

CONSTRUCTING A QUALITY CONTINUUM ACROSS TRANSITIONS OF CARE

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Quality

The degree to which health services for individuals and populations increase the likelihood of desired health **outcomes** and are consistent with current professional knowledge.*

The Reality:

- Reimbursement will depend on outcomes and quality outcomes will require:
 - Transparency
 - Data Sharing
 - Collaborative relationships that are focused on efficiency and quality improvement.

A Case of a Bad Shoulder

Mr. Armbuster is seen by his local orthopedist for a painful shoulder . He explains that he works in a local grocery store and his job is to stock the “top shelf” . In other words he is a “top shelf” stocker.

Lately he can no longer reach the top shelf because of pain when he reaches above his head and thus he has limited range of motion.

While he can stock the middle shelf, top self stockers are paid more so he is anxious to get back to his “top shelf” job.

Mr. Armbuster's Clinical Course

- 12 months of medical management including but not limited to:
 - Physical Therapy
 - Cortisone Injections
 - Multiple Diagnostic Procedures
- 2.4 Days of Inpatient Surgical management
- 12 months of follow-up treatment:
 - Physical Therapy
 - Repeat MD visits.

Present Measurement of Quality Being Publically Reported

- HealthGrades and Hospital Compare Measure and Report on Hospital Complications:
 - Infections
 - Pulmonary Embolisms
 - Cardiac Arrhythmias
 - Urinary Track Infections
 - Dementia
 - Etc.

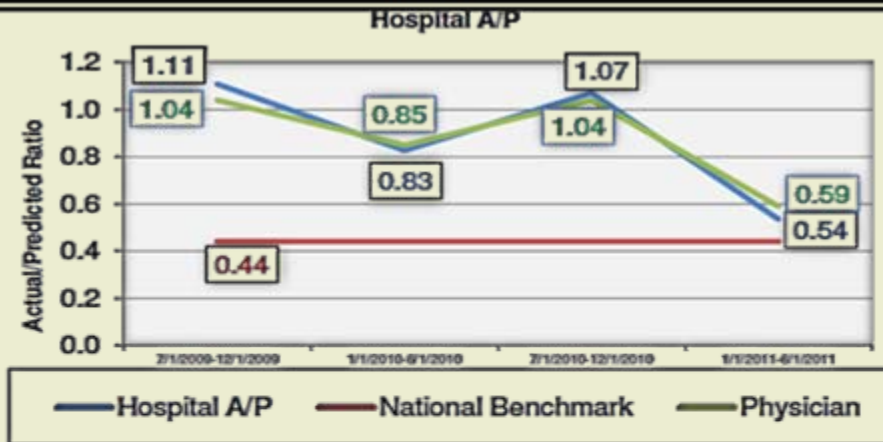
HealthGrades Physician Report Card

HealthGrades

Dr. X - 654321

Hospital Y

PHILADELPHIA, PA
ATLANTIC CITY, NJ



Total Hip Replacement - 1st Surgery

	National Benchmark	Hospital 1/1/2011 - 6/1/2011	Physician 1/1/2011 - 6/1/2011
Cases	205	193	89
Total Complications	6	11	6
Actual	3.16%	5.70%	6.74 %
Predicted	7.15%	10.64%	11.36 %
Actual/Predicted Ratio	0.44	0.54	0.59
Average Total Charges	\$ 46,713	\$ 85,749	\$ 81,878
Average Length of Stay	3.25	2.67	2.64

Outpatient and Inpatient Quality Measurement

- Patient Satisfaction



Patient Experience Reports

Physician X

SURVEY STATEMENTS:

Overall Service You Received from Your Physician (% Excellent response)

My physician cares about me (% yes response)

My physician is warm and caring (% Strongly Agree response):

Overall Likelihood to Recommend the Orthopedic Group (% Strongly Agree response):

Rank	% Response (Excellent, Yes, Strong Agree)	Raw Response		
28/75	61.01%	59		
Platinum 95th-90th Percentile	91.37%	58		
N/A	55.93%	59		
31/75	59.32%	59		

N/A = Not Available at current time.

Mr. Armbuster's Outcome

- Two Years of Excellent Care
- Good Patient Satisfaction
- 2.4 Days in the Hospital
 - No Infection
 - No Pulmonary Embolism
 - No UTI
 - Liked the food
 - Nurses were kind and caring
 - Doctor visited twice a day.

AND SO ???????



