

## Factor 2: The practice measures or receives data on at least three chronic or acute care clinical measures

The Practice Vitals Dashboard and **recall** reporting tools accessible to all PCC clients provide the ability to measure their performance on a variety of chronic or acute care measures including:

- **Chronic Measure #1: ADD/ADHD patient followup**

Various clinical resources, from the AAP to various state laws, indicate that actively managed ADD and ADHD patients must be seen by your practice at least once every six months.

The Dashboard reports the practice's success with chronic disease management of ADD or ADHD patients by reporting the percentage of active patients with ADD or ADHD who have had a followup visit (of any type) in the past six months.

Here is a screenshot example showing what the practice will see in the Dashboard for this measure:



Your Score: **86** out of 100

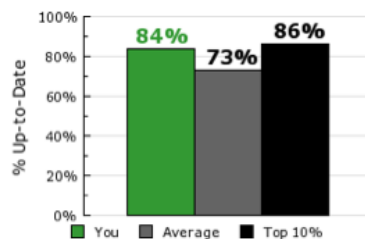
Dashboard reports updated as of 11/30/2013

This clinical benchmark is a measure of your success with chronic disease management of ADD/ADHD patients. Various clinical resources, from the AAP to various state laws, indicate that actively managed ADD and ADHD patients must be seen by your practice at least once every six months, at least. This section includes a count of your active ADD and ADHD population, an indication of how many of your active patients have this diagnosis, and how many of these patients are up-to-date on their routine followup visit. You can also view a listing of ADD and ADHD patients who are overdue for a followup visit.

Your office has **393** active ADD/ADHD patients. (**4%** of total active patients)

[64 of these patients are overdue for a followup visit.](#)

### How You Compare



Your Practice

**84%**

PCC Client Average

**73%**

Top Performers

**86%**

(% of ADD/ADHD patients up-to-date on their followup visit)

As with other measures in the Dashboard, reported on this page is the practice's current month value for the measure along with two benchmarks: the average and 90<sup>th</sup> percentile value among all of PCC's pediatric clients.

Further down the page is a practice trends section that looks like this:

### Trend: History of Your Values

Trend information can be helpful in uncovering the reason for your performance. For this measure, an upward trend indicates that you are improving and a downward trend indicates your performance with this measure is getting worse. For new practices, it is perfectly normal to see volatile results for some measures for the first 6-8 months after go-live.



This trend graph allows the practice to see their monthly trends over time. A downloadable .csv file is accessible below the graph which shows their actual monthly values that can be used to show improvement which would be applicable to PCMH element 6D.

As with other clinical measures, the Dashboard also gives the practice the ability to measure and graph performance for each individual clinician as shown in the following screenshot:

Sample PCC Practice

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## ADD/ADHD Patient Followup

Choose a different provider breakdown

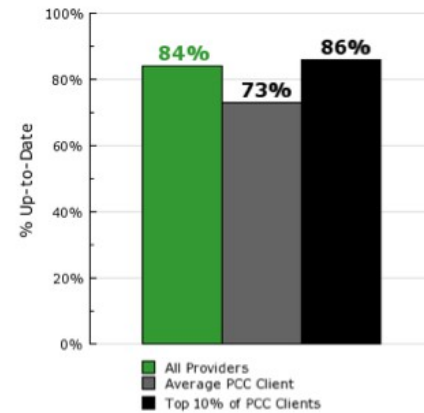
Dashboard reports updated as of 11/30/2013

### Primary Care Provider Breakdown

Choose Provider	Provider	Active Patients	Overdue Patients	Up-to-Date Patients	% Patients Up-to-Date
<input checked="" type="radio"/>	All Providers	393	64	329	84%
<input type="radio"/>	Provider 2	245	38	207	84%
<input type="radio"/>	Provider 6	39	9	30	77%
<input type="radio"/>	Provider 9	35	1	34	97%
<input type="radio"/>	Provider 21	3	0	3	100%
<input type="radio"/>	Provider 5	1	1	0	0%
<input type="radio"/>	Provider 3	36	7	29	81%
<input type="radio"/>	Provider 18	3	1	2	67%
<input type="radio"/>	Provider 13	31	7	24	77%

Review ADD/ADHD [Overdue patient listing](#) for your practice.

### How You Compare



Reporting these results by individual clinician would be useful for PCMH element 6E where the practice needs to track and share results by individual clinician and across the practice (All providers).

