MaineHealth
MaineHealth Knowledge Connection

Operations Transformation

Spring 6-11-2024

MaineHealth Medical Group Report Inventory

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Project: MHMG Report Inventory
Last Updated: 1/30/2024

Executive Sponsor: Natisa Dill
Facilitator: Holly Ward

Operations Transformation

Team Members: Robin Lozinski, Stephanie Lepine, Shawn McGlaughlin White, Tracey Shaw, Elizabeth Andrews, Sheila Adell

Plan

Problem/Impact Statement

Variation of Epic Quality Reports being used across MHMG following the merge of Coastal, Mountain and Southern region quality departments resulting in unnecessary variation.
Increased Administrative Burden
Reporting Errors

Scope

- IN SCOPE: EPIC Reports Currently Being Utilized
- OUT OF SCOPE: Analytics timing, non-epic reports, any reports we aren't aware of

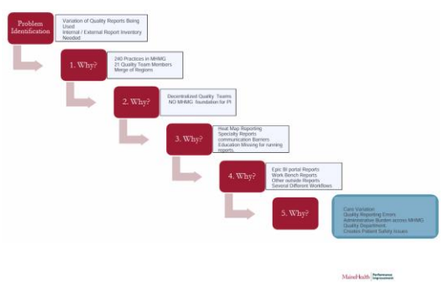
Baseline Metrics/Current State

- Practices merged under MHMG 240
- MHMG Quality Staff 21
- 11 Specialty Counsels
- Providers in the Medical Group 1,882
- Personnel 3,666
- Total Number of varied reports being currently used across the system
- Quality Retreat Feedback / Concerns From May

Goal/Objective

- Develop an inventory of Standard Reports that align with key quality metrics and develop associated training materials
- Create a list of Contacts that staff can reach out to with questions about reports
- Identify any specialty specific reports that can be standard across MHMG

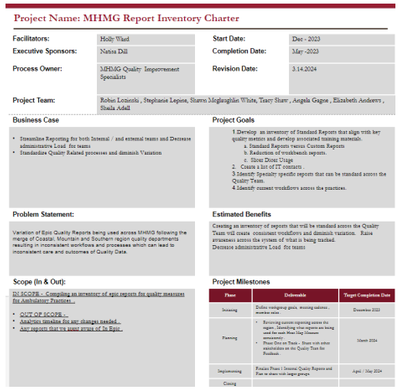
Root Cause Analysis



Do

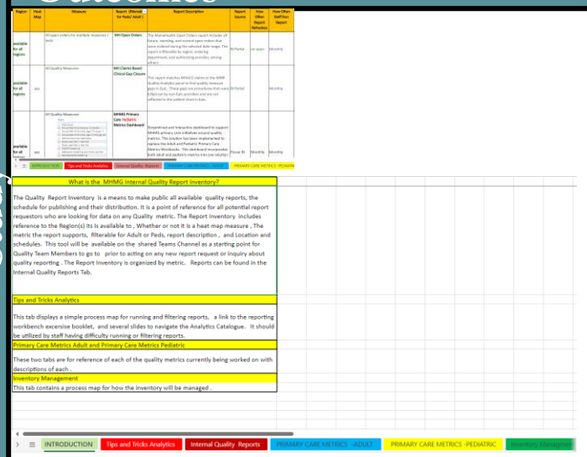
Countermeasures

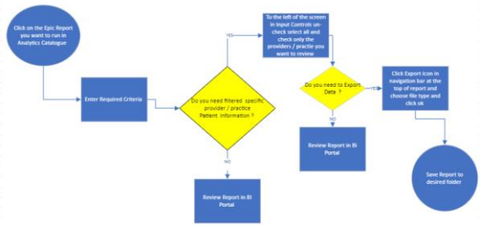
- Implemented a Charter
- Workgroup Meetings x 2 weeks
- Group effort on researching current reports
- Stakeholder feedback
- Ongoing Management



