QUALITY CARE AND GPRA

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Choctaw Nation Health Services
10.5 Counties / 12 Council Districts

Approximately 15,000 square miles

Area Size Comparison – State of Vermont
 Built 1999 
 145,361 sq. ft.
Stigler Clinic

Built 2004-2005
12,000 sq. ft.
Poteau Clinic & Refill Center

Clinic built 1995 - Remodeled 2005
18,999 sq. ft.

Refill Center built 2007
11,755 sq. ft.
Atoka Clinic

Built 2008
11,000 sq. ft.
Hugo Clinic

Built 1977
Remodeled 2010
9,225 sq. ft.
Built 2007
6,281 sq. ft.
Idabel Clinic

Built 2005
57,000 sq. ft.
CNHSA FACILITIES

- **GPRA small sites <5000 patient population:**
  - Atoka Clinic 2061
  - Stigler Clinic 3105
  - Hugo Clinic 4069
  - Talihina Hospital 4963

- **GPRA large sites >5000:**
  - McAlester Clinic 7989
  - Idabel/Broken Bow Clinic 6714
  - Poteau Clinic 6930
True Data

- RPMS Registration Error Report
  - Check for errors in addresses and communities
- Invalid data entries
  - Check for missing information
    - Dates, phone numbers, etc.
  - Deceased patients
    - Oklahoma Death Registry online
Patients with Diabetes
- Confirm that patients with Diabetes have actually been diagnosed as Diabetic
- Correct those entered in error
- Joint effort with HIM, DM Educator, Medical Staff and Nursing

Prenatal HIV screen
- Verify patients on this list are pregnant
Women’s Health

- Mammogram
  - Check past surgical history regarding Mastectomy
- Pap
  - Check past surgical history regarding Hysterectomy
The Improving Patient Care Made Simple (IPCMS) Project was designed and piloted in the Oklahoma City Area of the Indian Health Service. This model reduced the reporting burden while adopting the key components of IPC such as empanelment, care team concept, working to the highest level of licensure, medical care home, etc. This simplified format made it more appealing to join the IHS Improving Patient Care initiative.

The Choctaw Nation Health Services was one of the first sites to use this simplified approach to improve patient outcomes and services.
Benefit of Care Teams/Medical Home

- Patients know their provider, and can depend on seeing the same provider at each of their medical appointments
- Providers know their patients and their medical history better which results in more efficient, improved care
Using Data to Drive Improvement

- iCare and CRS can be used to generate reports that can help identify areas needing improvement
- Data can be used to identify errors in documentation
- Sharing data with staff motivates teams to do better and helps to identify best practices
- Report data and share with staff weekly/monthly as an alternative to quarterly reporting
  - This usually requires a staff member at each facility to be an “expert” in the use of iCare, CRS and Excel
Example

- In September 2011 we observed a decline in the Pneumovax Performance Measure for one of our care teams, therefore we made it a focus area for the month of October
- Using iCare a patient list was generated to identify those who were due for the vaccine
- Primary Care receptionist contacted patients
GREEN CARE TEAM
Pneumovax 65+

<table>
<thead>
<tr>
<th>Month</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
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<tbody>
<tr>
<td>Green Care Team</td>
<td>90.3%</td>
<td>88.7%</td>
<td>89.2%</td>
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<tr>
<td>Target</td>
<td>86.0%</td>
<td>86.0%</td>
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</table>
Through IPCMS and Max Packing we have involved other disciplines (Pharmacy, Dental, Radiology, Optometry etc.) using a team approach to improvement.

New employees oriented to GPRA and its importance and trained to perform at these standards.

Max Packing uses every patient contact to collect GPRA data:
- Historical Services, Clinical Reminders, etc.
Using iCare and CRS

Created panels of patients depending on when they will be in the facility for Primary Care visits

- Panels created:
  - Today’s patients
  - Tomorrow’s patients
  - This week patients
  - Next week patients

Panels utilized by Dental, Optometry, and Radiology to fill no-show & cancelled appointments

- Staff members from these departments are able to pull in patients that are already in the clinic or will be on the same day as the open appointment
In March 2012 the Dental Department filled 20 no-show appointments with patients in the clinic for primary care appointments.

Radiology and Optometry Departments are also using the lists to fill no-show and cancelled appointments.

