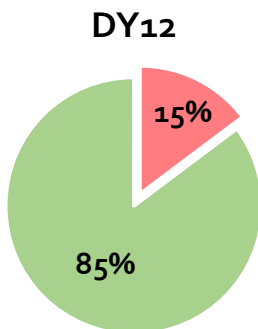
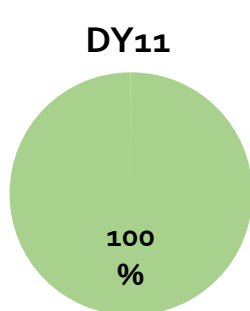
% of all metrics that are P4P:

37%

67%

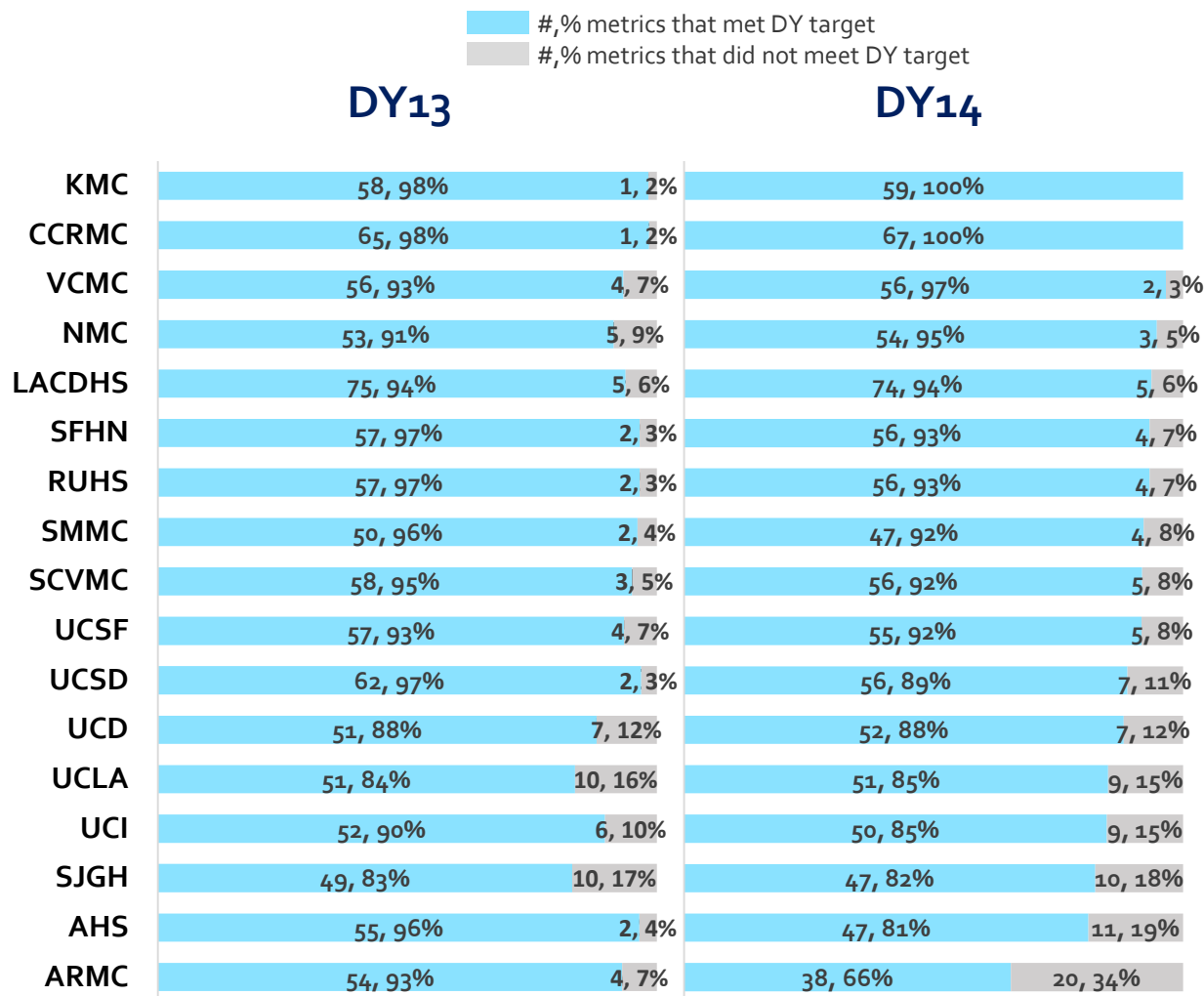
89%

P4P metrics



