

Goal Getter!

Geisinger Health System

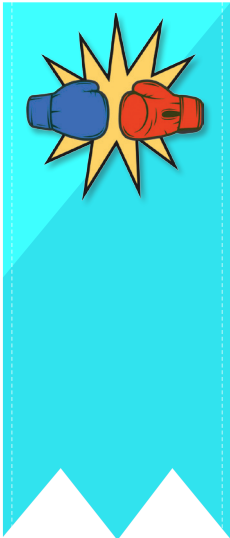
Scoring Big with EHR Point-of-Care Tools



Team Stats

Geisinger Health System (Geisinger) is an integrated health services organization that:

- ✓ Serves more than three million residents throughout 45 counties in central, south-central, and northeast Pennsylvania, as well as southern New Jersey at AltantiCare, a Malcolm Baldrige National Quality Award recipient
- ✓ Consists of approximately 30,000 employees (including nearly 1,600 employed physicians), 12 hospital campuses, two research centers, and a 551,000-member health plan
- ✓ Provides care to approximately 33,000 people living with Type 2 diabetes



Challenge

As a participant in AMGA Foundation's Diabetes: Together 2 Goal® campaign, Geisinger submitted baseline data to the campaign on five measures: HbA1c control; blood pressure control; lipid management; medical attention for nephropathy; and a diabetes bundle measure consisting of all four of these measures.

In reviewing the campaign's blinded comparative baseline data report of all Together 2 Goal® participants, Geisinger learned it outperformed the average of fellow participants on nearly all measures. However, Geisinger identified an important area for improvement—the organization underperformed on the medical attention for nephropathy measure, reporting 3.5% lower than the group-weighted average of 84.4%.

This realization motivated Geisinger to improve performance of this measure. The organization set out to identify an approach to help care teams across 50 clinics in 45 counties adopt a protocol to more consistently provide medical attention for nephropathy among those with Type 2 diabetes.



Game Plan

Geisinger, known for its innovative use of the electronic health record (EHR), started with an analysis of its EHR and relevant alerts to better understand barriers for providers. This analysis yielded two important insights:

1. In over 20% of the instances in which a critical EHR alert for a urine microalbumin test should have fired, it didn't—due to either human or technical error.
2. In 18% of instances when this EHR alert did fire and was seen, and the test was ordered, the lab order wasn't completed.

To address these issues, Geisinger:

- ✓ Fixed technical issues in the EHR to ensure relevant alerts fired properly.
- ✓ Conducted in-person physician and staff education training at all primary care sites, including best practices for acknowledging and fulfilling EHR alerts.
- ✓ Revised lab workflows to ensure staff properly completed ordered labs.
- ✓ Distributed 21,000 hard-copy letters and patient portal notifications to patients to fulfill ordered tests (e.g., urine microalbumin, HbA1c, diabetes retinal eye exam) and close gaps in care.



Wins

Geisinger recognized measurable improvement after implementing the aforementioned game plan. After just one reporting period (three months), Geisinger increased medical attention for nephropathy rates from 80.9% (Q1, 2016) to 94% (Q2, 2016). As of the Q3, 2016 data reporting period, Geisinger successfully maintained that improvement.



Head Coach

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**“One
patient
at a time”**



Playbook

The *Together 2 Goal® Campaign Toolkit's* “Embed Point-Of-Care Tools” chapter may be a helpful additional resource.

Visit http://www.together2goal.org/Improve/toolkit_improve.html for more information.