

# Data Angels

## Survival of Quality Management



# Lost in translation?

- RPMS



- NextGen



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# Lessons

- Despite best efforts not all data will come over and not all data will be correct
- Your records will require detailed examination for accuracy
- Providers need accurate & complete records to provide care



# Lessons

- This takes time & time is expensive
- This cannot all be done at once
- Our solutions:
  - Re-evaluate Data Priorities
  - Data Angels?



# Common Ground



# Common Ground?

## Requirements

- IHS GPRA
- OSHPD
- Meaningful Use
- HRSA UDS
- PCMH
- HEDIS
- Medicare
- Medi-Cal
- Managed Care
- Commercial Payers

## People

- Patients
- Medical Doctors
- Nurse Practitioners
- Physician Assistants
- Dieticians
- Dentists
- Counselors
- Medical & Dental Assistants
- Referral Coordinators
- Coder/Billers
- Medical Records

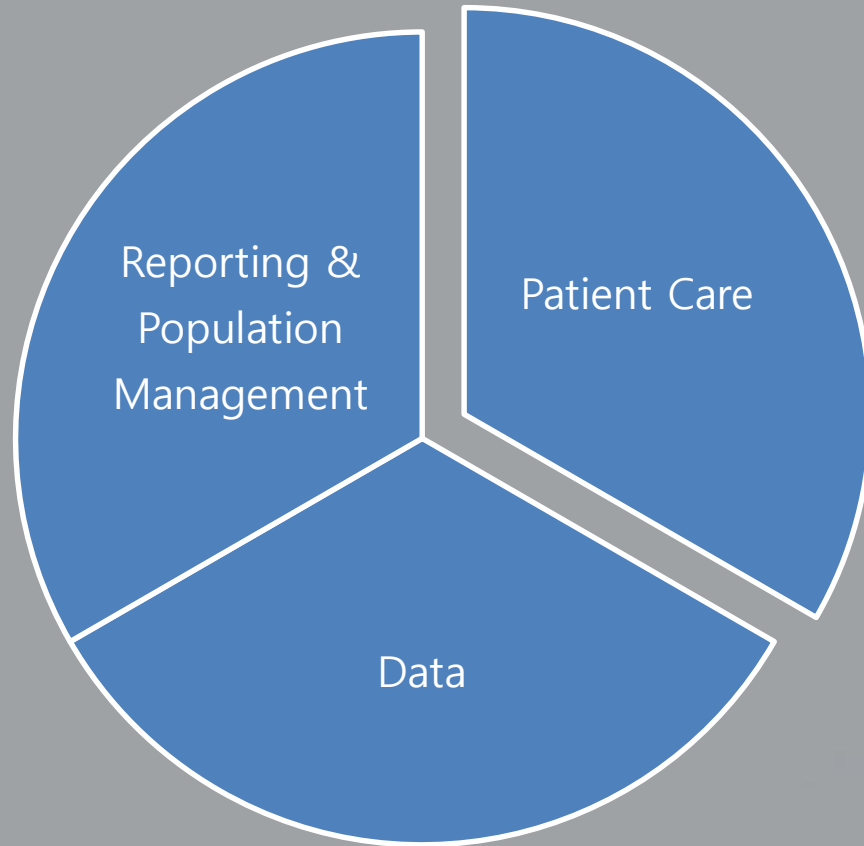


# Reporting **versus** Care

- It is not truly an adversarial relationship
- Listen to provider concerns to reestablish priorities.
- What is important
  - Care is delivered and documented
  - Patients benefit from the service(s)
  - The documentation is reportable



# Reporting **and** Care





# Common Ground

- Why are we doing this
  - Because “we have to” or “because our patients should have this level of care”
  - Which measures are bad for patient care?
  - Incentive Systems?
- Not one persons job
  - Care teams plus clerical staff/data angels
  - Need proactive care teams not reactive
- Don't over-do-it
  - Too much information is just too much



# Meaningful Priorities

- Small Changes and Big Differences
- Measure affecting Quality Care
- How we can all contribute



# Develop an approach

- Templates seem great but are new & confusing  
They can also be overwhelming or useless
- What roles can medical assistants perform
- What roles can non-medical clerks perform
- What roles can administration perform
- What tools work and what are just more trouble than benefit
- Are meetings necessary or are performance reports of specific initiatives enough



# Pareto Principle



80 percent of consequences come from 20 percent of the causes  
This principle serves as a general reminder that the relationship between inputs and outputs is not balanced. The Pareto Principle is also known as the Pareto Rule or the 80/20 Rule.



# What can a Data Angel do?

- Care Plans and Goals
  - Often education & goals are only in the notes
- Referrals
  - Develop a schedule for follow up
  - Send a letter, Make a phone call
  - Enter the data!
- New System = New Challenges
  - Templates are new and unfamiliar
  - Definitions may be inaccurate



# Data Angel + Small Change = Big Difference

- Immunizations
  - Read the chart note
  - Obtain outside records
  - Match entries in old system, new system, scanned documents, and registry
  - Repeat
  - Do the work but notice trends
- Due for, or not?
  - Check old records (PAP, Mammo, Colonoscopy, Screenings...)



Many steps are both clinically & administratively important but easily overlooked in a busy health care center.

Monitoring reports will identify those in need of additional support which will then lend to improved clinical outcomes. **Monitoring is key.**

For example, follow up on laboratory, imaging and specialist referrals. At 3 months place a call and send a letter. Close non-recurring referrals at 6 months.



# Qualification for Data Angel?

Medical Assistants who understand:

- Terminology for mammogram results

- How Immunizations should be documented everywhere

- How to properly document (close a telephone note)

Clerical staff who can place a call, schedule appointments or send a form letter





# Short Term Fix or Long Term Solution

## Financially Sustainable?

Meaningful Use & other financial incentive programs

## Motivational?

Expand skill sets & opportunities for entry level staff

## Valuable?

Interdependence of care delivery and data are supported



# Quality Management Department

Bottom line folks, if you want measurable and reportable data you need a well trained and staffed quality management department.

Your staff will need to be able to work closely with care teams, leadership and compliance following a well designed plan to **survive** in this ever changing world of healthcare.

