

Physician Quality & Patient Safety Roadmap

Goals

Define goals using evidence-based guidelines to improve physician quality and patient safety



CQMs

Utilize the appropriate clinical quality measures needed to track physician quality and patient safety

Documentation

Define the key types of documentation required in the EHR and claims



Optimizing

Implement best practices for improving physician quality and patient safety

Population Health

Identify and effectively manage your patient population



Provider Tips

Tips and tricks to better manage your population

Managing Disparities

Know and address the challenges faced by your patient population



Coding Considerations

Document social determinants of health and quality measures

Federal & State Initiatives

Federal and state programs to increase patient health and management



Resources

Available resources for providers and managers

Physician Quality & Patient Safety Roadmap

Goals

- Increase the use of clinical quality measures to improve physician quality and patient safety
- Maximize EHR technology through use of trackable and reportable quality measures
- Improve health literacy relating to patient safety



Documentation

- Review all medications at each visit
- Ask patients if they have visited the ER or a specialist, and request the related documents
- Ensure data required for quality measure reporting is being entered according to the EHR's workflow



Population Health

- Share clinical information with registries to enhance care coordination and improve patient safety
- Assess social context (i.e. food insecurities, housing stability, and financial barriers) and apply that information to treatment decisions
- Adopt a patient-centered communication style that includes patient preferences, assesses health literacy, and addresses cultural barriers affecting patient care and safety



Managing Disparities

- Address specific groups in the community
- Wellness programs
- Educational programs
- Preventive care services



Federal & State Initiatives

- CMS Quality Payment Program (MACRA)
- NCQA HEDIS
- NCQA PCMH
- Florida Medicaid Incentive Program
- Accountable Care Organizations (ACOs)



CQMs

- Review quality dashboard frequently
- Establish goals for improvement
- Involve all practice staff in quality improvement



Optimizing

- Identify barriers in the EHR system
- Optimize health literacy/education
- Provide patient portal access
- Ensure Quality Dashboard(s) are functioning fully



Provider Tips

- Identify your high-risk patients
- Develop patient-centered care management plans
- Deliver team-based care to improve patient safety
- Encourage family and caregiver engagement



Coding Considerations

- Use Z codes to capture social determinants of health
- Review codes needed for the numerator and denominator of selected quality measures



Resources

- CMS: Quality Payment Program (QPP). <https://qpp.cms.gov/mips/overview>
- Florida Medicaid EHR Incentive Program. <https://ahca.myflorida.com/Medicaid/EHR/contact.shtml>
- NCQA Quality Measurement-HEDIS. <https://www.ncqa.org/hedis/>
- Agency for Healthcare Research and Quality (AHRQ). Quality and Patient Safety Resources. <https://www.ahrq.gov/patient-safety/resources/index.html>