Penn Shoulder Score

- **PENN SHOULDER SCORE Part II: Function:**
Please circle the number that best describes the level of difficulty you might have:
 - **Combing your hair**
 - **Washing your back**
 - **Sleep on Affected Side**
 - **Open door with Affected Side**

OBERD Outcomes Questionnaire

The screenshot shows a web browser window displaying the OBERD Outcomes Questionnaire. The browser's address bar shows the URL: <https://formmeddisco.oberd.com/?sid=1742000&returl=https%3A%2F%2Fpanelmeddisco.oberd.com%2FViewAllAppointments.php%3F%26openaid%3D29354#/ques>. The browser's search bar contains the text "Google".

The page header includes the text "Penn Shoulder Score (PT:)" and "None Skipped" with a progress indicator showing "0%". There are buttons for "All", "Finish Form", and "Log Out".

The main content area contains a blue instruction box: "Please select the answer that best describes the level of difficulty you might have performing each activity."

Question 1 is displayed in a grey box: "1 Current Reach the small of your back to tuck in your shirt with your hand". Below this are five radio button options in colored boxes: "No difficulty" (green), "Some difficulty" (light green), "Much difficulty" (yellow), "Can't do at all" (orange), and "Did not do BEFORE injury" (red).

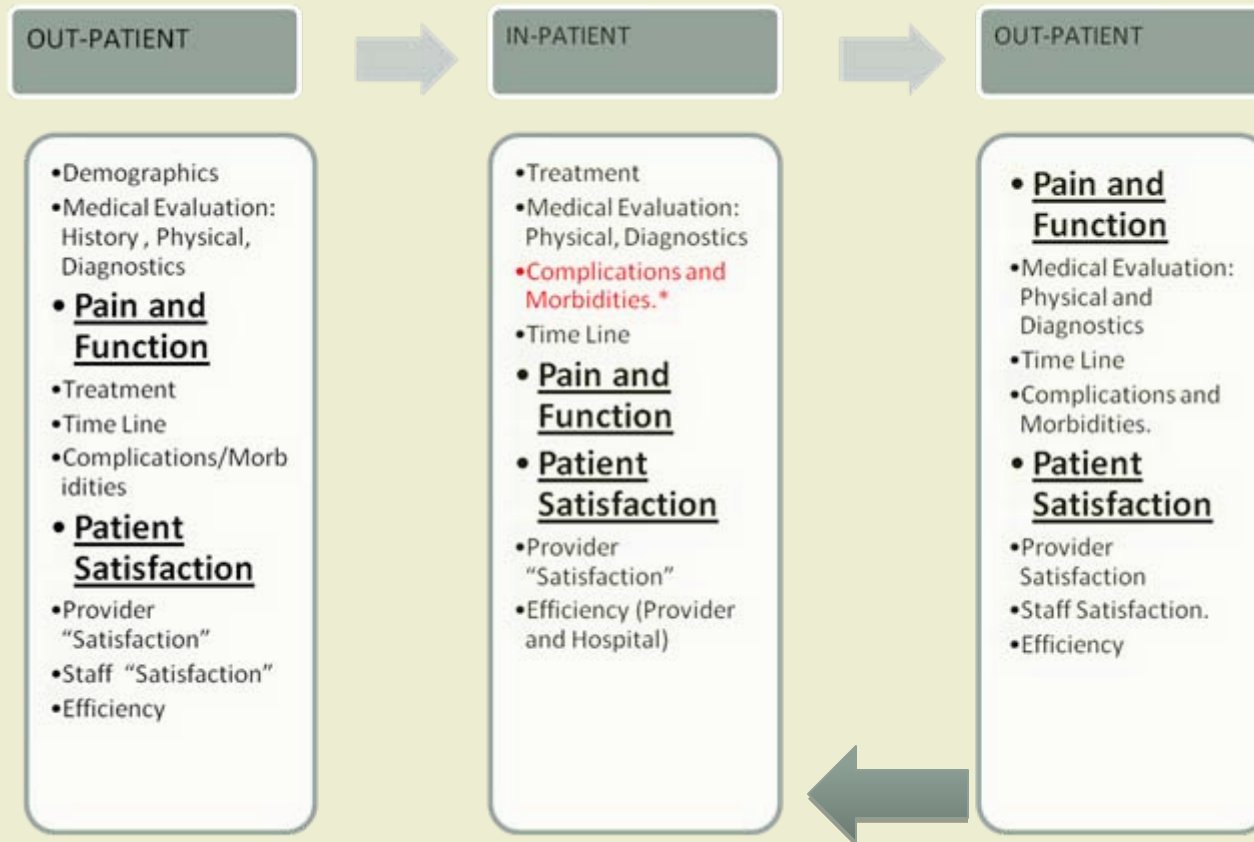
Question 2 is displayed in a grey box: "2 Next Wash the middle of your back/hook bra".

