

SUCCESS STORY

Making Anesthesia Quality Reporting Data Accessible and Actionable

From manual, self-monitored anesthesia quality reporting to incredible efficiency with Quality Concierge®

Before implementing Quality Concierge®, a large academic medical center and health system's anesthesia department relied on a manual, self-monitored process to measure quality performance. This paper model became increasingly outdated for the busy academic institution that is comprised of over 500 hospital beds and 80 outpatient practice sites. Without an anesthesia-focused quality reporting program in place, the team lacked the technical and digital processes for efficient, impactful reporting. It was difficult to capture quality data, determine which clinical pathways were most crucial, and draw insights from patient feedback. The anesthesia department also hoped to submit data to value based payment programs such as CMS's Merit-based Incentive Payment System (MIPS) and Medicare Access and CHIP Reauthorization Act of 2015 (MACRA), but would have struggled to do so with their paper data collection system.

Out with the old, in with the new

The health system's anesthesia department adopted Quality Concierge®, a quality reporting solution built in partnership with Anesthesia Quality Institute (AQI). One of the main reasons they selected Quality Concierge was because of its ability to integrate with other applications including Provation® SurgicalValet™ and EHRs, such as Epic and Cerner.

Quality Concierge quickly became the anesthesia department's primary source of data and reporting because it aligned seamlessly with their existing workflows, allowing patient-related information to flow from their EHR into operational reporting, without interrupting their medical work.

Today, the health system continues to use Quality Concierge for organizational awareness, tracking quality improvement needs, evaluating health workers' performances, and analyzing patients' data.

“Our department’s quality committee holds monthly reviews of Quality Concierge data, analyzing the data to gain a bird’s-eye view of trends and to measure progress towards our goals. This data is also helpful for the academic center’s physician anesthesiology residents and student nurse anesthetists, who need to show evidence-based practice improvement for their degree programs.” - Integrated Clinical Practice Strategist

Actively making use of Quality Concierge reports, the team is able to summarize captured data into actionable data sets, from on-demand provider “report cards” to the case tracker report to match quality and billing records. Their health care professionals use the patient experience survey reports to take the pulse of patient satisfaction, allowing them to identify areas of improvement with nuance.

Customer-Reported Results

Over the three performance cycles studied, the health system’s anesthesia department has used Quality Concierge to collect and analyze data and make key decisions based on the software’s insights. Across nearly 70 practice sites, the health system reports:

- ✓ Improvements in scoring
- ✓ Better data capture
- ✓ Higher data density
- ✓ Positive payment adjustments



"When it comes to MIPS data for the Quality Payment Program (QPP), my goal is to be neutral every year. Since using Quality Concierge, we have received positive payment adjustments." - Integrated Clinical Practice Strategist

Since adopting Quality Concierge, the health system's outdated, paper quality performance model has been streamlined and made more data-rich, insights are easier to extract and report, and planning for department goals has been simplified. They are now able to shape risk stratification using Quality Concierge co-morbidity clinical pathways data, by honing in on the treatment practices that are the most impactful. They use the invaluable patient feedback from Patient Experience Surveys to shift their focus in day-to-day patient care. They also plan to use Quality Concierge data to fulfill long-term goals by analyzing change as new physicians enter the department.

And, they love working with the Provation and AQI teams!

"The Customer Support team is the best they have worked with! We appreciate that support team members reach out proactively to share issues that other clients have been facing and make suggestions about how to deal with them if they occur."
- Integrated Clinical Practice Strategist

You too can be a Quality Concierge Success Story.
Learn more at provationmedical.com/surgicalvalet.