Study

Outcomes

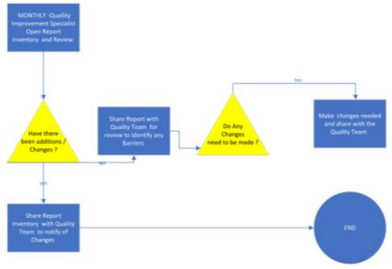




Act

Next Steps

- Roll out Internal Report Inventory to the MHMG Larger team
- Monthly Management to identify any changes or additions Needed
- Resending Monthly to capture new staff
- Begin / Continue work with Specialty inventory



Problem/Impact Statement

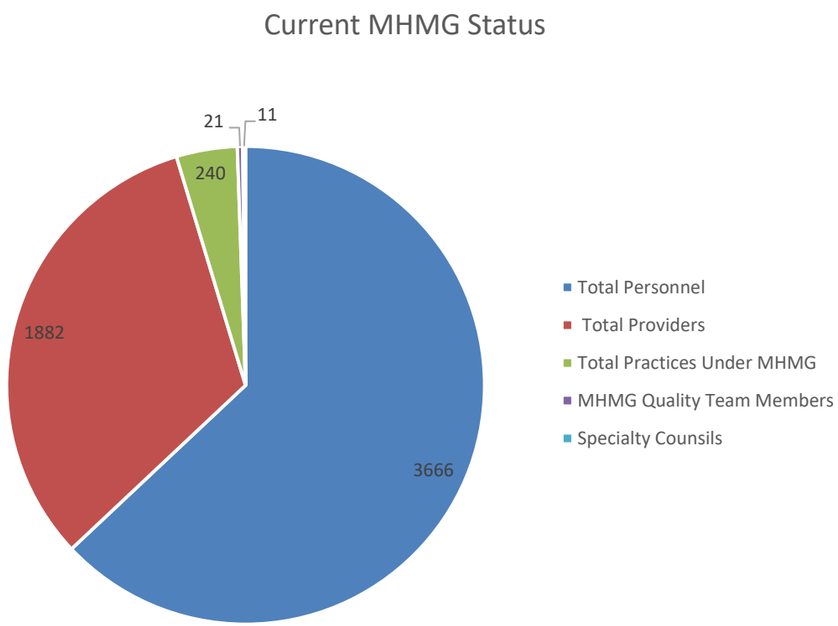
Variation of Epic Quality Reports being used across MHMG following the merge of Coastal, Mountain and Southern region quality departments resulting in inconsistent workflows and processes. This can lead to inconsistent care and outcomes of Quality Data we report.

