



# KRHIO

Kentucky Rural Healthcare  
Information Organization

Assisting healthcare providers and patients with the use of technology and connectivity to improve the health of our communities

# About Us

- Established as 501c3 in 2008
- Originally established as HIE
- Now serving rural KY with all HIT
- IT Support
- Health IT workforce
- Patient Centered Medical Home (PCMH)
- Telehealth
- Quality Improvement
- Group Purchasing Organization (GPO)

# Rural Health Network Development Quality Improvement Grant

- Optimize EHR systems for more accurate capturing of quality data
- Provide quality improvement training
- Direct technical assistance
- Evaluation of practice workflows
- Education for staff

# Practical Tips for Monitoring and Measuring Quality

## Objectives:

- Give tips on how to monitor workflows to identify opportunities for improvement
- Different tips/ways to capture quality data
- Information on quality measures

# Why do we need to pay attention to quality improvement?

Payment Reform is transforming the healthcare system to put patient health and reward value first, rather than volume. Quality/Quantity

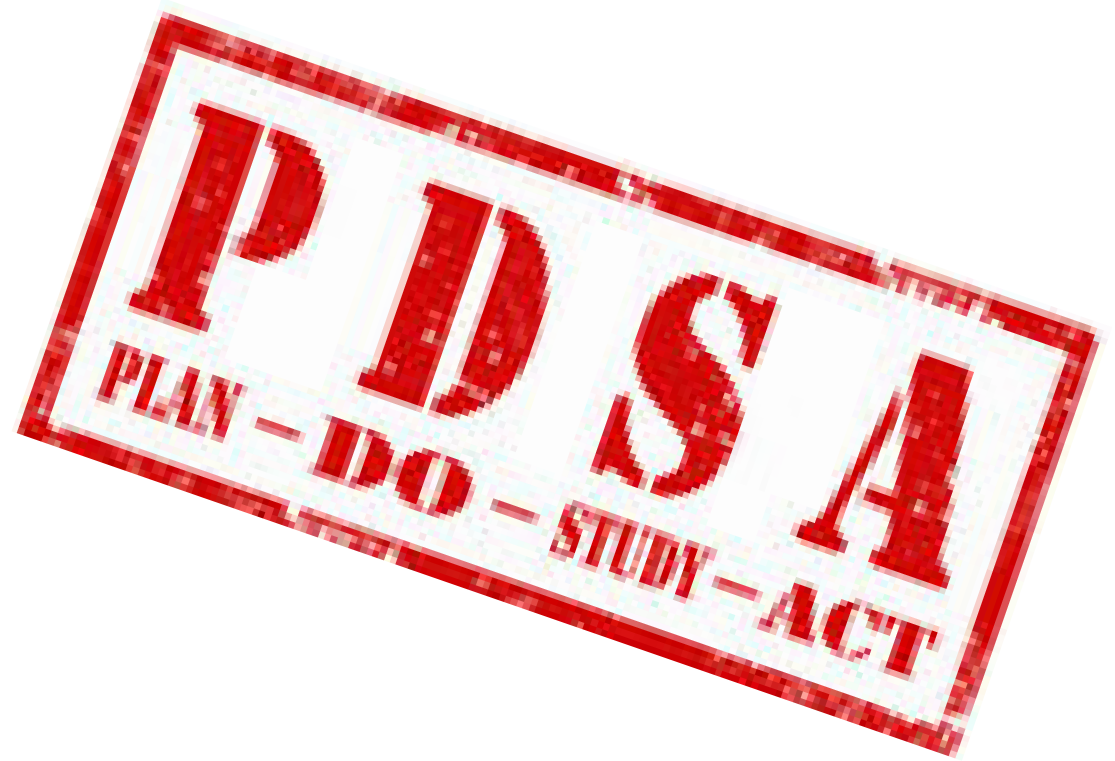
- Improve patient care experience
- Increase patient access
- Reduce healthcare cost
- Improve healthcare quality

# Value Based Programs

- Fee-for-Service to Value Based Reimbursement
- MACRA/MIPS
- HEDIS

# PDSA: Plan-Do-Study-Act

A four stage problem solving model used for quality improvement.





# Stage 1-Plan

- What are we doing now to capture quality measures?
- What is the process for each role in the clinic?
- What is done well?
- What can be improved on?
- Develop a plan of action



If we do \_\_\_\_\_, then \_\_\_\_\_ will happen?

## Stage 2: Do

- Implement new process
- Communicate
- Collect Data



## Stage 3: Study

- Did the new process result in improvement?
- Were there any unintended side effects?



## Stage 4: Act



- Was the process successful or not?
- Successful plan: Standardize the improvement
- Unsuccessful plan: Return to Stage 1 and develop a new process
- What can be done different to improve the process?

# Quality Improvement Tips



- Designate a Quality Improvement Champion
- Educate ALL providers and staff on quality performance measures and HEDIS reports
- Learn your EHR



- Look at workflow
- Scrub schedule for the next day appointments
- Morning huddles

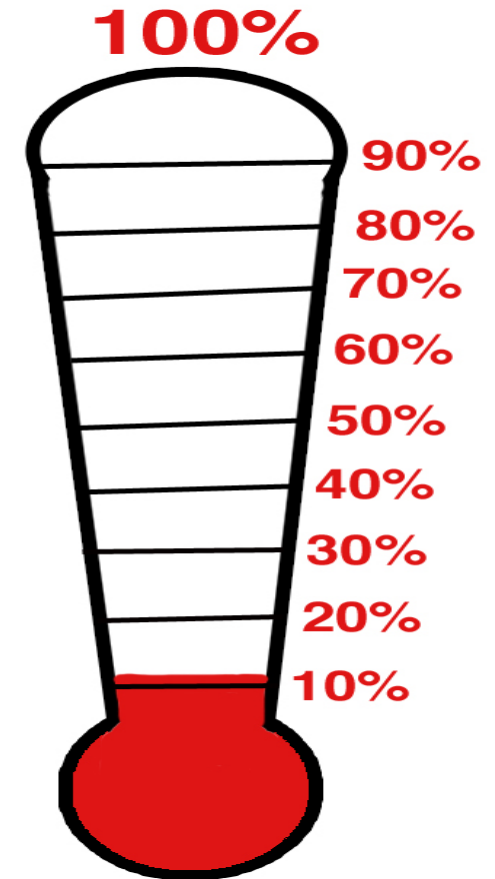


- Provider documentation on quality measures
- Audit claims
- Clinical and billing departments need to work as a team





- Schedule wellness visits
- Get to know Insurance Representatives
- Make goal boards for office





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