

Integrating Quality Improvement and Population Health into Panel-based Care through Practice Transformation



Thursday August 25, 2016
3:30 P.M. - 5:00 P.M.

Session ID# 4018
Location: Georgetown Room

Presenters:
New York Presbyterian Hospital / Columbia University,
RDE Systems

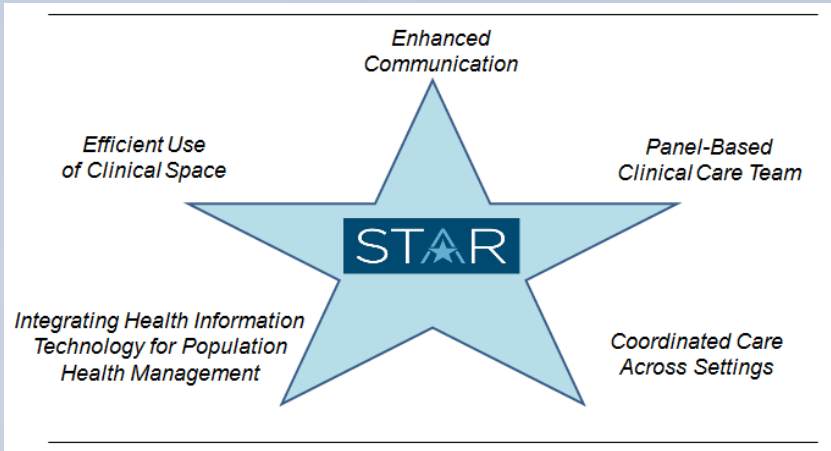


Fig. STaR Practice Transformation Model

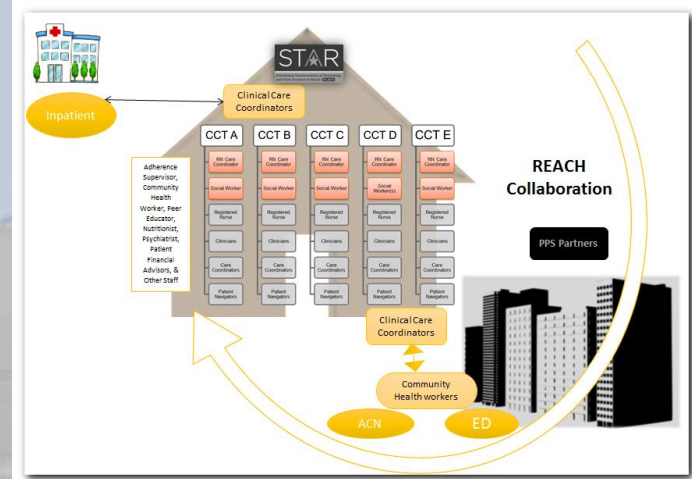


Fig. Panel-Based Clinical Care Teams & Coordinated Care Across Settings

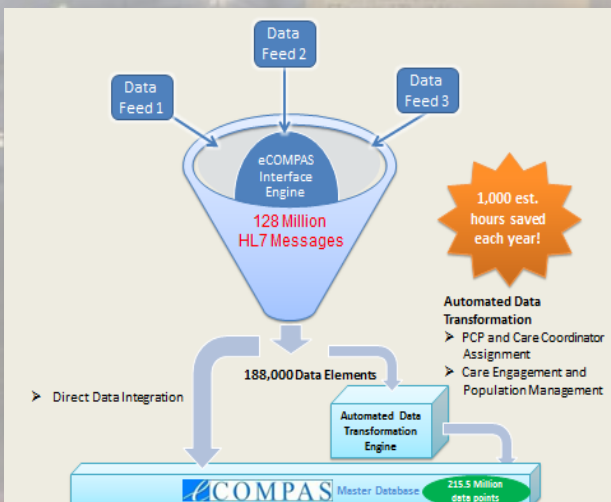
STaR Practice Transformation Outcomes

- Increase clinic capacity to serve HIV-infected patients
- Achieve efficiencies in care delivery for better quality of care
- Improve retention and viral suppression rates

Comprehensive Health Program

- Over 2,200 outpatients
- 20 bed inpatient unit
- ~100 staff members
- Multidisciplinary clinical care

SPNS Clinical Care Team Dashboard in eCOMPAS



Data Exchange

- Real time data feeds
- Multiple data sources

Clinical Care Team Dashboard

Clinical Care Team A

Total Client Count	610
Social Workers	
Jacqueline Hidalgo	35
Jasmin Salcedo	38
PC RN	
Edward Perez	0
PCP	
Angela Gomez-Simmonds	74
Noga Shalev	194
Susan Olender	161
Tanya Michaelle Ellman	15
Care Coordinator	
Betsy Candelier	0
Navigators	
Betsy Candelier	0