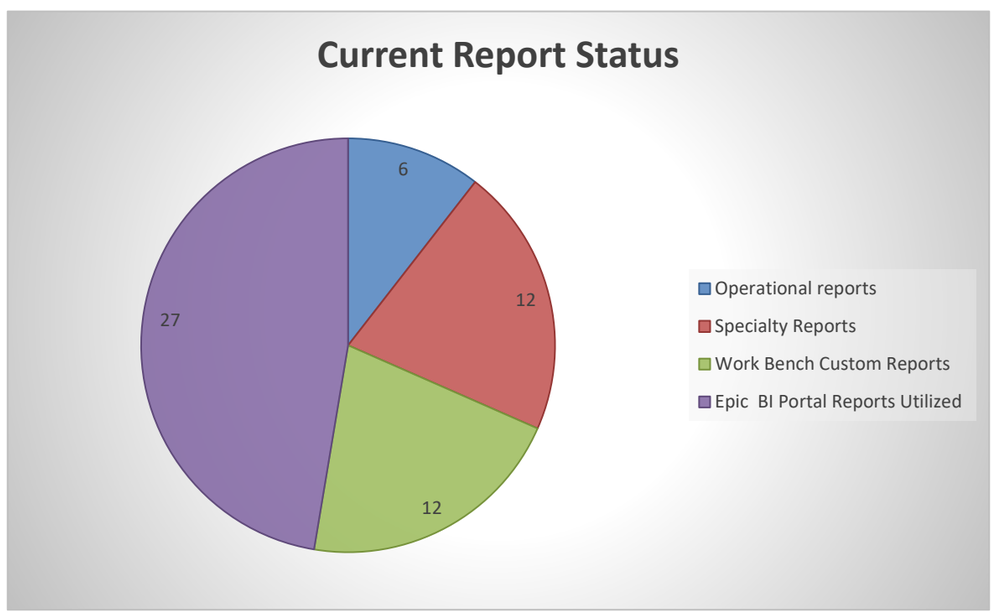
Scope

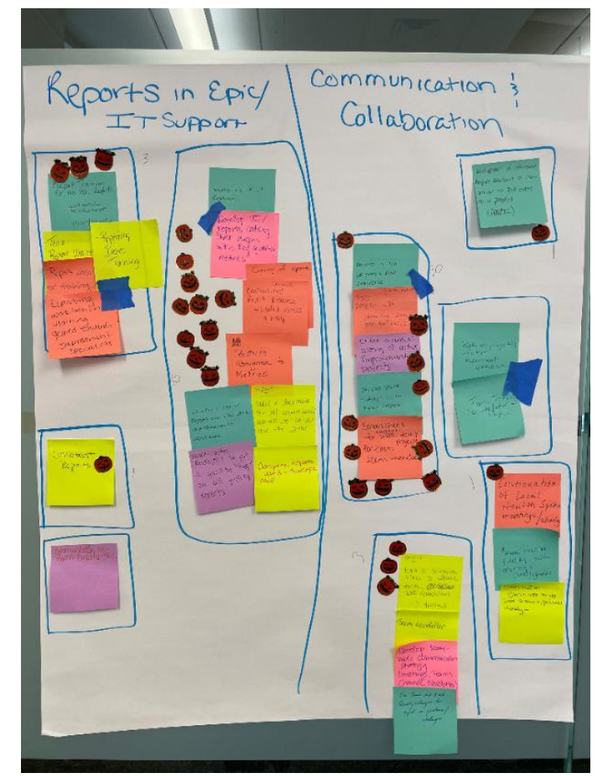
IN SCOPE: EPIC Reports Currently Being Utilized

