

Clinical and Business Intelligence Tools Bring Quality Reporting to Physician Group



EVMS Medical Group, Norfolk, VA, purchased Analytics™ in order to advance their quality and performance. Analytics is a customized version of Meridian Medical Management's product PrecisionBI offered by Allscripts™ to clients looking for an innovative clinical intelligence and reporting solution.

"Analytics is a useful tool that allows clinicians and other users with little or no technical background to analyze and report data."

-Allison G. Gray, RN, Nursing Clinical Quality Coordinator, EVMS Medical Group

Business Needs

Prior to purchasing Analytics, the quality team at EVMS Medical Group investigated how to best improve its processes, performance and patient care. They realized that while the IT department was able to provide some reports related to notes and prescribing data that could be shared with providers, it lacked the ability to develop essential tools such as disease registries and other key monitoring solutions. The administrators determined that in order for EVMS to advance their quality and performance, they required a powerful analysis and reporting tool.

"We needed a tool that was easy to use without having to engage IT department resources," says Allison G. Gray, RN, Nursing Clinical Quality Coordinator, EVMS Medical Group.

Implementation

EVMS utilized the pre-built searches, worksheets, analyses and reports, and were able to customize them to best serve their needs. They also networked with other users and experts to improve their technical expertise and learn key elements to succeed in developing a patient registry. Gray says physicians initially questioned the data results and needed to understand how information was produced; it was a challenge to reassure providers that the data was accurate. Fortunately, EVMS has gained provider confidence in the performance feedback they received.

"What we learned through building these tools was that there were certain changes that had to be made in practice workflows and data entry," said Gray.

"Instilling change in the practice is an ongoing process that involves many levels of staffing—from administrator to providers to support staff," added Gray

PrecisionBI

Goals Achieved

With the Analytics solution, EVMS has begun building disease registries to provide feedback regarding chronic disease (e.g., diabetes mellitus, HIV) and has also built tools to assist with practice management (e.g., monthly task reports), EDC (estimated date of confinement) and OB reports. They have developed tools to help departments succeed with quality improvement initiatives and have three practices applying for PCMH (Patient Centered Medical Home Initiatives).

"Two of our biggest achievements have been achieving certified registry status from the CMS PQRS program and our diabetes registry, which tracks approximately 8,000 patients on NCQA certified diabetes measures," says Gray.

About EVMS Medical Group

EVMS Medical Group is a not-for-profit physician group supporting EVMS with more than 200 physicians at over 20 locations. Its physicians specialize in family and internal medicine, obstetrics, medical and surgical specialties, as well as radiation oncology, laboratory and pathology services. These physicians support patients through comprehensive services, award-winning medical research, specialized patient-care programs and in collaboration with national and international partners developing medical technologies for the future.

Benefits

"Analytics has allowed EVMS to search data and develop processes that improve care. It has also been fundamental in allowing us to look at the data entered in the EHR. We now have the ability to provide feedback to providers on chronic disease management, health maintenance and practice management," said Gray.

They can also report quality data to outside entities, such as CMS, in an effort to gain financial reward for quality programs initiated.

"It has eliminated the need to do manual chart review to find documented data for registries," says Gray, "and provided tools 'at the touch of a button,' to provide feedback for quality improvement and practice management."

About PrecisionBI

PrecisionBI (PBI) pioneered healthcare analytics and business intelligence. Since 1993, PBI has elevated healthcare analytics and business intelligence by automating it and providing our clients with clinical and financial decision support. PBI empowers its users with an enterprise-ready, self-service solution that continually seeks to exceed the demands of today's healthcare industry. With over 20 years' experience in healthcare analytics and BI, our 350+ clients are backed by some of the best talent in the industry and continually advancing the future of healthcare.

PBI is a division of Meridian Medical Management. For more information, visit www.m3meridian.com.

Contact us to learn more.

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