Furthermore, the Dashboard includes access to a listing of ADD/ADHD patients overdue for a followup. Clicking on the “overdue patient listing” in the above screenshot would load an actual overdue patient listing that can be used for recall purposes.

## ADD/ADHD Patients Overdue For Followup

Why are these 87 patients overdue?

Data is up-to-date as of 2/28/2014

- They had at least one visit billed **with a diagnosis of ADD (314.00) or ADHD (314.01)** (primary or secondary) in the past three years  
AND
- They have not **had a visit (of any type) in the past six months**  
AND
- They are **not flagged** with any inactive flags

[Save as Spreadsheet File](#) Spreadsheet file is in .csv format and includes patient address.

First Name	Last Name	Date of Birth	Patient PCC #	Primary Care Provider	Patient Flags	Date of Last Well Visit	Date of Last Visit	Date of Next Scheduled Visit	Reason For Next Scheduled Visit	Phone Number	Email Address
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		09/13/10	06/06/11			[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		08/05/11	08/05/11			[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		11/16/09	11/18/11			[REDACTED]	[REDACTED]

- **Chronic Measure #2: Obesity patients up-to-date on checkup**

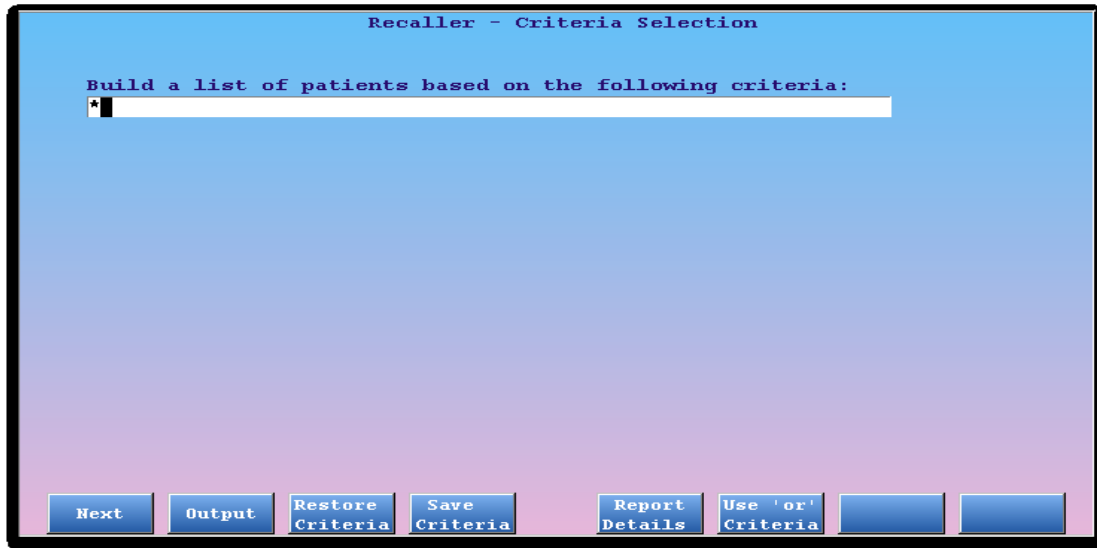
For patients who were recently given an obesity diagnosis or who had a high BMI percentile documented, it is recommended that they followup within a six month time frame to monitor their nutritional and exercise habits. To generate results for this chronic measure, the practice would use PCC's *recaller* program accessible to all PCC clients from within Partner, the Practice Management System.

A count and listing of active, obese patients can be generated from the Partner *recaller* report by considering a subset of patients given an obesity diagnosis or having a high BMI percentile documented in a given six month time frame. Likewise, a count and listing can be generated for these patients who have followed up with another office visit in the subsequent six month month time frame. Conversely, a count and listing can be generated for patients overdue for a followup visit which can be used for recall purposes. As noted earlier, the overdue listing can be customized to include the desired demographic output.

When running the *recaller*, you begin by adding one or more criteria to limit the output. The criteria determine which patients will be included in the output.

