Practice Improvement
CME to Drive Continuous Performance Improvement

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Disclosures
Neither Dr. Basnight nor Mr. Horton have any affiliation with Commercial Interest
Emphasis on performance improvement vs. knowledge improvement

Improving practice

Improving patient outcomes
A Little History

- 1995 Criticisms of CME Effectiveness
- 1999-To Err is Human
- 1999-2000 IOM Reports –Call for Performance Improvement
- 2001-Maintenance of Certification (MOC)
- 2001-Crossing the Quality Chasm
- 2001- AMA Task Force on Performance Improvement and CME (chaired by Steve Minnick, MD)--Four Pilots
- 2005-PI CME (AMA)
- 2006- P 4 P
Performance Improvement and CME

Integrating QI Concepts

- Quality Measures (EBM Concepts)
- Measuring Baseline Performance
- Interventions
- RE-Measurement
Three Stages for CME Credit:

A. Identify evidence-based measures and assess practice

B. Interventions

C. Risk measures; document improvement

- 5 AMA PRA Category 1 Credits™ per stage
- 20 AMA PRA Category 1 Credits™ for complete project

Effective January 2005 (AMA PRA, AAFP and AOA)
CME Credit

- Maintenance of Licensure
- Maintenance of Certification
- Credentialing
## Practice-Based Quality Improvement

<table>
<thead>
<tr>
<th>PDSA Cycle</th>
<th>Practice-based actions</th>
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<tbody>
<tr>
<td>Plan</td>
<td>Identify area to improve</td>
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<tr>
<td>Do</td>
<td>Implement improvement</td>
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<tr>
<td>Study</td>
<td>Reassess data for change/improvement</td>
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<tr>
<td>Act</td>
<td>Change practice based on improvement</td>
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Where do Performance Measures Come From?

- CMS—PQRI
- Specialty Societies
- Health Plans
- AMA Physician Consortium for Performance Improvement
- NCQA
- AQA Alliance

National Quality Measures Clearinghouse
www.qualitymeasures.ahrq.gov
After review of data from the practice, I will embark upon activities (processes or practices) aimed at improving: (Utilize additional pages if necessary to describe why each area for improvement is indicated)

a) Documentation of diabetic care (foot care)

b) Obtaining HbA1c at the appropriate time intervals

c) Eye exams
Application for Practice Improvement Credit
Part 1 Cont.

Please describe the specific practice or process to be undertaken (or modified) aimed at achieving the improvement(s) described above: (Utilize additional pages if necessary)

a) Dedicated staff to enter data
   - Sticky note reminders to providers to do foot checks.
   - Reminders to turn shoes off, obtain consultation notes from eye doctors.
Describe the desired outcome of this activity:

a) Improvement of diabetic care
b) Improved control of patients with diabetes
c) Better documentation of eye exams
If you have them now, please enclose copies of policies, procedures, clinical tools, chart forms, and so forth that would support this application for credit.

See attached.
Application for Practice Improvement Credit
Part 1 Cont.

Do you anticipate you will need help with this practice improvement activity? If so, please describe?

*not more than I have at present*
Please describe your role in this activity. (In order to qualify for category 1 credit your role must be direct and substantial).

a) I review data from the registry each month to see if there is any improvement and discuss this with staff. I have initiated trial documentation processes, including a stick on label with components necessary for diabetic care to be placed on the progress note. In addition I have implemented the use of a problem summary sheet on the chart to capture needed information.
After reviewing the last 6 month's data specific to the practice, I determined that the following outcomes resulted after the PI activities discussed in Part 1:

- Improved first eye exams
- Better A1Cs
- More foot checks
The following activities seemed to be effective in contributing to the desired outcome:

Assign belief team effort. Staff delegation
Please describe briefly the obstacles encountered in implementing these activities:

Staff shortage, illness, disability, etc.
Were there any unexpected beneficial outcomes for your patients, your practice, or you personally? If so, please describe:

not really
Outcomes of Improvement
Outcomes of Improvement

Graphs showing the percentage of patients with specific health indicators improving over time, with goals indicated for each metric.
Questions?

Any Questions ???