QIP Leads Monthly Forum

Monday, May 9, 12-1PM

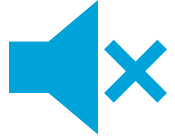Recording Link

Presenter: David Lown dlown@caph.org
Recordings of the webinar and slide deck posted on SNI Link/QIP/Webinars
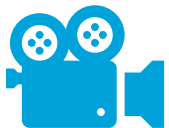
Housekeeping

Please mute locally. Lines are also muted on entry. Please don't use a speakerphone in order to prevent an audio feedback loop or an echo.

At any time, feel free to chat your question or raise your hand.

Please update your Zoom accounts – helps to fix issues/glitches.

The webinar will be recorded and saved on SNI Link: QIP Webinars

Program Updates

PY4 Reporting & Manual Downloads

- COVID Milestones: Implementation of Employee Vaccination
  - Revised QPL 22-002 released 4/29/2022
  - Entities must report on both:
    - Num/Den/% employees verified as vaccinated & boosted (regardless of the provider)
    - Num/Den/% employees with religious or medical exemption
    - % of employees provided COVID-19 vaccinations by the entity

- P4R Reporting
  - DHCS has confirmed that entities may report measures with <30 cases
  - Remember: PY4 measure(s) with <30 cases, aren't eligible for PY5 Achievement Value as they don't have a valid baseline rate

- eQIP reporting Application now open for reporting

- PY4 & PY5 QIP Reporting Manuals on eQIP
  - Now available for downloads directly from eQIP (upon acceptance of the click-wrap user agreement.
  - PY5 Reporting Manual will be available on SNI Link in the future.

PY4 Audit - update

- The PY4 Audit Workgroup had its first meeting on 4/28 with HSAG (the auditor) and DHCS

- SNI & DPH representatives advocated for a streamlined approach to the audit whereby data accuracy was assessed first, and only if inaccuracies were identified should there be further assessment and inquiries about system structures and processes

- Based on this feedback HSAG is updating materials initially sent to workgroup attendees.

- Once those materials are updated to the satisfaction of workgroup members, SNI will share them with QIP Leads and provide a very high-level overview in a future QIP Leads webinar, so that DPHs can start planning for July-October staff allocations for audit purposes.

QIP PY4 & PY5 Performance status request

SNI wants insights on PY4 (aka PY5 baseline) performance is landing to see where SNI might focus our PY5 member support.

To that end, **using encrypted email**, please send the below information to Arlene amarmolejo@caph.org.

CRITICAL – Do not spend more than 15-20 minutes to gather this data. If it will take longer, don't work on it.

PY4 data (num/den)

- State of validation does not matter to SNI – send what you've got
- Include the two Equity Sub-rates in the DM Poor Control Measure and any IHE's you might report

PY5 data (num/den)

- Use of PY4 specs is fine

PY5 end of year achievement projections (best guesses)

- Yes – we'll hit our target
- No way we'll hit our target
- Too soon to tell

QIP PY4 & PY5 Performance status - request

As of 5/6, SNI has received:

- PY4 and PY5 data from 7 members

- PY5 year-end projections from 4 members

- So, please respond to our request or at least let us know <u>when </u>you will be able to respond to our request (just so we're not left wondering).

- Also, please let us know if you can make PY5 projections or not.
  - Although we would prefer to have your PY5 projections, we completely understand if its too early, but just let us know one way or the other

- REMINDER: For Q-PCR, the accountable performance is the O/E ratio, NOT a percentage rate. So "Numerator" = Observed and "Denominator" = Expected

PY6 & Zoster Vaccine (Shingrix) supply issues

- Inconsideration of adding the Adult Immunization (AIS-E) measure to PY6, DHCS wants to know if/how many DPHs are currently experiencing Shingrix supply issues.

- In 2019 due to overwhelming demand, there were some Shingrix shortages

- Per CDC & per CDPH there are no known current supply issues. However, a few members have reported supply issues.

- So far, we have heard from 7 PHS. Please either Chat in your response to the questions below or email dlown@caph.org when you get a chance.

