





Patient Access & Clinical Efficiency Report Card

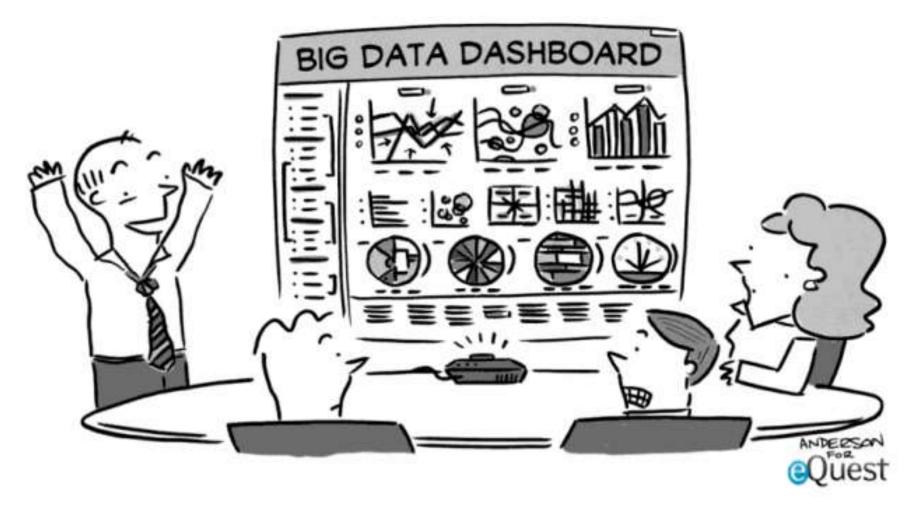
A tool to empower informed clinical management decisions



Waianae Coast Comprehensive Health Center

- Serving the community since 1972
- Largest of 14 Federally Qualified Health Centers in Hawaii
- 8 Primary Clinics, 3 SBHCs covering West
 Oahu
- 170 Providers; 68 PCPs
- 2019 Demographics:
 - 38,000 Patients
 - 207,000 Encounters
 - 67% of patients are 100% of the poverty level and below
 - 57% Medicaid, 8% Medicare, 8% Uninsured





"After careful consideration of all 437 charts, graphs, and metrics,
I've decided to throw up my hands, hit the liquor store,
and get snockered. Who's with me?!"

Why Create a Clinical Report Card?

- Clinical Management receiving reports from multiple departments:
 - Clinical Operations
 - Quality
 - Budget & Finance
 - Health Information Technology
 - Administration
- Clinical Management unable to use these reports to the fullest potential because it was overwhelming, fragmented, and on different time reporting cycles.
- ❖ No mechanism to combine the reports to show a more holistic review and to support informed decision making.
- **❖** Developed a communication tool with clinical staff.

Waianae District Comprehensive Health & Hospital Board Statement of revenue & expense

For the period ending 05/31/2019

.			Period Actual 05/01/20 05/31/20	l)19 -	Year to Date Actual 07/01/2018 - 05/31/2019	Bud 07/01/	to Date dget /2018 - 1/2019	Budget Variance	- %	Variance	Annu Budg 07/01/2 06/30/	get 2018 -	Last year to date Actual 07/01/2017 05/31/201	7 - Ac	ictual iriance	
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How to Create a Clinical Report Card?

Identify

 Identify and commit the resources to effectively manage the reporting process.

Investigate

Investigate and gather all your existing reports.

Determine

- Determine what metric the clinic staff can measurably influence.
 - What reports are readily available?
 - What reports you want to fine tune?
 - What reports need to be created?

Generate

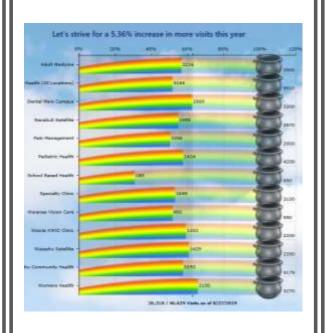
· Generate Clinical Report Card.

Discuss

- Discuss the report and strategy for improvements at clinical management meetings. (What is the most effective reporting time frame?)
- Post report card in clinics and discuss at clinic staff meetings.



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	32.8%	80.9%	70.6%	95.0%	69.2%	70.1%
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4	39.2%	85.2%	73.6%	25.05	80.6%	95.7%
s: -	36.8%	300%	79.0%	31.25	30.7%	201.15
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6	35.9%	52.3%	71.7%	9559	100.0%	99.7%
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	32.2%	46.7%	34,0%	94.2%	42.9%	86.9%
6	29.5%	66.7%	82.5%	94.9%	54.6%	98.75
6	17.7%	00.3%	78.2%	553%	94.2%	1855
	29.2%	10.0%	12.7%	55.6%	20.2%	82.7%
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Walanze District Comprehensive Health & Hospital Board Statement of revenue & expense

For the period ending 05/31/2019

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2) Gather all Existing Reports

3) Question to Ask When Determining Your Elements in Your Report Card?