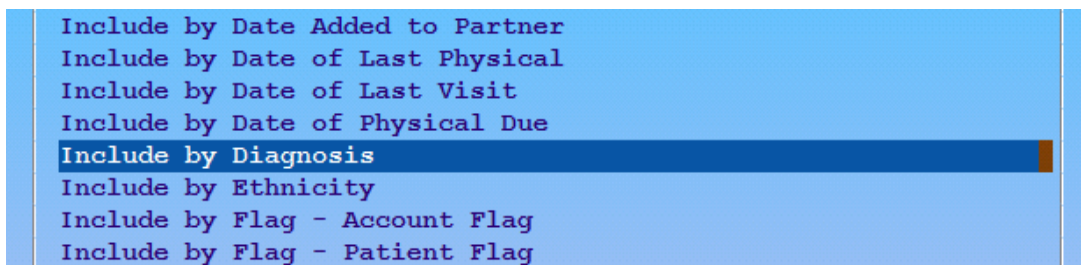
Here is a step-by-step description of how to use the Partner *recaller* report to report on the **Obesity patients up-to-date on checkup** chronic measure with criteria as described above:

First, start by typing an asterisk to begin searching for criteria:



For the first criteria selection, you will include by diagnosis to restrict the report to include only patients with an obesity or high BMI percentile diagnosis within a specified time period.

Select the “Include by Diagnosis” criteria:



You will then be prompted for a diagnosis time period to use. Press <F7> to use specific dates. Use a six month date range going back one year. For example, if today is 12/17/13 you'd select a date range of 12/17/12 – 6/17/13.

Then select the diagnosis entries you use to indicate obesity or BMI greater than or equal to the 95<sup>th</sup> percentile. The corresponding ICD-9 codes for these are 278.00, 278.01, and V85.54.

Now the criteria includes active patients who were recently seen with an obesity diagnosis. On the main criteria selection screen, you'll see a count of total patients. Make note of this as it represents the denominator for this obesity followup measure:

```
Recaller - Criteria Selection

319 Patients
296 Guarantors associated with these Patients
296 Custodians associated with these Patients

Build a list of patients based on the following criteria:
Exclude by Flag - Patient Flag
and Include by Diagnosis
and █
```

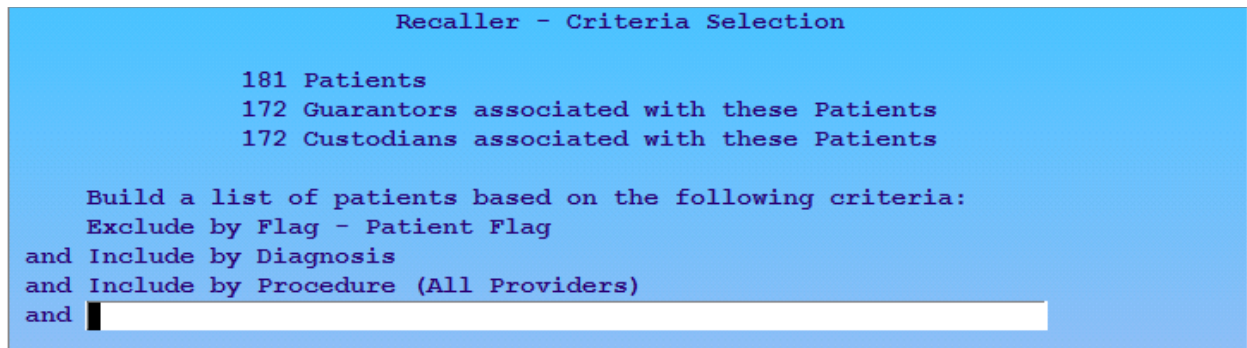
Type another asterisk to search for the second criteria of procedure (all providers). This will allow you to include only patients having an office visit procedure billed for any provider within a specified time period.

```
Include by Ethnicity
Include by Flag - Account Flag
Include by Flag - Patient Flag
Include by Insurance Plan
Include by Preferred Language
Include by Procedure (All Providers)
Include by Procedure and Provider of Service
Include by Provider (Primary Care)
Include by Race
```

You will then be prompted for a procedure time period to use. Press <F7> to use specific dates and enter the past six months as a date range. For example, if today is 12/17/13 you'd select a date range of 6/17/13 – 12/17/13.

Then select the procedure entries you use for sick, well, consult, or counseling office visits. The corresponding CPT codes ranges for these visits are 99201-99215 (new or established sick visits), 99381-99395 (new or established well visits), 99241-99245 (office consultations), or 99401-99406 (preventive counseling).

Now you have built upon your previous criteria of active patients with a recent obesity diagnosis. For these patients, you are now including only those that have had at least one office visit six months after being diagnosed with obesity. This represents the numerator for this obesity followup measure.



Based on this example, the practice has 181 out of 319 (57%) of active obese patients up-to-date on a followup visit. To monitor progress in this measure, the practice could run this **recaller** report on a regular basis updating the date ranges appropriately.

