

TCPI Exemplary Practice Performance Summary, March 2019

North Country HealthCare

Lori Pearlmutter, Quality Manager

Exceptional Federally Qualified Health Center dedicated to improving the health and well-being of our patients and the rural and at-risk communities we serve.

North Country HealthCare (NCHCAZ) is a federally qualified community health center that provides high-quality, comprehensive medical services in 14 communities throughout Northern Arizona. Dedicated to improving the health and well-being of our patients and communities, we offer a variety of services such as family medicine, obstetrics and gynecology, pediatrics, dental care, behavioral health services, telemedicine, health screenings, and more.

Our primary care offices are strategically located in medically underserved rural areas and near major tourist destinations such as the Grand Canyon, Painted Desert, San Francisco Peaks and Meteor Crater. NCHCAZ also provides educational and academic training programs for students pursuing a career in healthcare. NCHCAZ serves a predominantly white population, with a payer mix trending toward Medicaid at 37% as primary for most of our 51,800+ Uniform Data System (UDS) eligible reported members. English is the reported primary language for greater than 90% of the served population.

Working with the Practice Innovation Institute (Pii), Arizona’s CMS Transforming Clinical Practice Initiative (TCPI) Practice Transformation Network (TPN), we completed the five phases of transformation on April 10, 2018.

Quality of Care Measures	ELIGIBLE POPULATION YEAR 1	SAMPLED POPULATION YEAR 1	YEAR 1 PERCENTAGE	ELIGIBLE POPULATION YEAR 2	SAMPLED POPULATION YEAR 2	YEAR 2 PERCENTAGE
Preventive Care and Screening: Body Mass Index (BMI) Screening and Follow-Up Plan 3 - 17 Years	7797	7797	41%	8078	8078	54%
Preventive Care and Screening: Body Mass Index (BMI) Screening and Follow-Up Plan 18 Years and Older	35651	35651	72%	36155	36155	63%
Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention	33354	33354	91%	24334	24334	92%
Use of Appropriate Medications for Asthma	269	70	77% of sample, 20% of eligible population	261	261	85%

Targeting Aims 2 and 3 to Improve Clinical Outcomes

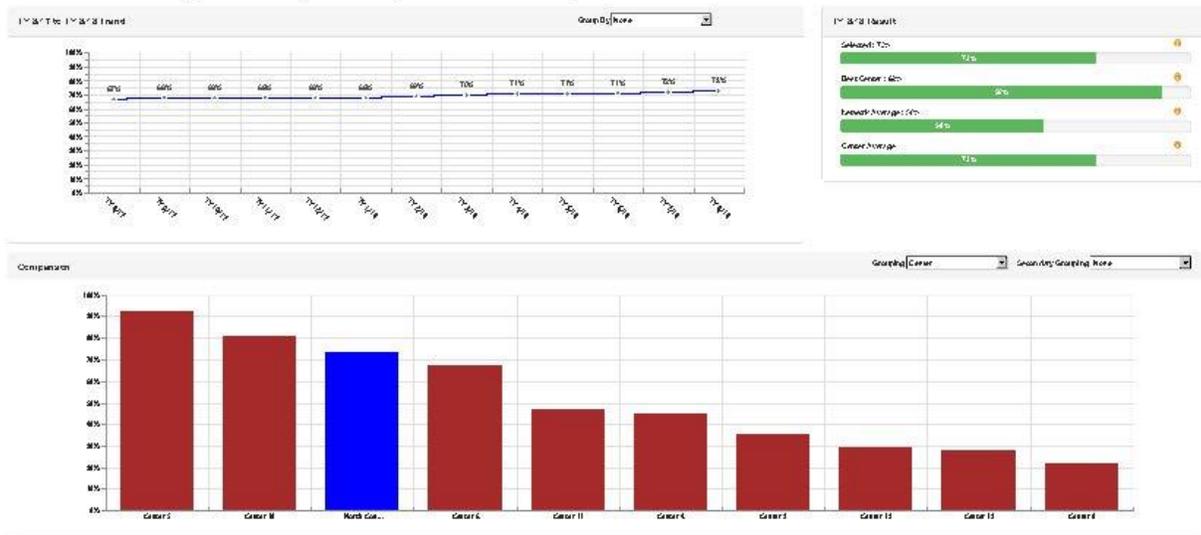
North Country HealthCare wanted to improve clinical outcomes by following evidence-based medicine guidelines and increasing access to care for our patient population. This included 1) targeting improvement on UDS Quality of Care Measures for BMI, tobacco cessation and appropriate use of asthma medications; and 2) applying PCMH guidelines for management of diabetic members with HbA1c greater than 9 to improve rate of eye exams and routine testing of HbA1c for affected members.