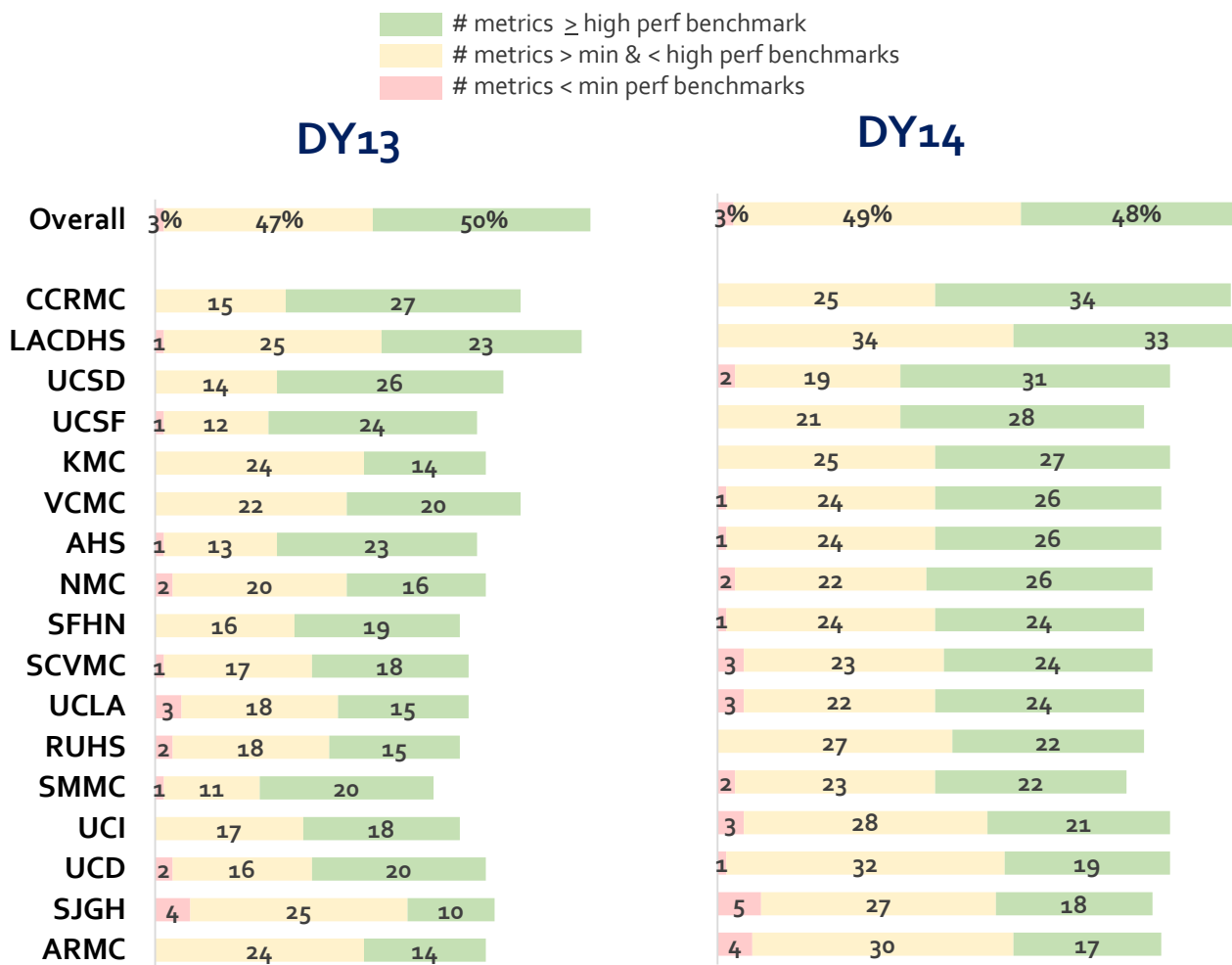
DY14 YE data not yet approved by DHCS. Sub-rates are counted as unique metrics.
Metrics with denominator <30 were not counted in Target Met/Not Met