Out of Scope: Analytics timing, non-epic reports, any reports we aren't aware of

Baseline Metrics/Current State



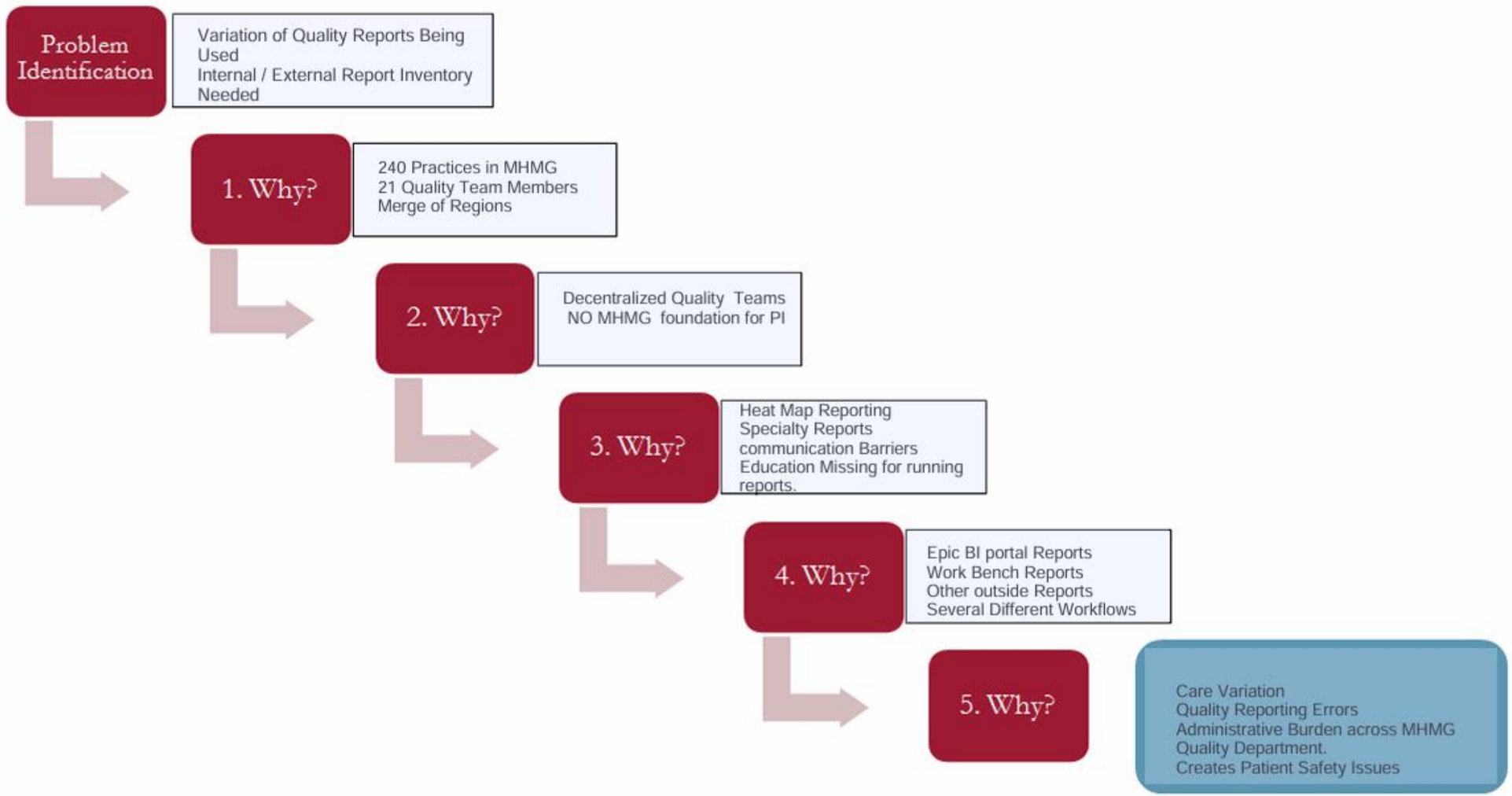




Goal/Objective

1. Develop an Internal (quality department) inventory of Standard Reports that align with key quality metrics by May 2024
2. Develop an External (front line staff/ providers) inventory of standard reports
3. Develop associated training materials
4. Create a list of Contacts that staff can reach out to with questions about reports
5. Identify any specialty specific reports that can be standard across MHMG

Root Cause Analysis



Countermeasures

- Implemented a Charter
- Workgroup Meetings x 2 weeks
- Group effort on researching current reports
- Stakeholder feedback
- Ongoing Management of inventory

Project Name: MHMG Report Inventory Charter

Facilitators:	Holly Ward	**Start Date:**	Dec - 2023
Executive Sponsors:	Natisa Dill	**Completion Date:**	May -2023
Process Owner:	MHMG Quality Improvement Specialists	**Revision Date:**	3.14.2024
Project Team:	Robin Lozinski , Stephanie Lepine, Shawn Mcglaughlin White, Tracy Shaw , Angela Gagne , Elizabeth Andrews , Sheila Adell		

Business Case

- Streamline Reporting for both Internal / and external teams and Decrease administrative Load for teams
- Standardize Quality Related processes and diminish Variation

Project Goals

1.Develop an inventory of Standard Reports that align with key quality metrics and develop associated training materials.
   a. Standard Reports versus Custom Reports
   b. Reduction of workbench reports.
   c. Slicer Dicer Usage
2. Create a list of IT contacts .
3.Identify Specialty specific reports that can be standard across the Quality Team.
4.Identify current workflows across the practices.

Problem Statement:

Variation of Epic Quality Reports being used across MHMG following the merge of Coastal, Mountain and Southern region quality departments resulting in inconsistent workflows and processes which can lead to inconsistent care and outcomes of Quality Data.

Estimated Benefits

Creating an inventory of reports that will be standard across the Quality Team will create consistent workflows and diminish variation. Raise awareness across the system of what is being tracked.
Decrease administrative Load for teams

Scope (In & Out):

IN SCOPE - Compiling an inventory of epic reports for quality measures for Ambulatory Practices .

