

Aligning Network Quality Goals: Mammography Metrics

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Aligning Network Quality Goals: Mammography Metrics

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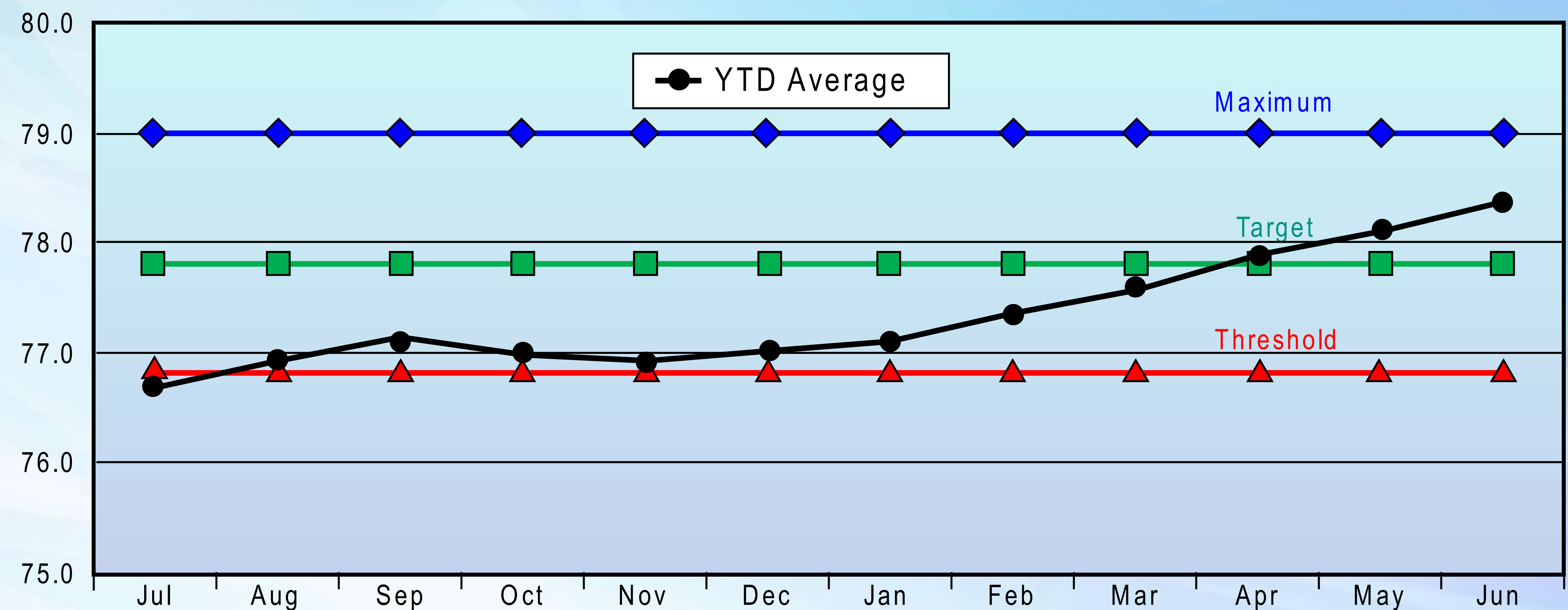
Managing the quality, service, and cost components of an Accountable Care Organization (ACO) model requires governance and organization change. A key work component of 'quality alignment' has contributed to our network moving closer towards an integrated care delivery system. Over the past several years we have implemented a strategic, evidence-based Mammography quality metric through provider and network engagement.

Quality metric alignment has both clinical and operational components and tends to focus the system on its core business of patient care. The metrics, when chosen and promoted across the network, provide the beacon for our shared population health goals and point a compass to true north across the care continuum. They allow for distinct operational standards and clinical guidelines to be enacted to support the goals. We've seen success with our Screening Mammography goal in several areas including:

- Developing a strategy for metric definition that is evidence-based, achievable and meaningful;
- Standardizing processes for consistent data extraction;
- Provider Engagement (Group-Division-Practice -Individual);
- Integration of process across geographic sites and "silo" cost-centers.

"This transparency, proactive management, and strategic network alignment have attributed to the success and engagement of the Mammography goal."

LVPG Up-To-Date Mammography Screening (Percentage Screened for Mammograms)



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Maximum (>79.4%)	79.0	79.0	79.0	79.0	79.0	79.0	79.0	79.0	79.0	79.0	79.0	79.0
Target (>77.9%)	77.9	77.9	77.9	77.9	77.9	77.9	77.9	77.9	77.9	77.9	77.9	77.9
Threshold (>76.4%)	76.7	76.7	76.7	76.7	76.7	76.7	76.7	76.7	76.7	76.7	76.7	76.7
Actual	76.7	77.0	77.7	76.7	76.6	77.2	77.6	79.2	79.5	80.2	80.7	81.3
YTD Average	76.7	76.9	77.1	77.0	76.9	77.0	77.1	77.3	77.6	77.8	78.1	78.4

Measure: All female patients age 50 years or over at the beginning of the evaluation period, seen within the last two years that are "currently active patients". A woman is considered up-to-date (UTD) if her mammogram was within 2 years from the date the report is run.

The alignment has created partnerships with the network and resources such as Breast Health Services. System-wide technology is being leveraged to transform physician engagement from collecting and auditing data to a focus of improving patient outcomes and care delivery.

We've also employed several system-level countermeasures to help promote metric performance:

- Performance Feedback
- Accountability Review
- Embedded decision-support in EMR
- Targeted Interventions
- Proactive Patient Outreach
- Patient Registry Operations

Our clinical informatics team has developed registries for staff to utilize for population health management. We've created dashboards and scorecards that provide regular feedback. Additionally, monthly reports are distributed to the network and practices which can be displayed on visibility walls. The overall network metric reflects a population of approximately 75,000 women and since its inception has shown an improvement screening rate from a baseline 66% to over 80%.