By System: Target Met



DY14 YE data not yet approved by DHCS. Sub-rates are counted as unique metrics.
 Metrics with denominator <30 were not counted in Target Met/Not Met

By System: All Metrics v. Benchmarks

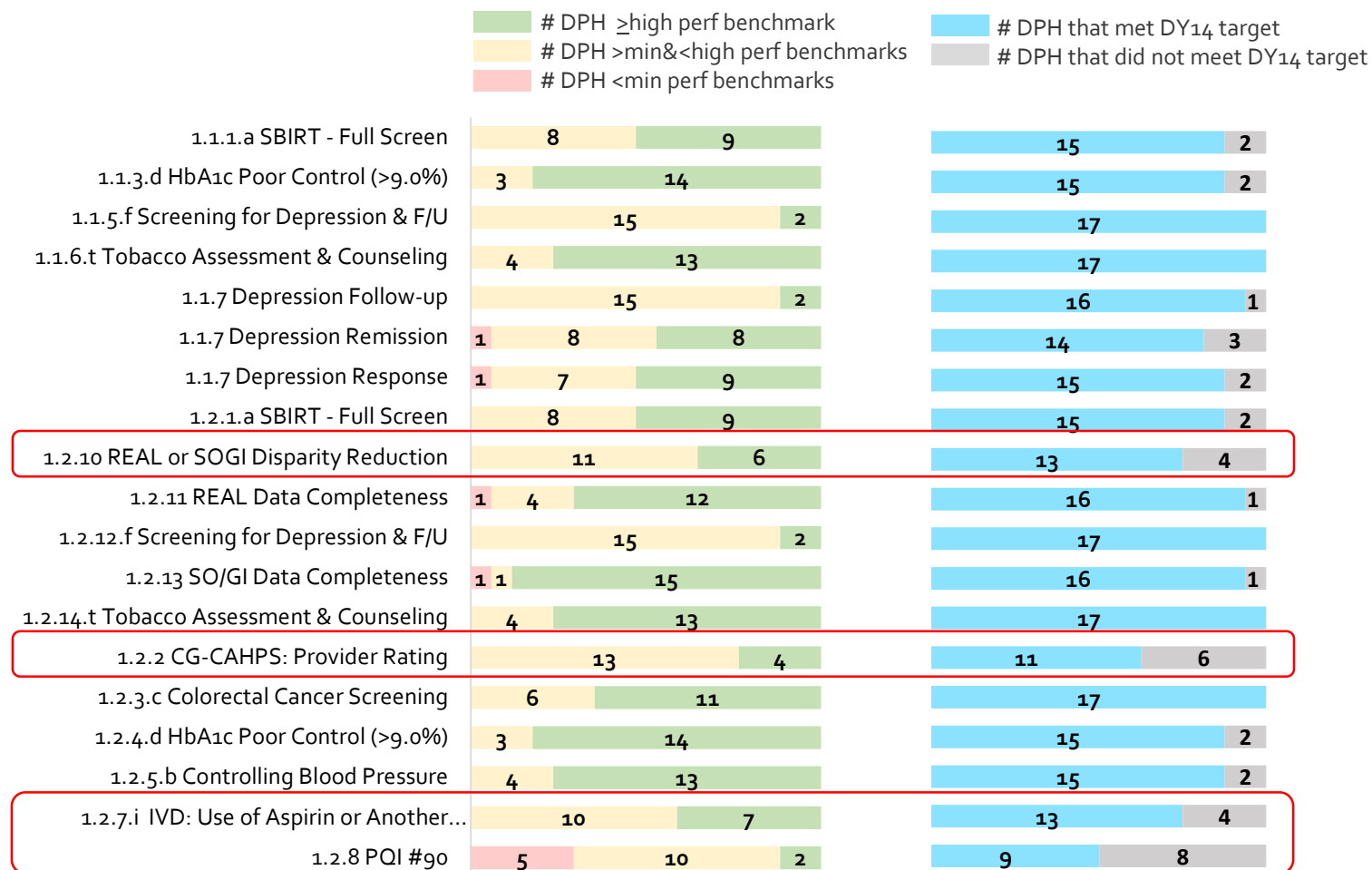


DY14YE data not yet approved by DHCS. Sub-rates are counted as unique metrics.

Metrics with denominator < 30 were not counted in Target Met/Not Met

For 1.2.11 & 1.2.13, min benchmark = current DY target, high benchmark = DY15target