Indicators Summary

Legend	
New Clients	14
High Acuity Clients	21
Significant Viremia	6
Chronic Active HCV	1
LTFU	9
Inpatient/ED Contact	10
Recent Visit	15
Upcoming Visit	4

Client List

Name	MRN	HIV/PCP Provider	Days Since Core Visit
Adams Nicole	1234567	Noga Shalev	74
Barnes Chase	1235898	Noga Shalev	126
Carter Mackenzie	3456669	Tanya Michaelle Ellman	200
Collins Gabrielle	3547768	Susan Olender	91

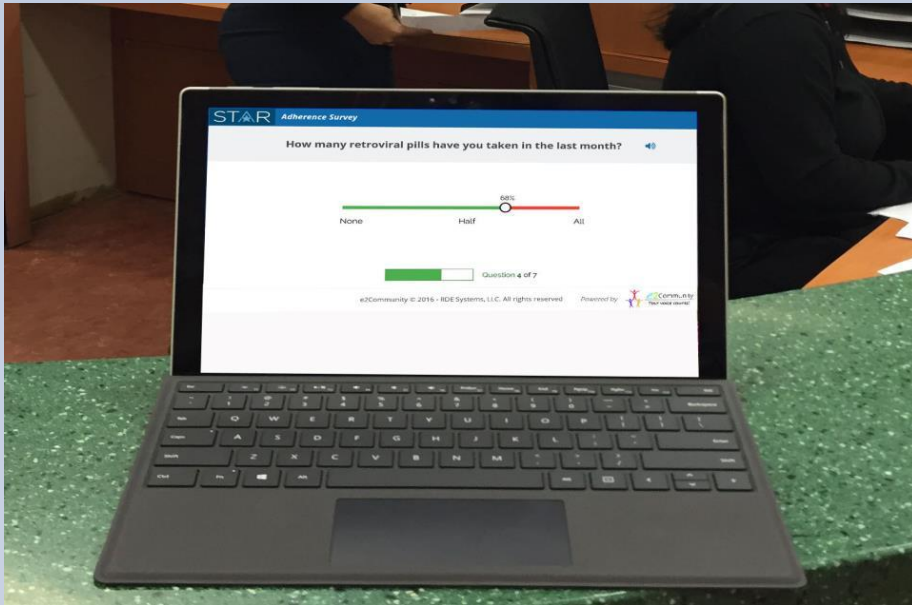


Fig. Treatment Adherence Patient Survey on Tablets

Treatment Adherence Program

Challenge

- Large number of patients pick-up medication (~200 patients)
- Medical errors and reconciliation of issues

Identify opportunities for transformation

- Nursing expertise in medication and education
- Nursing now committed to dedicated Clinical Care Team (CCT)

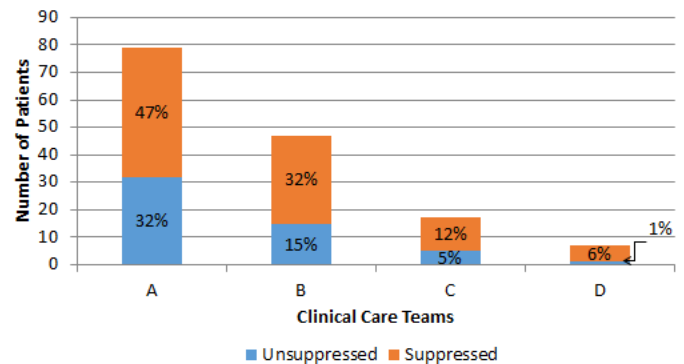
Solutions

- Shrink pick-up list
- Move medication reconciliation and adherence pick-up under Nursing
- Nursing will be able to guide CCT meetings with up to date knowledge



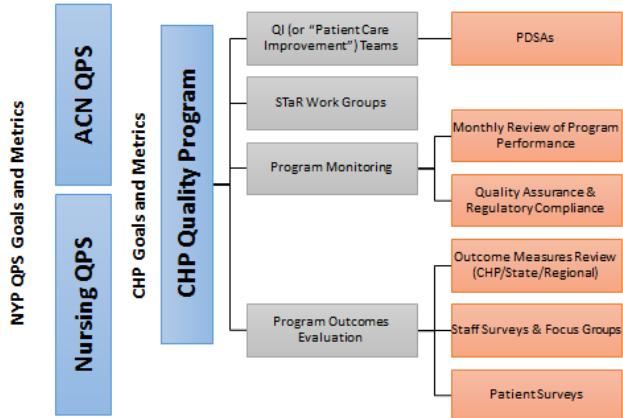
Use e2Community to collect medication adherence from patients on tablets and link to NYP eCOMPAS CCT Dashboard.

CHP Adherence Program Population (February 2016): Viral Suppression (<200copies/mL) Rates by Teams N=150



Overall, 64% viral suppression rate.

Implementing Practice Transformation through a Quality Framework



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