Is measure readily influenced by staff?

Can we make operational changes to improve the outcome?



How hard is to track the measure?

Timing to ensure apples to apples; Is it in multiple systems?



Can you effectively measure it?

Can we segregate the data or effectively bundle it? With the existing data source, can you truly get an accurate picture?



Does the data have integrity?

Quality of the Data Source

Ensure your report card is not rigged

Don't spend time to create a report card to make everyone look good.



How many measures are the right amount to include in a report card?

WCCHC Clinical Report Card Elements







ATTENDANCE



PATIENT SATISFACTION / CUSTOMER SERVICE



CHART COMPLETITION



BUDGET & FINANCE

Metrics



4) Generate WCCHC Clinical Report Card

	Pa	atient Acc	ess & Cli	nical Effic	iency Repo	ort Card				
WOMEN'S HEALTH	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	10 10		
Productivity /Access	104.1%	87.0%	81.1%	101.3%	87.2%	86.9%	101.6%	May-19 97.1%	Jun-19 92.8%	Averag
Clinical Staff Attendance	99.4%	99.5%	99.5%	93.2%	98.9%	97.7%	98.8%	98.2%	99.8%	▲ 98.3%
Provider Charting Completion	100%	100%	100%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	▲ 100.09
Medical Assistants Accuracy Performance	96.0%	96.0%	96.0%	96.0%	96.0%	91.0%	94.0%	93.0%	93.0%	= 94.6%
Wiedical Assistants /techno,	04 59/	87.9%	86.4%	81.0%	84.3%	85.3% 83.4%	86.1%	91.1%	▼ 85.2%	
Phone Call Accuracy %	81.6%	07.57			94.3%		97.3%			▲ 95.6%
Patient Satisfaction (Overall)	95.2%			94.3%				21.00		
Patient Satisfaction (Overall)		87.5%	86,434							
Phone Call Accuracy %										





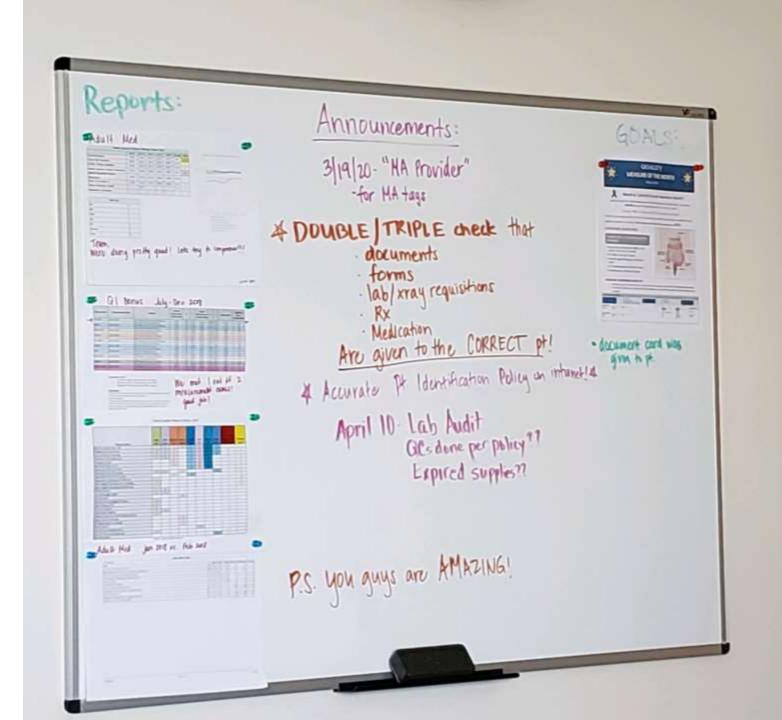


5) Discuss Clinical Report Card at Clinical Management Meetings

6) Display & Communicate Report Card with Staff

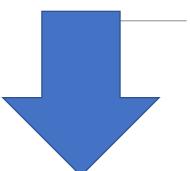
Key Questions to Discuss with Clinic Staff

- 1) What are the top 3 areas we can improve as a clinic?
- 2) What action items can we do to increase our performance in those areas?

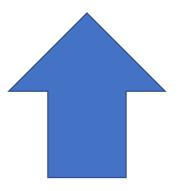


RESULTS

Chart Completion Improved



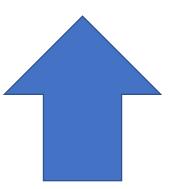
Decrease in AR days from 55.5 days (March 2019) to 43 days (Present)



Maintain 80% or higher of completed charts within 7 days with a 4% increase in encounter volume

RESULTS

Patient Satisfaction increased in our clinics.



Overall patient top box improved by 2% over 9 months.

RESULTS

Administrative Management & Oversight

Clinical Report Card allows for more effective oversight from leadership. "It's not only what you expect, but it is also what you inspect.