By Metric (P4P in Req. Projects): # of DPH

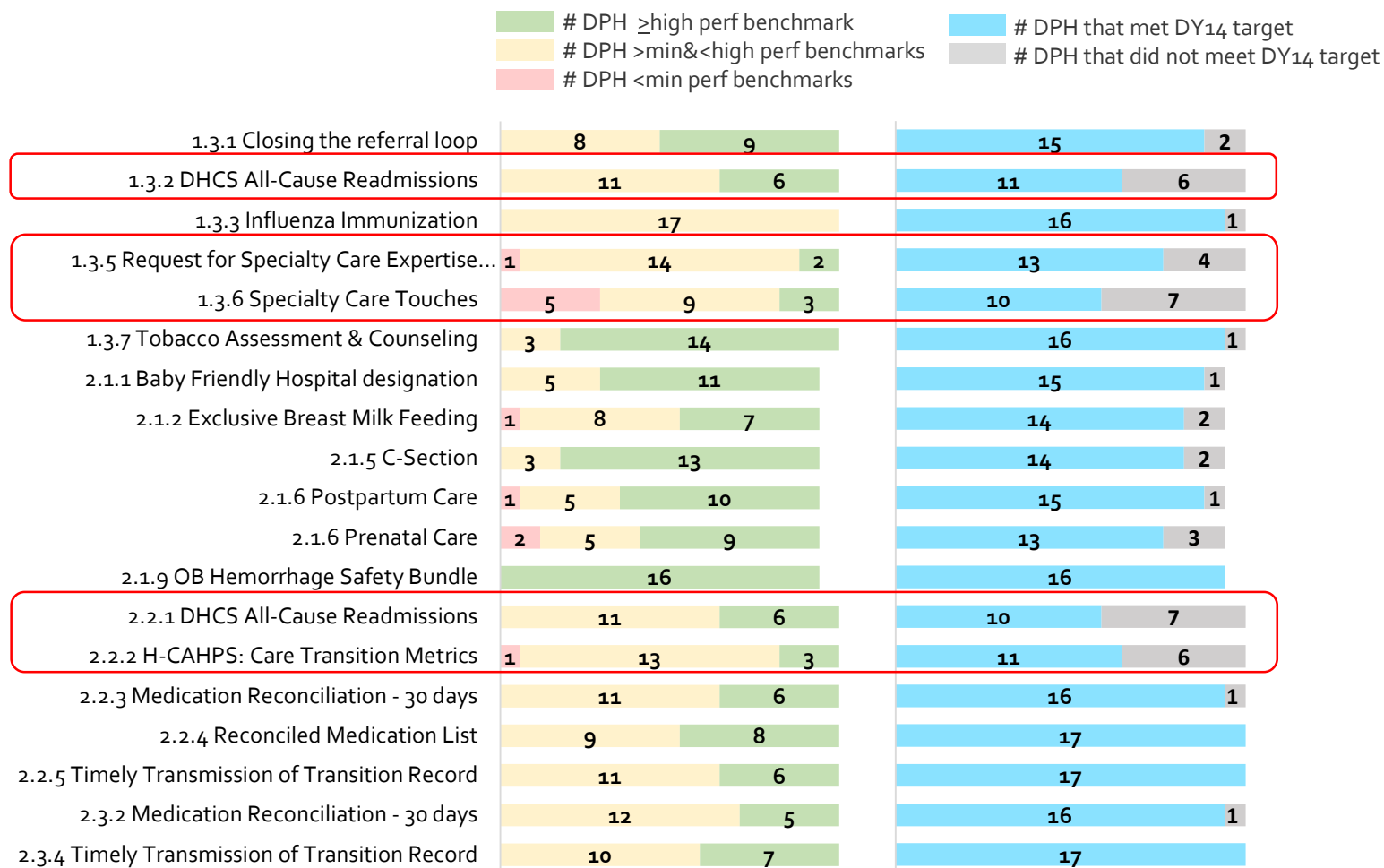


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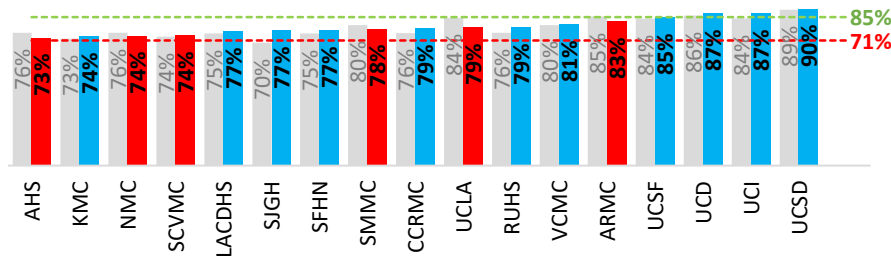
Metrics with denominator < 30 were not counted in Target Met/Not Met

For 1.2.11 & 1.2.13, min benchmark = current DY target, high benchmark = DY15target

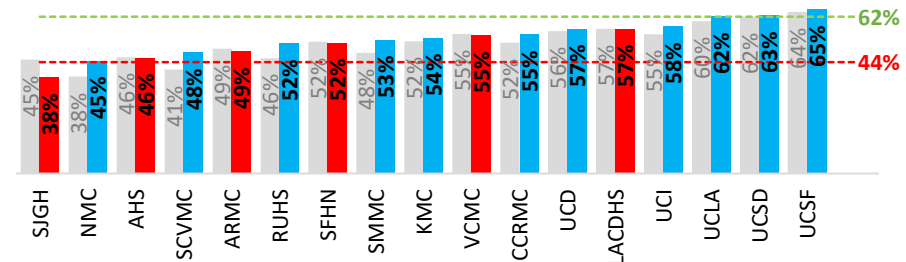
Pain Points

- DY13 Performance Rate
- DY14 Target Met
- DY14 Target not Met
- DY14 High Performance Benchmark
- DY14 Minimum Performance Benchmark