DM Educator and Dietician are using lists to work patients in while they are in the clinic.
Friendly Competition

- Federal/Tribal/Urban Facilities compete against each other across the Oklahoma City Area
  - Annual awards ceremony
- Choctaw Nation local awards
  - Awarded for top performers within the 7 facilities
- IPC Teams
  - Competition between care teams
Leadership Support

- GPRA needs to be prioritized as an internal benchmark for quality by leadership
- GPRA measures should be embraced as a measurement for quality of care
- GPRA data should be regularly available and utilized
## Choctaw Nation Health Services
### National Measures (GPRA) Performance Summary - Facility Comparison

**GY 2012 - QUARTER 3**  
Report Ending March 31, 2012

<table>
<thead>
<tr>
<th>Measure</th>
<th>Atoka</th>
<th>Hugo</th>
<th>Idabel and Broken Bow</th>
<th>McAlester</th>
<th>Poteau</th>
<th>Stigler</th>
<th>Talihina Facilities</th>
<th>CNHSA Overall</th>
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</thead>
<tbody>
<tr>
<td><strong>DIABETES</strong></td>
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<td></td>
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<tr>
<td>Poor Glycemic Control</td>
<td>11.7%</td>
<td>10.0%</td>
<td>14.5%</td>
<td><strong>8.9%</strong></td>
<td>10.7%</td>
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<tr>
<td>Ideal Glycemic Control</td>
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<td>47.8%</td>
<td>37.9%</td>
<td>45.8%</td>
<td>45.5%</td>
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<td>Controlled BP &lt;130/80</td>
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<td>25.0%</td>
<td>30.9%</td>
<td><strong>35.0%</strong></td>
<td>30.2%</td>
<td>28.3%</td>
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<td>LDL Assessed</td>
<td>74.3%</td>
<td>75.7%</td>
<td>60.3%</td>
<td><strong>76.7%</strong></td>
<td>68.6%</td>
<td>72.9%</td>
<td>76.3%</td>
<td>72.1%</td>
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<tr>
<td>Nephropathy Assessed</td>
<td>55.9%</td>
<td>52.8%</td>
<td>58.6%</td>
<td><strong>67.3%</strong></td>
<td>57.0%</td>
<td>57.1%</td>
<td>50.4%</td>
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<tr>
<td>Retinopathy Assessed</td>
<td>40.8%</td>
<td>49.8%</td>
<td><strong>62.2%</strong></td>
<td>48.2%</td>
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<td>Access to Services</td>
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<td>Influenza 65+</td>
<td>62.5%</td>
<td>66.4%</td>
<td>77.1%</td>
<td>78.6%</td>
<td>71.1%</td>
<td><strong>87.4%</strong></td>
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<td>75.3%</td>
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<tr>
<td>Pneumovax 65+</td>
<td>87.5%</td>
<td>84.5%</td>
<td>94.2%</td>
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<td>86.1%</td>
<td>96.8%</td>
<td>84.4%</td>
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<tr>
<td>Childhood Immunizations</td>
<td>75.0%</td>
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<td>87.3%</td>
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<tr>
<td><strong>PREVENTION</strong></td>
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<td>Pap Smear Rates</td>
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<tr>
<td>Mammogram Rates</td>
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<td>Colorectal Cancer Screening</td>
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<tr>
<td>Tobacco Cessation</td>
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<td>FAS Prevention</td>
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<td>68.4%</td>
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<tr>
<td>DV/IPV Screen</td>
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<td><strong>68.9%</strong></td>
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<td>Depression Screen 18+</td>
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<td>61.4%</td>
<td>61.6%</td>
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<td><strong>63.7%</strong></td>
<td>57.3%</td>
<td>62.7%</td>
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<td>IHD:Comp CVD Assessment</td>
<td>77.8%</td>
<td>59.9%</td>
<td>60.3%</td>
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<td>57.4%</td>
<td><strong>79.4%</strong></td>
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<td>73.2%</td>
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<tr>
<td>Prenatal HIV Screening</td>
<td>55.6%</td>
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<td><strong>96.1%</strong></td>
<td>93.6%</td>
<td>91.1%</td>
<td>90.9%</td>
<td>90.9%</td>
<td>94.3%</td>
</tr>
</tbody>
</table>

**Key to Color Coding**
- Not Met = Red
- Within 1% = Yellow
- Met = Green
- Benchmark = Blue
Questions??

Excellence in Rural Health Care