North Country HealthCare UDS Compiled 2016-2017 data for Quality of Care Measures

We implemented a policy of scheduling the member with their assigned panel provider for all routine, preventative and screening exams to standardize documentation associated with Quality of Care measures. Additionally, our staff routinely conducts a focused chart review prior to each visit, and audits based on diagnosis and screening tests associated with the chief complaint(s) and patient problem list. In the table above, NCHCAZ's applied model of patient empanelment and pre-visit chart audit resulted in measured improvements in the Quality of Care measures. In the tables below, we illustrate the month over month trend for BMI Screening and Follow-Up and Tobacco Use Screening and Cessation for our general population year to date in 2018.

Measure: BMI Screening and Follow-Up 18+ Years (NQF 0421/eCQM 69v6)

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Measure: Tobacco Use: Screening and Cessation (NQF 0028)

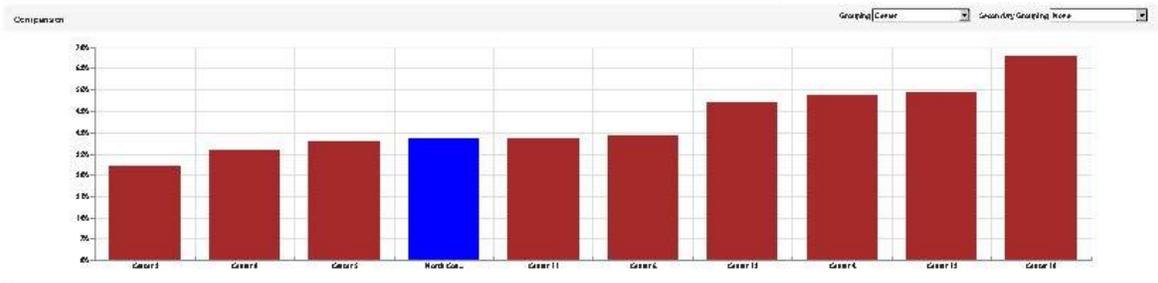
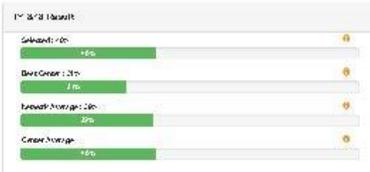
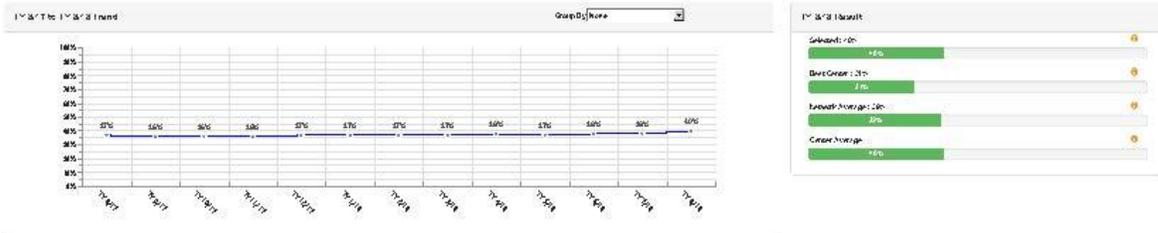
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For members with Type 2 Diabetes and an HbA1c value greater than 9, caregivers followed evidence-based guidelines for testing and monitoring of fasting glucose and for preventative screenings indicated for the population. This included diabetic eye exams and quarterly testing for patients with elevated A1c values. In the tables below we illustrated how, NCHCAZ follows patients with elevated A1c values, the rate of testing for affected members, and the frequency of routine eye exams for diabetic members. For the period evaluated 08/2017 - 08/2018, we performed equal to or better than the network average for these metrics.