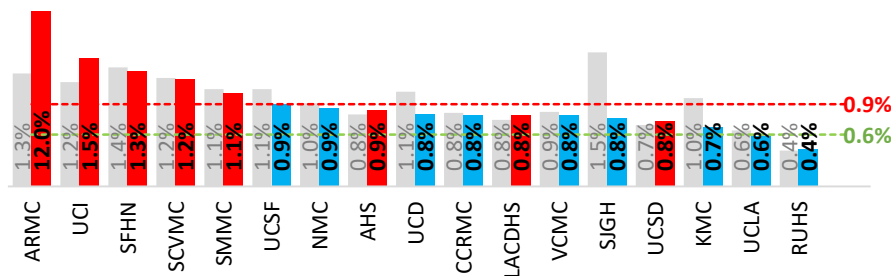
1.2.2 CGCAHPS Overall Provider Rating



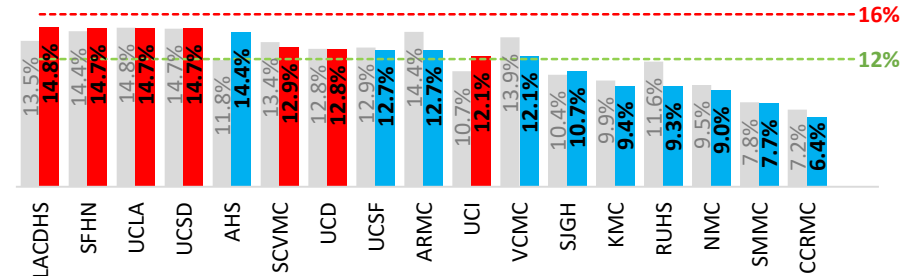
2.2.2 HCAHPS Care Transitions



1.2.8 PQI #90



2.2.1 DHCS All Cause Readmission



Approaches to Pain Points

1.2.2 CG-CAHPS

- AHS: standardized primary care schedules → increased appointment availability
- CCHS: increased sample survey size; included email surveys & robocalls
- KMC: customer service training for all staff; provider scores available weekly; nursing staff shadow physicians needing improvement
- UCSF: ongoing provider to provider clinical observation & feedback

Approach to Pain Points

2.2.2 HCAHPS Care Transitions: RUHS



Check out [RUHS' SNI Webinar](#) sharing their approach (09/2019)

- RUHS engaged Hospital Patient Advocates in Care Transitions
- Achieved target performance for DY14 and trending above national average
- Interventions include:
 - Incorporating patient experience nurse coordinator collaborating with Hospital Patient Advocate Team
 - Rounding regularly on newly admitting patients
 - Offering warm welcome and orientation

Approach to Pain Points

2.2.1 DHCS All Cause Readmission: SF



San Francisco
Health Network

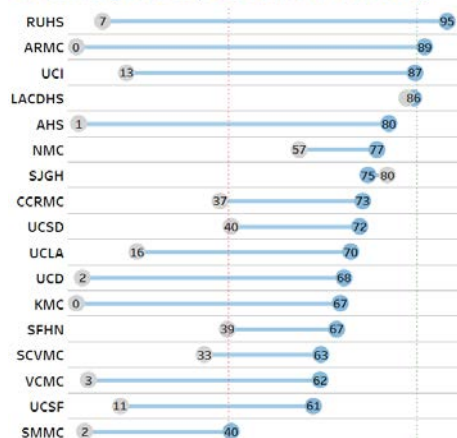
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

- Targeted heart failure as top contributor
 - Developed standard work with guidelines and improved care coordination
 - Created a heart failure clinic and trained outpatient providers
- Identified SU as second most common cause of readmissions
 - Began addiction medicine consult in hospital
- Discharge phone calls and visits within 7 days

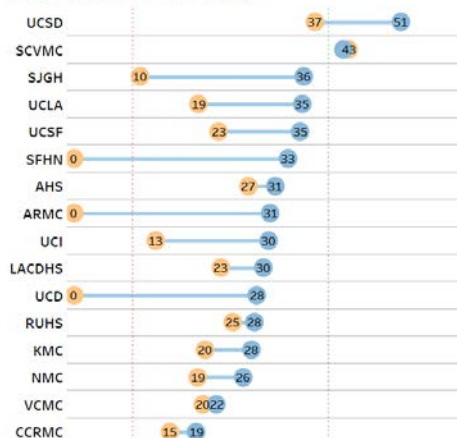
Examples of Progress: DY11→DY14

● DY11 rate
 ● DY13 rate
 ● DY14 YE rate
 --- DY14 min. benchmark
 --- DY14 high perf. benchmark

