The Quadruple Aim: Working Together, Achieving Success

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Using Technology, Clinical Workflow Redesign, and Team Solutions to Achieve the Patient Centered Medical Home

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Learning Objectives

- Introduce the suite of information technology tools that have been implemented
- Describe how the tools are improving provider satisfaction, provider productivity, and clinical care
- Describe how these tools are being used to implement the Patient Centered Medical Home care model
**MEDCOM AHLTA Provider Satisfaction (MAPS) Background**

- **Why?**
  - To regain TRUST with providers
  - To increase provider satisfaction
  - To increase clinic productivity & throughput/ efficiency
  - To transform how training is conducted
    - Workflow optimization
    - Adoption → Outcomes

- **MAPS is not:**
  - A panacea for all of AHLTA's problems
  - A fix for AHLTA's speed and bandwidth limitations
  - A push for additional clinical IT or workflow documentation

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MAPS will invest in our Providers and support staff by purchasing the clinic-based technology that has been shown to increase the usability of AHLTA. MAPS will give our MTFs the Commercial Off-the-Shelf (COTS) options that many of you have requested including Dragon… It will also focus on personalized training and ongoing Help Desk support… [MAPS] is one of my top priorities for implementation.

*LTG Eric B. Schoomaker,*  
*U.S. Army Surgeon General*
Original Vision of MAPS

- Deployment of tools and technology that help providers document faster, more accurately and produce readable notes
- Timely, relevant and continuing training and support at the local level
- Adoption of leading clinical and business processes to decrease clinical documentation time and improve provider – patient experience
- Effective knowledge sharing/ transfer among users
AMEDD Clinical Systems Exchange (ACSE) Resource
MAPS Technology Tools

- User Resources - Clinical Systems
  - AHLTA Resources
  - Essentris Resources
  - CHCS Resources
  - MAPS Toolbox
- User Resources - Type
  - Reference Materials
  - Macros
  - Discussion Boards
  - Videos
  - AIM Forms
  - Pearls
  - MAPS Dashboard
- Communities of Practice
  - Clinical Staff
  - CWA’s
  - Trainers
  - IT Staff
- Survey
  - Pre-MAPS Survey
  - Post-MAPS Survey
  - MAPS 60-Day Survey

- MAPS 2.0
  - MAPS 2.0 Materials

- As-U-Type
  - AS-U-Type materials and links plus a link to the vendor web site.

- MS One Note
  - Microsoft OneNote materials and links including a link to the Microsoft OneNote Training page.

- PDF Converter
Providers Trained on MAPS

Roughly 45% of the estimated 11,965 eligible providers* across the AMEDD have been trained on MAPS.

Providers Trained as of 23 November 2010

* "Providers" denote any clinician who sees, treats and is privileged to complete and sign encounters in AHLTA as an independent practitioner.
Training Satisfaction Survey Results: AMEDD

- The training session was effective in helping me learn the MAPS tools: 98.2%
- The training session prepared me adequately to immediately start using the MAPS tools: 90.5%
- The trainer was responsive to my role within the clinic and related the training materials to my…: 98.2%
- The trainer was prepared and knowledgeable with the material presented: 99.4%
- The trainer provided examples that made the material easier to understand and applicable to…: 98.3%

Patient Records: Percent of Outpatient Records Completed Within Time Thresholds

- AMEDD Average
- AMEDD

2011 MHS Conference
MAPS 2.0 Pilot Results

- **Objectives**
  - Focuses on the Entire Clinical Team
  - Emphasizes Workflow and Outcomes
  - Defines Success as Staff Satisfaction and Documentation Quality
  - Defines Technology Infrastructure Standards
  - Builds Talented Leaders & High Performing Teams

- **Implementation Plan**
  - Fully implemented with sustained success at Heidelberg Family Practice, Heidelberg Pediatrics, DeWitt Open Access, BAMC FSH Clinic
  - MAPS OPORD (under development) will require all MTFs to implement MAPS 2.0 in 2011

- **Results**
  - 10-30% increase in productivity (RVU/encounter)
  - 40-60% increase in provider satisfaction with AHLTA
  - 70-90% increase in provider satisfaction with and quality of clinical note
MAPS Way Ahead and PCMH

- Focus on complete implementation of all primary care clinics and Community Based Primary Care Clinics (CBPCCs) in support of medical home implementation
- Leadership Emphasis
  - OPORD
- Standardization
  - Playbook developed for training developed for primary care clinics
  - Metrics (HEDIS/Staff satisfaction/RVU/Provider continuity)
- Physician Champions identified at MTFs
  - Critical to MAPS 2.0 Success
  - Request support of MTF leadership to empower these champions
Focus of MAPS to Drive Quality

• Workforce
  • Filled significant gap in amount of trainers in the field
  • Establishing the footprint for informatics

• Training
  • Transforming training from classroom to performance based and customer focused
  • Workflow incorporated into training
  • Transforming and Standardizing training of training workforce

• Business Process Management
  • Enterprise Consultancy with focus on governance and business process framework
  • Focus on Workflow and business process in training, system deployment, etc

• Leveraging Clinical Information System
  • AIMS Forms
  • Dragon Voice Recognition

Integrated into Region/MTF clinical and business operations
Patient Centered Medical Home

- Coordinate Care
- Promote Readiness and Health
- Prevent Disease
- Manage Chronic Conditions
- Balance Enrollment

Culture of Trust Campaign

Comprehensive Behavioral Health System of Care

Medical Not Ready Management

Pain Management Campaign/Polypharmacy

Maximize Value

Improve Healthy and Protected Warriors and Families

Optimize Communication

Knowledge Management

Decrease Variance

Team Based HEALTH care

MHS Quadruple Aim

2011 MHS Conference
Clinical Workflow Redesign

Cross-functional diagrams help to visualize the ideal state of Primary Care touchpoints.
Current Clinic Work Flow

Preventive Medicine  Chronic Disease Monitoring  Medication Refills  Acute Care  Test Results

PROVIDER

Case Manager  Behavioral Health  Medical Assistants  Nursing

Healthcare Support Team

Source: Southcentral Foundation, Anchorage AK
Team-Based Practice Model

- Definition: A new practice model in which a physician is helped by a nurse-assistant to accomplish the patient visit.

- This allows the doctor to focus on the part of the visit that only he/she can accomplish.

- The core of this new model is an assistant who is capable of collecting key patient data and initial history, “preparing” the visit for the doctor and documenting the encounter.
Summary

- Use of technology, clinical workflow redesign and adoption of a team-based approach to healthcare will allow the Army Medical Department to achieve the objectives of the Patient Centered Medical Home.