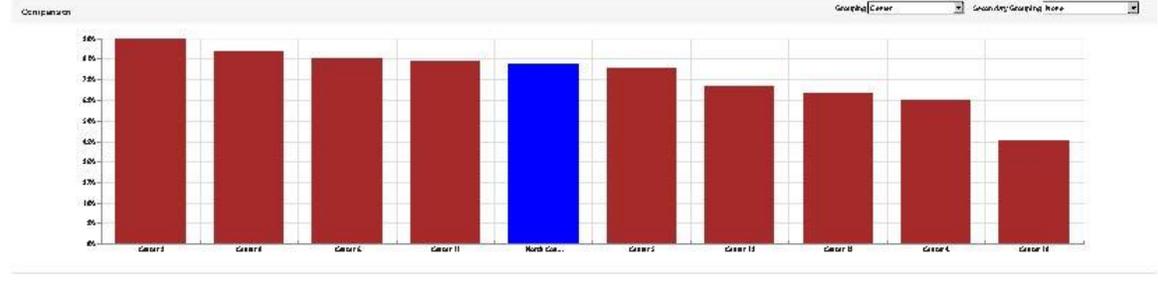
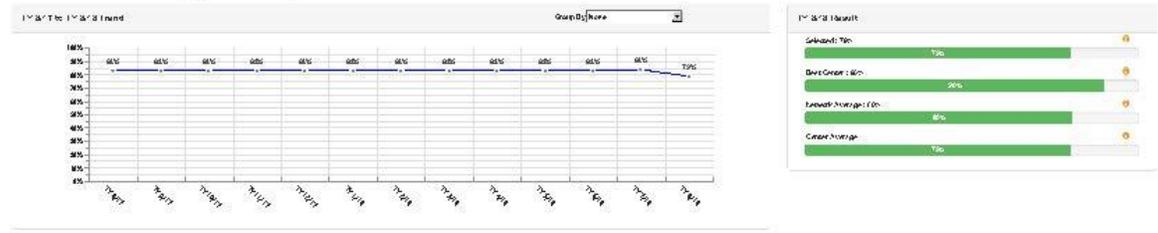
Measure: HbA1c Poor Control > 9.0% (HEDIS CDC)

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Measure: HbA1c Testing (HEDIS CDC)

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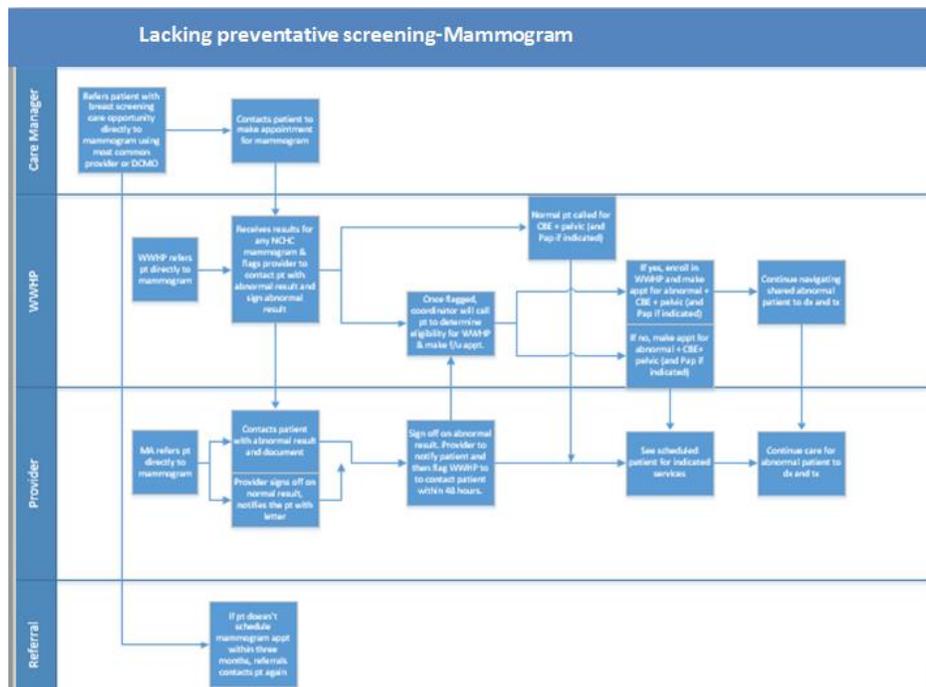
Measure: Eye Exam (HEDIS CDC)

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Ongoing Improvement and Program Sustainability

We are committed to continuous improvement and we have completed trainings with our staff empowering team members to innovate. In February 2019, we implemented newly designed workflows and processes to further improve on the metrics identified in this report. It is anticipated that the 2018 UDS report will reflect last year’s quality improvements, and 2019 will continue NCHCAZ’s trend toward practice transformation and improved quality outcomes. An example of the workflow process for improving the completion rate for screening mammograms is illustrated in the table below.





North Country HealthCare successfully targeted TCPI Change Package Aim goal 2 (build the evidence base on practice transformation so that effective solutions can be scaled) and 3 (improve health outcomes for millions of Medicare, Medicaid and CHIP beneficiaries and other patients) with changes to the care team workflow and documentation intended to demonstrate evidence-based practices to reduce gaps in care, optimize time spent with patients during every visit and to improve the health outcomes for our patients.

North Country HealthCare is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network.

As of April 10, 2018, North Country HealthCare has completed the 5 Phases of Transformation.



Practice Innovation Institute
Engage. Transform. Reward.