At the bottom, there is a "Sections" indicator with "1" and "2" in circles. Below that is a blue navigation bar with numbered buttons from 1 to 20, where button 1 is highlighted.

The Quality Continuum



COMPLETE QUALITY SYSTEM



OBERD ??

O Outcome

B Based

E Electronic

R Research

D Data-Base

Reporting Format

- Orthopedics has chosen the clinical outcome reporting tools (**functional score**) that they will have their patients complete, before and after orthopedic therapy (**surgery, injections, PT, etc.**)
- The schedules for reporting have also been completed.
- The reporting format, while needing to be flexible for each individual provider and the quality department, will have a certain number of “fixed” formats to be used as overall quality and efficiency indicators.

“Fixed” Formats

- The “Fixed” Formats presented are designed as a starting point for discussion and **NOT** a final format.
- Each format will be laid out as to:
 - User input required
 - Numerical reporting
 - Graphic reporting
- The analysis will be structured around the date of therapeutic conclusion, will report over a specific period of time, and be filtered based off drop down options.

“Fixed” Reports

- Individual Physician vs. Specialty Outcome Summary
 - Compare individual physician(s) to the specialty or physician to physician based on the therapeutic procedure.

Individual Physician Outcome Summary vs. Pod Outcome Summary

Physician Subspecialty ▼

Date Range to (month/year)

