

Overview of the IPC

South Dakota Urban Indian Health Innovative Business Model

- Background
 - Bus Ride
 - Terms
- Process Maps
 - PDSA
- Satisfaction
 - iCare
 - 5S+2
- Summary

Catching Up or Staying Ahead

April 21, 2009 Reno, NV

Reminder:

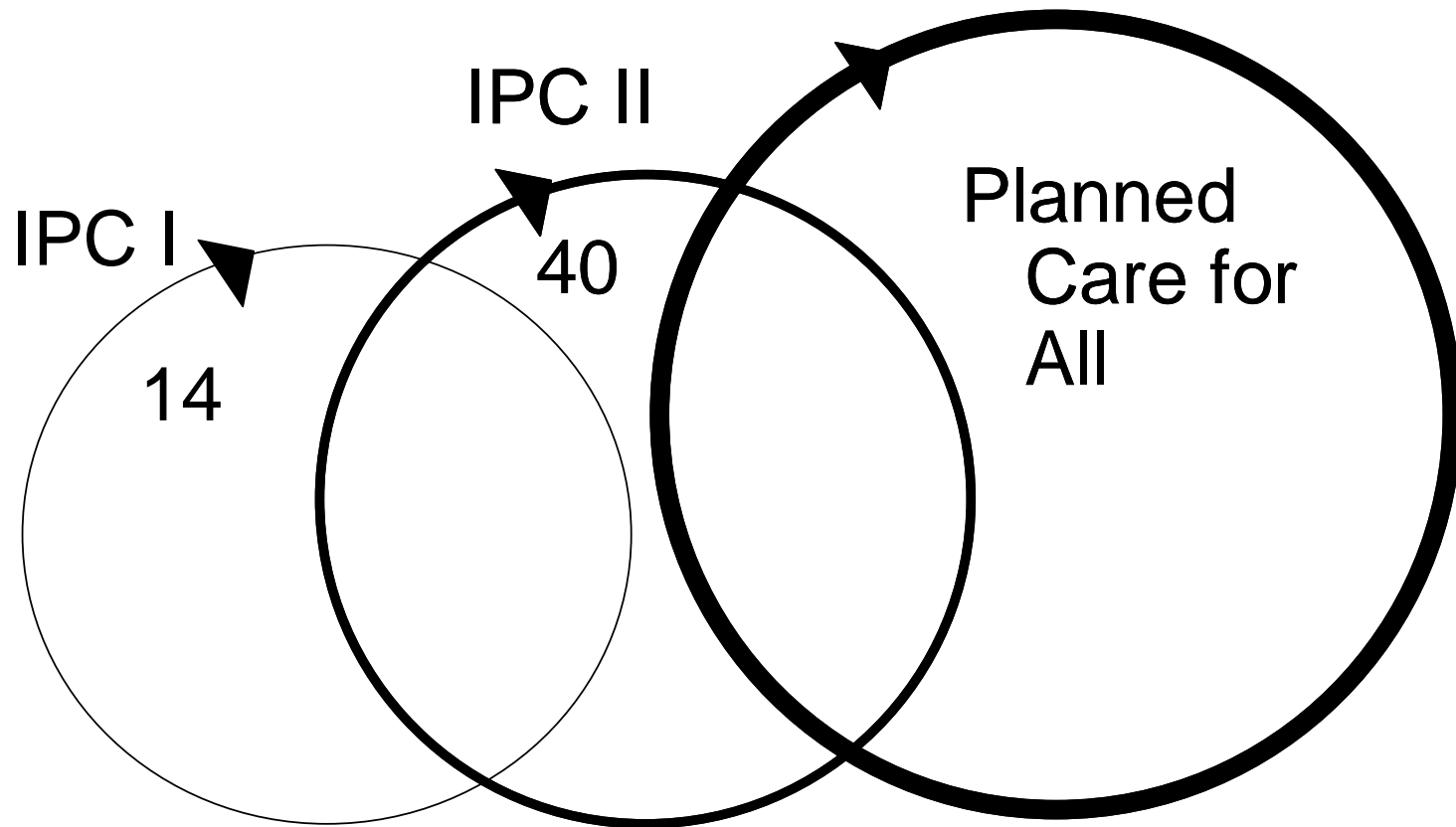
If it beeps, rings, or plays music...

Please turn it off

Background to the FUTURE

- IPC – Innovations of Planned Care
- Sponsored by IHI and IHS – Chronic Care Initiative
 - Evidence-based ideas for CHANGE
- Transform current IHS system
- Patient Centered – Planned Care
- Reduce prevalence and Improve management
- Facility/Clinic and Community Based

Chronic Care Initiative



INDIAN HEALTH SERVICE

Mission and Goal

Mission: In partnership with American Indian and Alaska Native people to raise their physical, mental, social and spiritual health to the highest level.

Goal: To ensure that comprehensive, culturally acceptable personal and public health services are available and accessible to all American Indian and Alaska Native people.

Chronic Care Initiative

Aim

- Implement strategies within the Indian health system (Federal, Tribal, and Urban health programs) that support community and individual wellness and strength.
- The health status of patients and populations affected by chronic conditions will be improved and the prevalence and impact of those conditions will be reduced.

	Yes	No	<u>Plans and Timeline</u> for Improvement	Person Responsible
Review your aim and goals:				
<input type="checkbox"/> Is your aim statement relevant (<i>planned care for all, with an emphasis on all 4 domains of measurement</i>) and clear to everyone?				
<input type="checkbox"/> Does your aim statement include measurable goals with a timeframe?				
<input type="checkbox"/> Is there anything you can do to accelerate progress toward your goals?				
<input type="checkbox"/> Do you want to revise/refine your aim and goals and submit the changes on the IHI/IHS Extranet within your team folder.				
Review your data: (See Excel file on reporting status for data)				
<input type="checkbox"/> Are you reporting all measures?				