- OUT OF SCOPE -
- Analytics timeline for any changes needed .
- Any reports that we arent aware of In Epic .

Project Milestones

Phase	Deliverable	Target Completion Date
Initiating	Define workgroup goals, meeting cadence , member roles .	December 2023
Planning	• Reviewing current reporting across the region , Identifying what reports are being used for each Heat Map Measure consistently . • Phase One on Track - Share with other stakeholders on the Quality Team for Feedback .	March 2024
Implementing	Finalize Phase 1 Internal Quality Reports and Plan to share with larger groups.	April / May 2024
Closing		

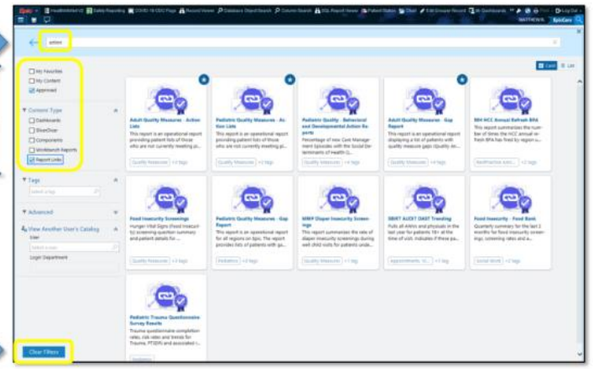
Outcomes

Tips and Tricks - The Epic Analytics Catalog

MaineHealth
MEDICAL GROUP
Analytics

Helpful Tips!

1. Use the search box
2. Apply filters as needed
3. Remember to "Favorite"
4. Clear filters as needed



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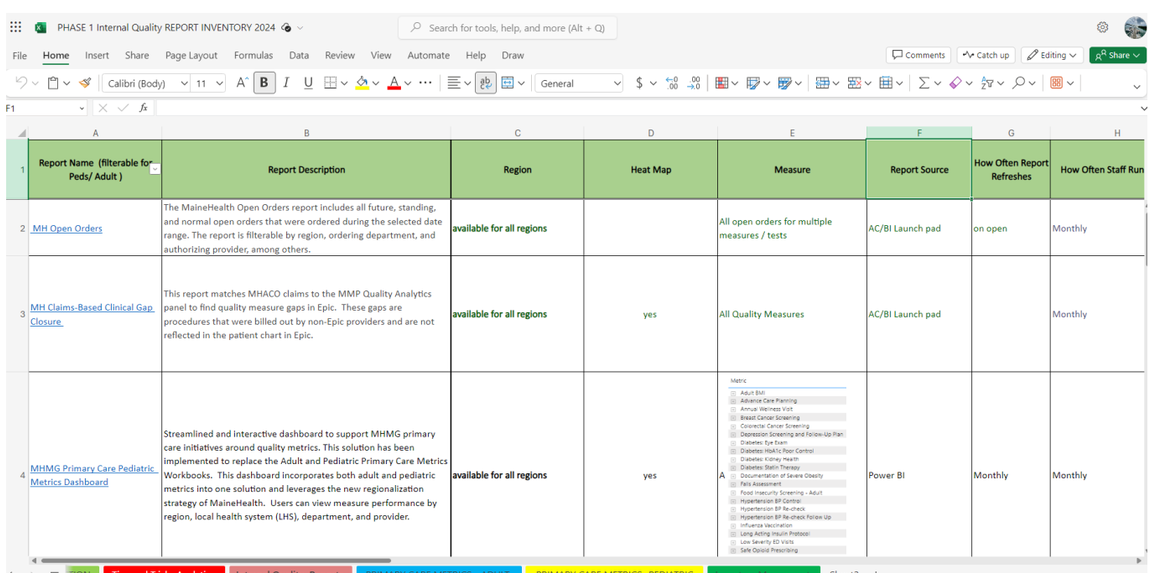
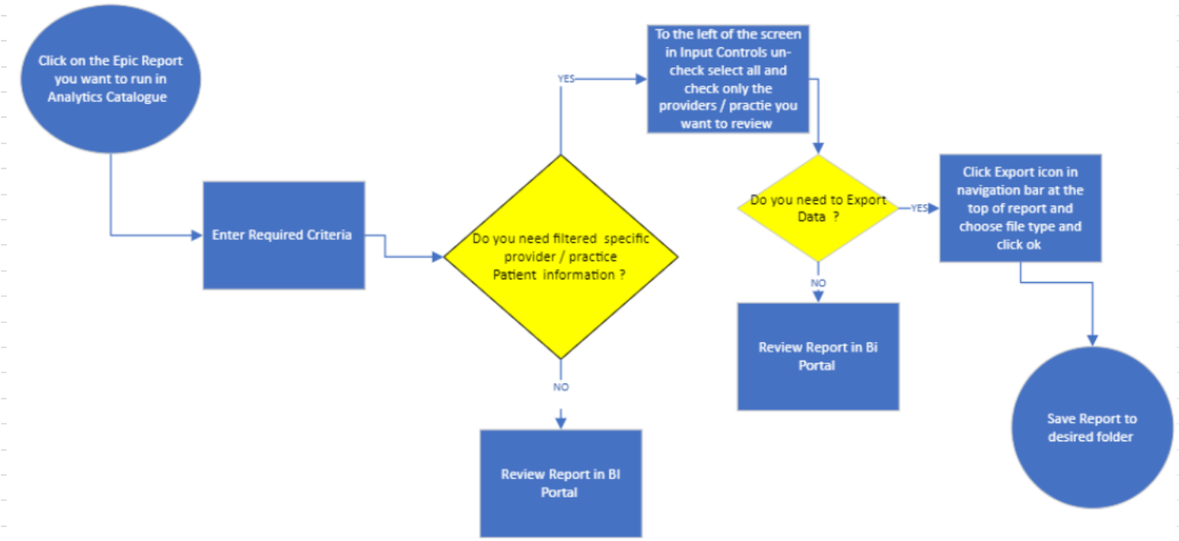
TIP: Type less to find more – Example: Type "tele" to find various telehealth reports



