



Dixie Highway Quality Improvement Project

90 Days to Increased Wellness Visits, Gap Closure and Chronic Condition Coding Improvements

The Challenge and Outcomes

In July 2017, KentuckyOne Health Partners (KHP) in collaboration with the KentuckyOne Health Medical Group and Anthem, initiated a quality improvement project with four participating provider offices in the Dixie Highway corridor of Louisville, Ky. The effort was focused on improving patient health outcomes and key quality metrics that are considered best practice for high performing providers. Following a start up phase, it took only 90 days to see measurable improvement in several key metrics – most notably, increased Annual Wellness Exams, gap closure on HEDIS measures, and coding improvements on chronic conditions.

As a pilot project, strategies and processes were developed that will be implemented in other provider offices across the Commonwealth, ultimately improving the health of citizens of Kentucky.

Weekly meetings continue and even more significant long term improvement is expected.

Based on outcomes, two new improvement projects are underway in the Lexington, Ky. area.

“Our doctors have embraced this effort and our staff is now talking everyday about quality and why we need to do certain things. We look forward to continued improvements that will demonstrate we are making a difference.”

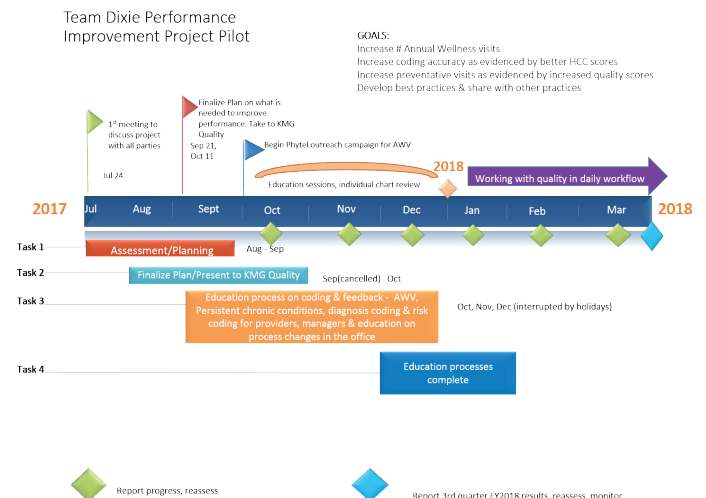
- Dawn Poggenburg, Office Manager

Project Results to Date

In just 90 days, each of the four medical offices have experienced improvement in several metrics:

- 10% increase in Annual Wellness Exams at 3 of the 4 offices
- 9% improvement on HEDIS measures gap closure at 3 of 4 offices
- 6% improvement in PCV chronic condition coding

Although the initial 90 day improvement period has concluded, the four practices committed to continuing improvement efforts.



Key Successes

Several initiatives were deployed to support ongoing quality improvements.

The office created new internal processes around outreach to patients to schedule Annual Wellness Exams and preventative screenings.

They also offered special screening opportunities to select patient populations, including free retinal eye exams.

Medical Group Support

Critical to the success of the effort is support from the medical group. From financial support and contractual relationships with vendors to support outreach campaigns, to coding, quality and operational leadership involvement – their participation was paramount to the work of the team.

The KentuckyOne Medical Group not only encouraged providers to take part, their visible participation provided validation to the importance of the project.

Start Up Phase:

- Onboarding of providers and practice staff
- Involvement of providers and office managers, coders, medical group quality and operational leadership
- Observation and assessment of daily operations to identify process improvement opportunities
- Creation of gap closure task list
- Identification of vendors/partners needed
- Internal/partner experts to identify coding opportunities
- Development of education plan
- Chart audits with coding experts, physicians and internal coding supervisor for education (re-audit and additional education is planned)

About KentuckyOne Health Partners

KentuckyOne Health Partners (KHP) is a care management company with a network of primary care providers, specialists, hospitals, ancillary services, skilled nursing facilities and agencies that collaborate to ensure that their patients conveniently receive the highest quality of care and value. Nearly 2,000 providers across Kentucky, Indiana and Ohio participate in the network. KHP engages with all health insurance companies in the Commonwealth, allowing their scope to maximize accessibility.

In addition to being the largest Medicare-certified Accountable Care Organization (ACO) in Kentucky, KHP manages the only Kentucky-based hip and knee episode program. The organization is an America's Physician Group Elite 5-Star ACO, has been recognized four times among "100 Accountable Care Organizations to Know" by Becker's Hospital Review, and has been cited in several national reports and publications. The CIN celebrated its 5 year anniversary in 2017.

