

## GLPTN Spotlight: Erie Family Health Center

*Implementing a workflow to improve HEDIS measure compliance*



*From left to right: Karen Iversen (IL QIA, AllianceChicago), Claudia Burchinal (Senior Director, Patient Benefit Services, Erie Family Health Center), Marisabel Perez (Patient Benefits Business Analyst, Erie Family Health Center).*

Great Lakes Practice Transformation (GLPTN) participants include more than 700 community health center (CHC) providers in Illinois. As a practice transformation coach at AllianceChicago, Karen Iversen is a quality improvement advisor who works with a number of those providers.

One federally qualified health center, Erie Family Health Center, has made great progress with Karen in implementing a workflow that improves Healthcare Effectiveness Data and Information Set (HEDIS) measure compliance. Erie Family, which has large Medicaid and uninsured patient populations, set a goal of improving performance on the well-child and cervical cancer HEDIS measures and ensuring

that patients complete appointments for these HEDIS measures. In addition to potentially improving health outcomes, meeting the HEDIS measures allocates additional payer reimbursement dollars to the CHC.

In order to meet their goal, the Erie Family team worked on an extensive outreach process for well-child visits and cervical cancer screenings. First, they decided to focus on contacting patients who were part of one managed care organization (MCO) that reimburses for patient visits.

The group determined they needed to create a “charter” that outlined the goals and activities related to meeting the HEDIS measures. Because Erie Family is quite large and several departments would need to take part in this endeavor, the group started by convening meetings with everyone involved. In order to provide a framework for the discussion, Jin Nam, Director of Practice Transformation at Alliance Chicago, provided a “Driver Diagram” tool that helped the group identify areas where they may deploy the new workflow.

When the Patient Benefits Team and the Care Coordination Team met on this topic, they discovered some eye-opening results. Karen and Jin were facilitating as the group mapped out current

responsibilities and proposed a new process for incorporating outreach around meeting the well-child and cervical cancer HEDIS measures. Documentation of the teams' current workflows helped both groups develop a new appreciation for the heavy workload everyone was juggling every day.

Together, they were able to tackle calling all patients on the payer-provided list who were missing well-child visits and cervical cancer screenings. The Care Coordination Team made the calls and then shared results with the Patient Benefits Team, aiming to close the gap in services. Doing this enabled the teams to understand the tasks at hand, as well as see the results of their efforts.

For the first round of outreach, more than 200 patients were contacted via letter and/or phone call. Additionally, the team was able to try out CareMessage texting. Now, the team is currently compiling and analyzing results of their hard work, evaluating how many patients were brought up to date on well-child visits and cervical cancer screenings and also assessing which outreach method resulted in more appointments scheduled and attended.

After results are in, the team plans on rolling the process out to other HEDIS measures in order to maximize payer incentive dollars and help patients make the most of the Erie Family Health Center's offerings.