

Making Metrics Matter from the Start

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Making Metrics Matter From the Start

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BACKGROUND

Clinical Quality goals are designed to align patient care priorities across the care continuum.

Transitioning to a value based healthcare delivery system requires a proactive approach as reimbursement from payers is impacted when established goals are not met.

A lack of understanding of the role clinical support staff plays in the delivery of quality care affects patient outcomes.

IDENTIFIED NEED:

Enhance the clinical support staff's perception of how their role impacts **Clinical Quality** goals.

Newly hired clinical support staff can serve as a means to promote **Clinical Quality** aimed towards improving healthcare outcomes.

OBJECTIVES

Integrate **Clinical Quality** into the orientation process to promote an understanding of quality through:

- **Defining** how quality impacts a value based healthcare delivery system.
- **Identifying** the rationale for **Clinical Quality** in the outpatient setting.
- **Recognizing** how "Meaningful Use" influences standard work processes and role obligations.
- **Establishing** the clinical support staff role in **Clinical Quality** within the physician practice.

STRATEGY

Revise Clinical Services Orientation

- Newly hired clinical support staff attend the clinical services orientation, a centralized approach to staff development.
- Participants are queried on their current understanding of quality and are provided guidance on how to apply the quality measures to their population during the session dedicated to **Clinical Quality**.
- Novice and experienced clinical support staff are encouraged to participate in the learning activities supported by adult learning principles.
- Through the learning activities, non-licensed and licensed staff demonstrate the significance of **Clinical Quality** and its effects on patient outcomes and practice goals.

Establish Standard Workflow Processes

- Prior to class attendance newly hired clinical support staff complete introductory training on the EMR system.
- Participants validate their learning of standard workflow and the core curriculum through return demonstration.
Standard workflows are an essential tool utilized to:
- Ensure patients receive the right care at the right time.
- Capture and report data through the EMR.
- Empower clinical support staff through participation in reaching **Clinical Quality** targets.
- Encourage patient care that is consistent throughout the organization.
- Decrease healthcare related disparities.

Foster Teamwork

- Learning activities during orientation focus on fostering teamwork by:
- Utilizing case scenario to illustrate how the involvement of each team member assists to achieve optimal patient outcomes.
- Coaching participants how to complete workflow activities in the practice EMR environment.
- Enabling participants to view how their work affects other team members.
- Reinforcing the value of each individual and their contribution to meeting **Clinical Quality** goals.
- Emphasizing how clerical staff, clinical support staff and providers are partners in the physician practice care team.

CONCLUSION

Implementation of the Clinical Quality session as part of the orientation process provided the opportunity to present the rationale for quality goals and highlight the benefits of patient centered care. This new orientation session contributes to a better awareness and promoting accountability within the clinical care team.

'Making Metrics Matter from the Start' empowers clinical support staff to provide high quality, team focused, care that is consistent throughout the organization.

PARTICIPANT FEEDBACK

What about this activity was most useful to you?

"Learning the 'why' to [how] we do things."

"Using [practical] everyday examples and also being able to follow through with the computer."

What are you going to change in your practice as a result of this educational activity?

"Making sure I don't use shortcuts and I will address things appropriately."

"Mentor other clinical support staff so that they understand the importance of [standard work] and Meaningful Use."

FUTURE WORK

- Sharing of **Clinical Quality** updates and outcomes.
- Establish a feedback method to identify how the participants have incorporated the learning into their daily workflow.