- **QIP LEADS POLL QUESTIONS**
  - Have you been having trouble obtaining Shingrix or a sufficient supply of Shingrix?
  - How long has this problem existed (<6 months, 6-12 months, 1-2 years, 2-3 years, more than 3 years)?
  - Has it been consistently problematic or just off and on?

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Resources

Upcoming Webinar

eVisit Transformation: Billable Medical Advice through EHR Messaging.

May 26, 11am-12pm

In response to an unprecedented surge in EHR messages, UCSF Health implemented a new model of billable Medical Advice Messages (or "eVisits"), which are reimbursable by Medi-Cal for non-FQHC providers. In doing so, UCSF Health is combating provider burnout by acknowledging the unpaid, after-hours time spent responding to messages. In this webinar, an expert from UCSF Health will share how they implemented Medical Advice Messages in Epic, updated their provider workflows, educated patients and staff on the change, and monitored for disparities.

Note: This webinar was originally intended for our CIO/CMIO peer group, but we are extending the invite to anyone interested. Operational, finance, and informatics leads are encouraged to attend. [Register here](#).

In Case You Missed it…

Reframing the Pandemic Response: UCSD Health's Framework for Endemic COVID-19 Operating Procedures

April 13, 1-2pm

Motivated by the need to transition from a "perpetual state of emergency" to a proactive approach that recognizes COVID-19 as one of many endemic viruses, UCSD Health recently developed "new normal" COVID-19 guidelines that inform patient and staff testing, PPE, telehealth, surge planning, return to office, and other health system operations. In this webinar, UCSD Health leaders will describe how they defined and operationalized three tiers of COVID-19 prevalence based on data-informed wastewater thresholds. Strategic, operational, clinical, and informatics leads are encouraged to attend. View our Webinar Recap and Webinar Slides & Recording.

Integrating Navigation and Virtual Care: How to Improve Patient Access and Sustain Virtual Care Teams

April 14, 12-1pm

The Center for Innovation in Access and Quality at the Zuckerberg San Francisco General Hospital will share their experiences and strategies for developing their Tech Navigator Program using a volunteer-based model to ensure smooth daily operations and implementation of virtual care services, including onboarding new clinical services, developing resources and tools to screen patients for Zoom video visits, and providing staff trainings across the San Francisco Health Network. Public health care system leaders will discuss early lessons from the field, including successes, challenges, and opportunities for designing various Tech Navigator approaches to advance equity and improve patient access and adoption of virtual care. View Webinar Slides & Recording Link.

In Case You Missed it…

Community-Centered Outreach and Engagement: Contra Costa Health Services' Approach **February 23, 12-1pm**
In this webinar, Contra Costa Health Services (CCHS) shared how they leverage their Historically Marginalized Community Engagement Unit, which includes multiple workgroups specific to African American, Asian American and Pacific Islander, Latinx, and other historically marginalized communities in Contra Costa County, to tailor COVID-19 outreach and engagement. Presenters described how they have leveraged and managed the workgroups for COVID-19 testing and vaccinations, as well as plans for future initiatives beyond COVID-19. View the webinar recap for key takeaways or view the webinar slides and recording.

Virtual Care Measures of Success: 3-Month Check-in **March 1, 12-1:30pm**
In the third session of this 3-part series on virtual care measures of success, system leaders from UCSD shared their experience launching a virtual care strategic planning process, including reorganizing their governance structures, identifying and testing new key performance indicators (KPIs), and building a long-term virtual care strategy. View the webinar recap for key takeaways or view the webinar slides and recording.

Designing the Future State: How a Mixed Model Approach Can Optimize Virtual Care for Patients **March 30, 3-4pm**
Leaders from Contra Costa Health Services (CCHS) and West County Health Center (WCHC) will share their experiences developing and adapting a mixed model approach for in-person and virtual care. CCHS will present their hybrid scheduling template and share evaluation results from piloting the template across 3 clinic sites. WCHC will discuss implementation of their West County Virtual Clinics using Zoom to build effective care teams and re-create the physical clinic environment online with an easy check-in process and dedicated virtual spaces for patients and the care team. webinar slides and recording.

Questions?