PHASE 1 Internal Quality REPORT INVENTORY 2024

Report Name (filterable for Peds/ Adult)	Report Description	Region	Heat Map	Measure	Report Source	How Often Report Refreshes	How Often Staff Run
MH Open Orders	The MaineHealth Open Orders report includes all future, standing, and normal open orders that were ordered during the selected date range. The report is filterable by region, ordering department, and authorizing provider, among others.	available for all regions		All open orders for multiple measures / tests	AC/BI Launch pad	on open	Monthly
MH Claims-Based Clinical Gap Closure	This report matches MHACO claims to the MMP Quality Analytics panel to find quality measure gaps in Epic. These gaps are procedures that were billed out by non-Epic providers and are not reflected in the patient chart in Epic.	available for all regions	yes	All Quality Measures	AC/BI Launch pad		Monthly
MHMG Primary Care Pediatric Metrics Dashboard	Streamlined and interactive dashboard to support MHMG primary care initiatives around quality metrics. This solution has been implemented to replace the Adult and Pediatric Primary Care Metrics Workbooks. This dashboard incorporates both adult and pediatric metrics into one solution and leverages the new regionalization strategy of MaineHealth. Users can view measure performance by region, local health system (LHS), department, and provider.	available for all regions	yes	Metric Adult BMI Advance Care Planning Annual Wellness Visit Breast Cancer Screening Colorectal Cancer Screening Depression Screening and Follow-Up Plan Diabetes: Eye Exam Diabetes: HbA1c Poor Control Diabetes: Kidney Health Diabetes: Statin Therapy Documentation of Severe Obesity Falls Assessment Food Insecurity Screening - Adult Hypertension BP Control Hypertension BP Re-check Hypertension BP Re-check Follow Up Influenza Vaccination Long-Acting Insulin Protocol Low Severity ED Visits Safe Opioid Prescribing	Power BI	Monthly	Monthly

Tips and Tricks Analytics | Internal Quality Reports | PRIMARY CARE METRICS -ADULT | PRIMARY CARE METRICS -PEDIATRIC | Inventory Managment | Sheet2



What is the MHMG Internal Quality Report Inventory?