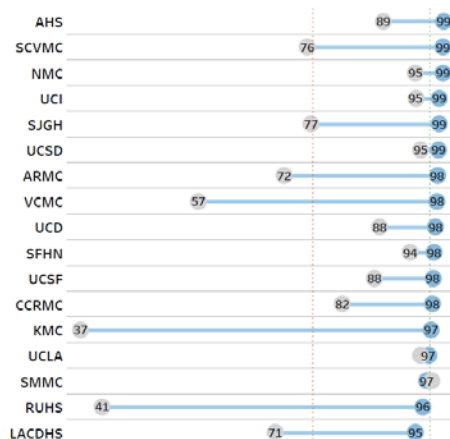
Screening for Depression & Follow-Up



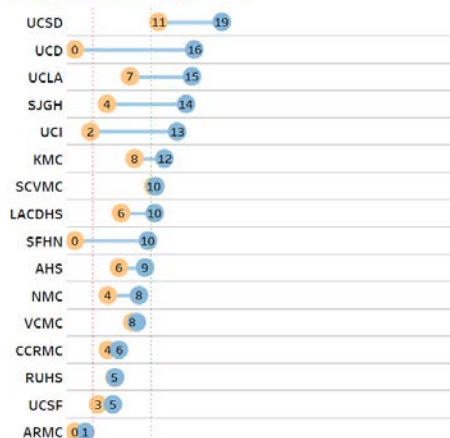
Depression Follow-Up



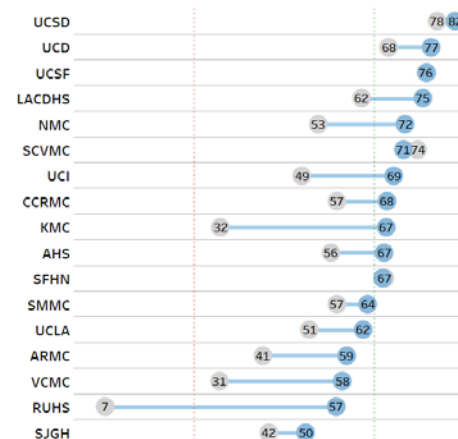
Tobacco Assessment & Counseling



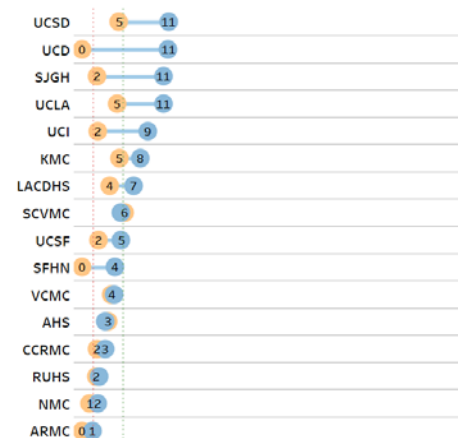
Depression Response



Colorectal Cancer Screening



Depression Remission



(Familiar) Themes

Optimize

- Pop health platforms → more targeted, better outreach
- Staff roles & working to top of license
- Pre-visit planning; outreach & screening; scheduling

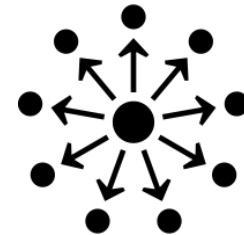


Keep what's working, working well

- Reinforcing best practices
- Standardizing protocols, standing orders, templates, scripts
- Improving staff & provider trainings; peer-to-peer review

Spread

- BH: integration, co-location, screening tools
- Collaborative care model
- Technology: eConsult; clinic/care team dashboards



DY14YE Resources

Available on [SNI Link/PRIME/Reporting](#)

PRIME DY Reports

- SNI has redacted all potential PHI from PRIME reports and made them available below as a resource for reporting, implementation, and other member-to-member PRIME questions.
- Please observe the notes under "About the Data".
- If you'd like to learn more from another system, contact the [PRIME Manager](#).
- **Raw data:** Low numerators removed
- **Excel Data:** [PRIME DY11-14](#) posted 10/23/19
- **Trend graphs:** SNI analyzed member performance
 - **Graphs:** PRIME DY14 System Level Data to be posted 10/28/19
 - [Graphs: PRIME DY13 System Level Data as of Oct 2018](#)
 - [Graphs: PRIME DY12 System Level Data as of Oct 2017](#)
- **PRIME Report Narrative Highlights:** SNI synthesized PRIME narrative reports and distilled key highlights for the 6 required projects.
 - [DY14 PRIME Year-End Required Project Highlights to be posted 10/28/19](#)
 - [DY14 PRIME Mid Year Required Project Highlights](#)

From DHCS & Harbage:

- PRIMEd Award of Excellence submission ([PRIMEone](#)). [Vote](#) by 10/30!