Therapeutic Procedure ▼

Primary Physician ▼

Hold down "Ctrl" to select multiple physicians

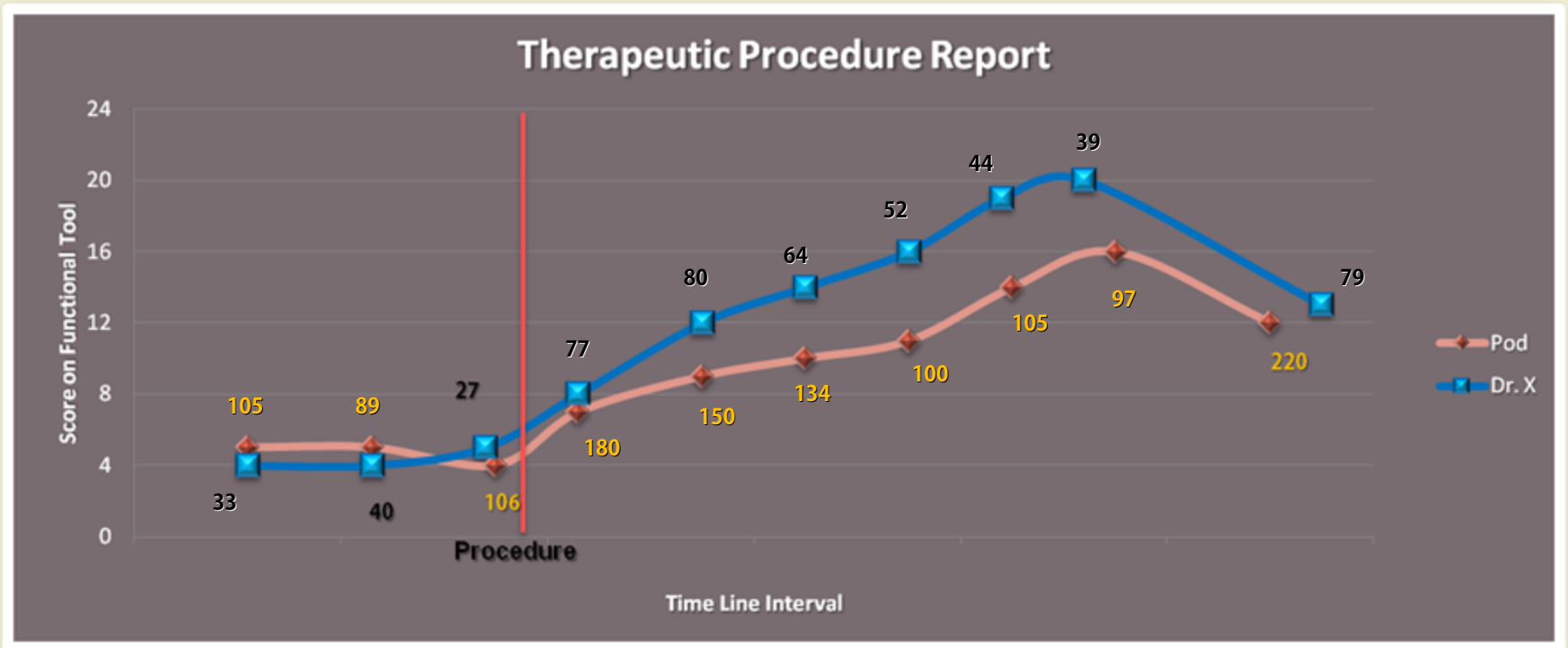
“Fixed” Reports

“Therapeutic Procedure” Report

-Outcome tool used: Tool name

-Total number of procedures performed by Specialty: 300

-Total number of procedures performed by specified physician(s): 100



“Fixed” Reports

- Individual Patient Outcome vs Individual Physician Outcome
 - Compare the outcome of a specific patient to the overall outcome of a specific physician, for a specific therapeutic intervention, during a

Individual Physician Outcome Summary vs. Specialty Outcome Summary

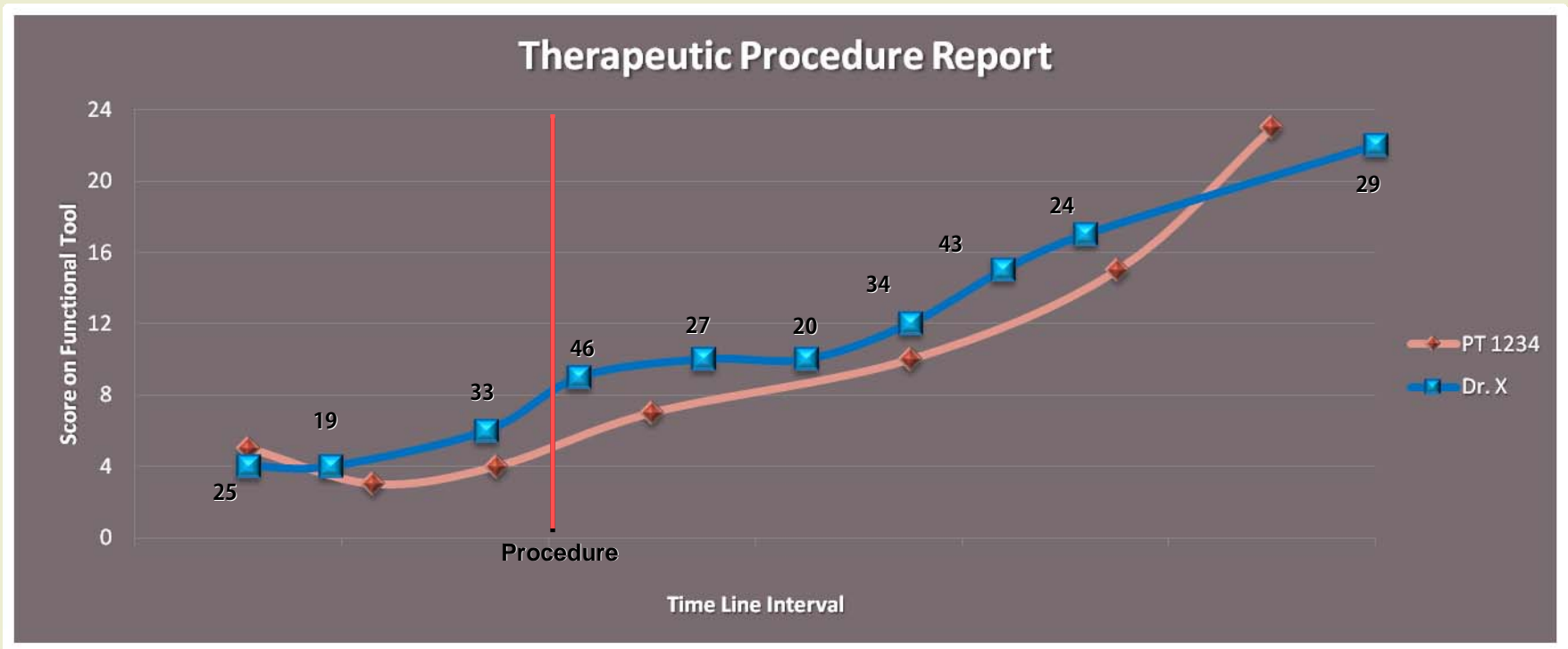
Physician Subspecialty	Date Range	Therapeutic Procedure
<input type="text"/>	<input type="text"/> to <input type="text"/> (month/year)	<input type="text"/>
Physician	Patient ID#	
<input type="text"/>	<input type="text"/>	

“Fixed” Reports

“Therapeutic Procedure” Report

-Outcome tool used: Tool name

-Total number of procedures performed by specified physician(s): 150



Thank You !!