Furthermore, an additional restriction criteria of “Include by Provider (Primary Care)” could be added to gather these results for individual primary care clinicians which would be applicable for PCMH Element 6E.

Other examples of chronic measures reportable using the recaller report as we have described above include:

- Asthma patients overdue for checkup
- Patients with depression overdue for checkup
- Patients with allergic rhinitis overdue for checkup

### **Chronic Measure #3: Flu vaccination for asthma patients**

Another measure reported in the Dashboard for every PCC client is the percentage of active patients with asthma who are up-to-date on their seasonal flu vaccination. Patients are considered up-to-date if they had at least one flu vaccine billed during the most recent flu season (between 7/1 and 6/30).

Here is a screenshot example showing what the practice will see in the Dashboard for this measure:

Sample PCC Practice

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## Flu Shot Vaccination For Asthma Patients

Choose a different measure

Your Score: **62** out of 100

Dashboard reports updated as of 12/31/2013

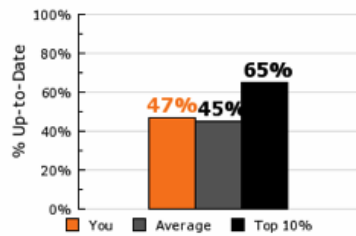
This is one measure of your success with chronic disease management of asthma patients. This calculation is based on the number of active patients you have diagnosed with asthma over the past three years. These patients are considered up-to-date if they had at least one flu vaccine billed during the most recent flu season (between 7/1 and 6/30). Please note that this measure is based on billing data which means that if a patient had the flu vaccine given at another location or health clinic, they will show as overdue even if the date was entered on the patient's historical vaccine record.

You have **1,290** active asthma patients under 18 years of age.

[687 of these patients are overdue for their flu vaccine.](#)

[View a list of overdue patients](#)

### How You Compare



<p><b>Practice current performance</b></p> <p>Your Practice</p> <p><b>47%</b></p>	<p><b>Current AVG benchmark among all PCC practices</b></p> <p>PCC Client Average</p> <p><b>45%</b></p>	<p><b>Performance for top 10% of PCC pediatric practices</b></p> <p>Top Performers</p> <p><b>65%</b></p>
<p>(% of active asthma patients up-to-date on their seasonal flu vaccines)</p>		

Reported on this page is the practice's current month value for the measure along with two benchmarks: the average and 90<sup>th</sup> percentile value among all of PCC's pediatric clients.

Further down the page is a practice trends section that looks like this:

### Trend: History of Your Values

Trend information can be helpful in uncovering the reason for your performance. Since this is a measure of your seasonal flu vaccination rates for asthma patients, this measure is reset to 0% at the beginning of each flu vaccination season in July. Therefore, a "blip" down to 0% in July or August of every year is perfectly normal.





This trend graph allows the practice to see their monthly trends over time. A downloadable .csv file is accessible below the graph and will allow the practice to see their actual monthly values to show improvement which would be applicable to PCMH element 6D.

For this preventive measure, the Dashboard also gives the practice the ability to measure and graph performance for each individual clinician as shown in the following screenshot:

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Flu Shot Vaccination For Asthma Patients
Choose a different provider breakdown ▾

Dashboard reports updated as of 12/2/2013

### Primary Care Provider Breakdown

Choose Provider	Provider	Active Patients	Overdue Patients	Up-to-Date Patients	% Patients Up-to-Date
<input checked="" type="radio"/>	All Providers	1,313	772	541	41%
<input type="radio"/>	Provider 2	684	401	283	41%
<input type="radio"/>	Provider 6	88	58	30	34%
<input type="radio"/>	Provider 9	168	92	76	45%
<input type="radio"/>	Provider 21	13	8	5	38%
<input type="radio"/>	Provider 5	13	5	8	62%
<input type="radio"/>	Provider 3	98	63	35	36%
<input type="radio"/>	Provider 18	31	19	12	39%
<input type="radio"/>	Provider 28	6	4	2	33%
<input type="radio"/>	Provider 13	212	122	90	42%

Review [overdue patient listing](#) for your practice.

### How You Compare

Category	% Up-to-Date
All Providers	41%
Average PCC Client	40%
Top 10% of PCC Clients	60%

Reporting these results by individual clinician would be useful for PCMH element 6E where the practice needs to track and share results by individual clinician and across the practice (All providers).