



GPRA Best Practices

Improving Patient Outcomes Through Complete Documentation and Team-Based Care

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Government Performance and Results Act (GPRA)



GPRA measures help evaluate the quality of care provided to our patients.

Goals:

- Improve patient outcomes
- Identify gaps in care
- Support population health management
- Ensure accurate clinical documentation
- Meet IHS quality benchmarks

Best Practice #1



- Know the Logic Behind the Measure:

Don't just know **what** is due—know **why** it is due.

- Patient eligibility
- Inclusion criteria
- Exclusion criteria
- Timeframes***
- CPT (procedure codes), ICD-10 (diagnosis codes), LOINC (lab codes) that satisfy the measure

Examples:

- Why did this diabetic patient fail the A1c measure?
- Why is this patient excluded?
- Why didn't the mammogram count?
- Why didn't the colorectal cancer screening count?
- Was the service completed, but documented or coded incorrectly?

Key Takeaway

GPRA measures are driven by measure logic—not just clinical care.

Patient Eligible → Service Provided → Correct Documentation → Correct Coding → Measure Met



Many patients receive healthcare outside of IHS. Those services only improve GPRA performance if they are documented appropriately in the patient's health record.



Best Practice #2

Review Outside Medical Records

Always review documentation from:

- Specialists
- Emergency Departments
- Urgent Care
- Hospitalizations
- Community providers
- VA facilities
- Contract Health/PRC referrals

Look for completed services such as:

- Labs
- Imaging
- Colonoscopies
- Mammograms
- Eye exams
- Vaccinations
- Medication changes

Incorporate Outside Records into the Medical Record

Receiving outside records is only the first step.

Best practices include:

- Review records promptly.
- Document findings in the EHR via note/Template*.
- Enter historical procedures when appropriate.
- Update problem lists.
- Update medications.
- Enter historical immunizations.
- Scan or upload supporting documentation according to facility policy.





Best Practice #3

Use iCare Effectively

**iCare is one of the most valuable
population health tools available.**



Use iCare to:

- Identify patients with care gaps
- Track chronic disease measures
- Review GPRA dashboards
- Monitor high-risk patients
- Perform panel management
- Plan outreach

Review iCare regularly (monthly)—not just at year-end.



Best Practice #4

– Know Your Exception Reports

Exception reports help identify why patients are failing GPRA measures.



How do we find patients not meeting a measure?:

- In iCare you set up your GPRA measures by adding each of the communities you serve. Patients who live in these communities with 1 visit in the last 3 years are considered

Work as a team- Create a committee



Improving GPRA is everyone's responsibility.

Front Desk

- Verify demographics
- Schedule preventive visits

Nursing

- Complete screenings
- Update immunizations
- Obtain outside records

Providers

- Review care gaps
- Document accurately
- Close preventive measures

Clinical Informatics/QI

- Run reports
- Educate staff
- Monitor trends

Daily Workflow Tips

Before clinic:

- Review iCare reminders
- Review exception reports
- Check outside records

During visit:

- Address preventive care
- Document completely
- Update medications
- Update problem list

After visit:

- Enter historical data
- Scan records
- Follow up on outstanding referrals

Small actions every day
prevent large gaps later!!!

Questions?



"Good documentation tells the patient's story.
Good GPRA performance reflects good patient care."