Q&A

What questions do you have on the DY14 data?

comments

reactions

feedback



Peer Sharing & Discussion: DY14 YE



Peer sharing



Chat in or comment:

1. What are the 1 or 2 most interesting takeaways your team observed of your DY14 Year End data (e.g. unexpected or expected improvement, biggest change)?
2. What key questions do you have for your peers around improvement efforts or challenges?

WRAP UP



Webinar series:

Clinical Documentation Improvement

This fall, SNI is partnering with the American Health Information Management Association ([AHIMA](#)) to present three webinars on improving clinical documentation. Click each webinar to read a description and register, or find full information [here](#). Webinars will be available on [SNI Link/Data](#).



Webinar 1: Essential Elements of a Successful Clinical Documentation Improvement (CDI) Program

Tuesday 11/5 11-12 PST; [Registration Link](#)

Webinar 2: Deep Dive into Inpatient and Outpatient CDI Wednesday 11/20 11-12 PST;
[Registration Link](#)

Webinar 3: Key Takeaways for Continual CDI Success Thursday 12/12 1-2pm PST; [Registration Link](#)

Upcoming Dates

~~Oct 28 (12-1): QIP Leads Webinar~~ *cancelled*

Oct 29 & 30: DHCS/Harbage PRIMEd Annual Learning Collaborative Event (Sac, CA)

Nov 5 (11-12): Essential Elements of a Successful Clinical Documentation Improvement (CDI) Program [\[link\]](#)

Nov 7 (12-1): PRIME Disparity Reduction – Progress to Date [\[link\]](#)

Nov 14(12-1): PRIME/QIP OH

Nov 18 (12-1): Hardwiring & Scaling PRIME QI Projects [\[here\]](#)

Nov 20 (11-12): Deep Dive into Inpatient and Outpatient CDI [\[here\]](#)

Dec 3 (12-1): PRIME/QIP OH

Dec 4-6: CAPH/SNI Annual Conference

Dec 12 (1-2): Key Takeaways for Continual CDI Success [\[here\]](#)

Dec 16 (1-2) PRIME External Webinar [\[here\]](#)

M	T	W	Th	F
October				
28	29	30	31	1
November				
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29
December				
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20

Register Now!

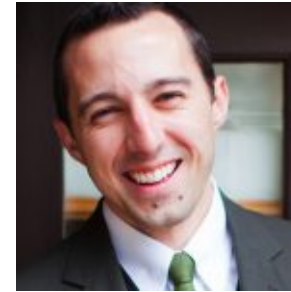
Member early bird rate until Nov 8!



[Registration open now!](#)



Nadine Burke Harris, MD
Surgeon General of California



Adam Schickedanz
Pediatrician & researcher, UCLA



Michelle Rhone-Collins
Founding LIFT-Los Angeles Executive Director



Len Nichols
Policy professor, George Mason University



Ai-Jen Poo
ED, National Domestic Workers Alliance



Celinda Lake
Pollster & political strategist



Stacey Chang
Founder & ED, Design Institute of Health



Robin Wittenstein
CEO, Denver Health



William York
Executive VP, 211 San Diego

PRIME External Webinar

Transforming Care Delivery and Improving Quality through PRIME

- Public webinar for external partners and stakeholders
- Hear progress from Year 4
- Learn from LAC-DHS and UCSD about their perspective & experience

Webinar Details & Registration

Monday, December 16 from 1-2 PM (PST)

[Register now](#)



Share Your Feedback



How did we do?

What did you learn?

Do you have
suggestions for future
topics or content?

PLEASE COMPLETE OUR POP-UP SURVEY