The Quality Report Inventory is a means to make public all available quality reports, the schedule for publishing and their distribution. It is a point of reference for all potential report requestors who are looking for data on any Quality metric. The Report Inventory includes reference to the Region(s) its is available to , Whether or not it is a heat map measure , The metric the report supports, filterable for Adult or Peds, report description , and Location and schedules. This tool will be available on the shared Teams Channel as a starting point for Quality Team Members to go to prior to acting on any new report request or inquiry about quality reporting . The Report Inventory is organized by metric. Reports can be found in the Internal Quality Reports Tab.

Tips and Tricks Analytics

This tab displays a simple process map for running and filtering reports, a link to the reporting workbench excersise booklet, and several slides to navigate the Analytics Catalogue. It should be utilized by staff having difficulty running or filtering reports.

Primary Care Metrics Adult and Primary Care Metrics Pediatric

These two tabs are for reference of each of the quality metrics currently being worked on with descriptions of each .

Inventory Management

This tab contains a process map for how the inventory will be managed .

Next Steps

- Roll out Internal Report Inventory to the MHMG Larger team.
- Monthly Management to identify any changes or additions are needed.
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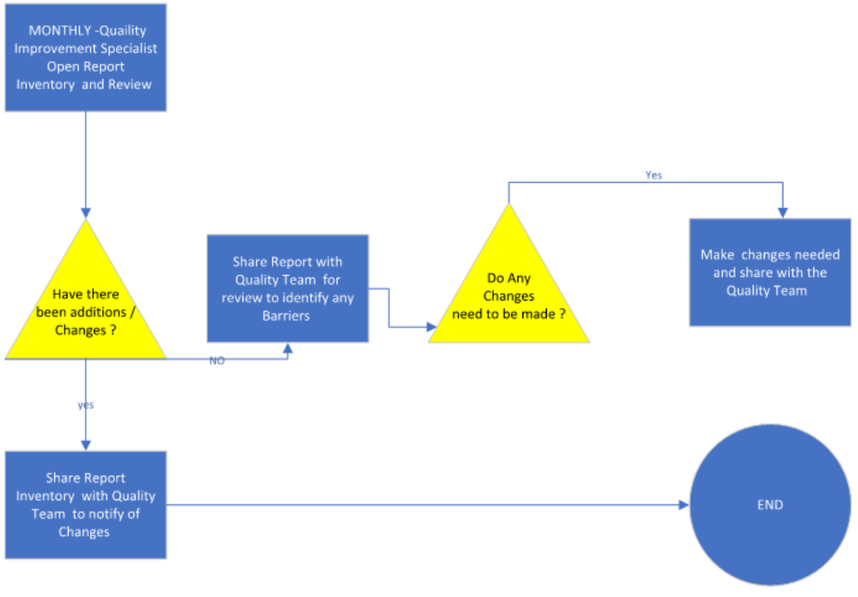
-

Region	Heat Map	Measure	Report	Report Description	Report Source	How Often Report Refreshes	How Often Staff Run Report	Person/Title Responsible for the Report Run	Parties involved in Patient Outreach/follow-up
available for all regions	YES	**Diabetes Treatment HBA1C >9 , colon cancer screening , breast cancer screening , advance care planning, adult bmi, dm eye exam , dm kidney health , dm statin therapy ,htn control, safe opioid prescribing, depression screening , falls assessment , flu vaccination , substance abuse screening**	Adult Quality Measures -Action Lists	This report is an operational report providing patient lists of those who are not currently meeting primary care quality measures.	BI Portal	on open	Monthly	Improvem	Medical Assistants, PHCC
available for all regions		Annual Wellness Visit	Annual Wellness Visits Operational Report	This report includes lists of patients overdue for an annual wellness visit (AWV) with gap summaries by department and provider, patients turning 65 years of age during the selected date range, and patients with a completed AWV during the	BI Portal		Monthly	Pop Health	Pop Health, Practice Staff

External reports | WorkBench Reporst | operational report | Specialty | Imp reports | FHP reports | mmp reports | SMHC