Share Senselessly/Steal Shamelessly

**Take these ideas to your team meetings
for discussion and prioritization**

Get on Board, The Energy Bus...

- Sponsor/Leadership

CEO/ED/Board

- Core Team – Key Staff

- Community Members

Drivers and Passengers

Your Staff

- Every one is a part of the process
- Build will for change and spread
- **Governing Body / Tribal Leadership**
 - You will need their leadership if you are to succeed
- **Your Community**
 - So they can partner with you in improving care

THE GOOSE STORY

Next
fall, when
you see Geese
heading South for
the Winter, flying along
in V formation, you might
consider what science has dis-
covered as to why they fly that way:
as each bird flaps its wings, it creates an
uplift for the bird immediately following. By
flying in V formation the whole flock adds at least
71% greater flying range than if each bird flew on its own.

People who share a common direction and sense of community can get where they are going more quickly and easily because they are traveling on the thrust of one another.

**When
a goose falls
out of formation,
it suddenly feels the drag
and resistance of trying to go it alone
and quickly gets back into formation to take
advantage of the lifting power of the bird in front.**

*If we have as much sense
as a goose,
we will stay in formation
with those who are headed
the same way we are.*

When
the Head Goose
gets tired, it rotates back
in the wing and another goose flies point.

It is sensible to take turns
doing demanding jobs
with people or with geese
flying South

Geese honk from behind to encourage those up front to keep up their speed.

What can we say to
encourage others to keep
up their speed?

Finally, **and this is important**, when a goose gets sick, or is wounded by gunshots and falls out of formation, two other geese fall out with that goose and follow it down to lend help and protection. They stay with the fallen goose until it is able to fly, or until it dies. Only then do they launch out on their own, or with another formation to catch up with their group.

IF WE HAVE THE SENSE
OF A GOOSE,
WE WILL STAND BY
EACH OTHER
LIKE THAT.

Road Signs (terms)

**Buckle up – the
road has bumps
and turns**

Road Signs (terms)

Advance Access

3rd Available appointment

Cycle Time: Toes in – Toes out

PDSA

Supply and Demand

Bottleneck – Backlog

Screening Bundle

Empanelment

Max Packing

Microsystem

$E+P=O$

Highway Test (process maps)

Detailed outline of everyone's duties/functions



What Works – What Doesn't



Whole VIEW by **everyone!**

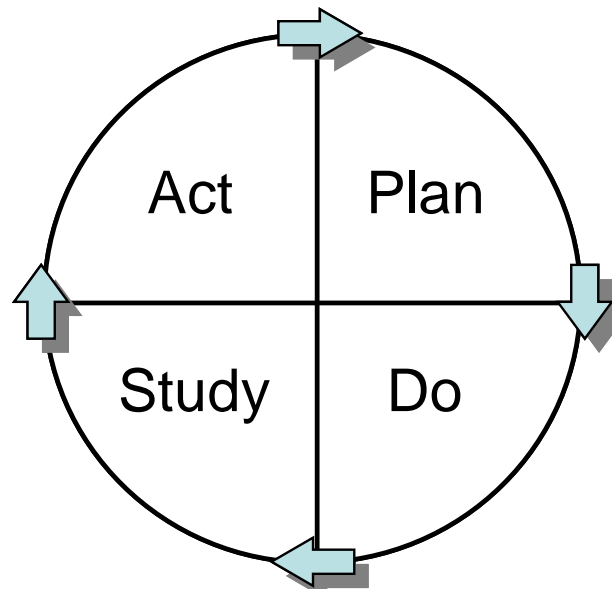
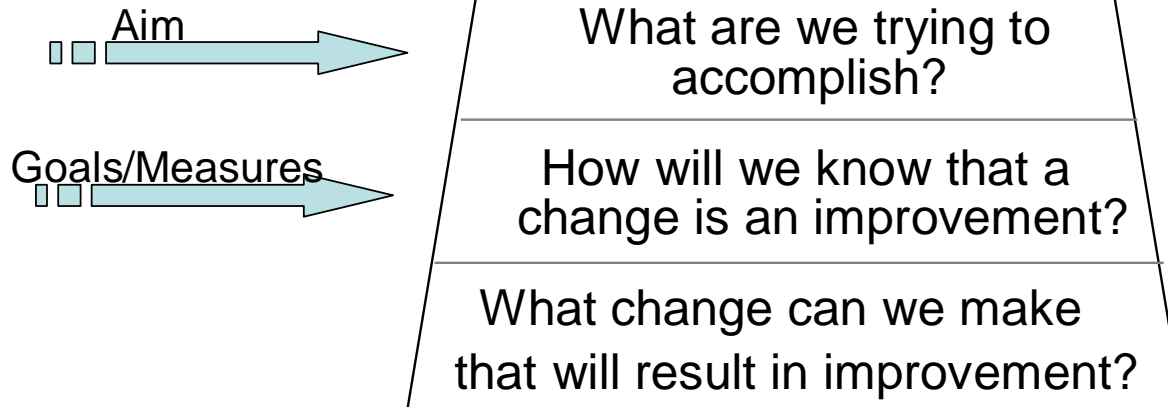
Highway Test (process maps)

Role of Front Desk Staff	Role of LPN	Role of the RN	Role of Provider	Data Entry/Coding	Third Party Billing	Accounts Receivable
Take patient to their room and take them to the room.	Take patients and take them to their room.	Room patient and take them to their room.	Room patient and take them to their room.	Run computer reports (CPT)	Run third party report from CPT (CPT)	Run all payments received into CPT/AR system.
Verify all appointments.	Check with medical records.	Check with all CPT records and verify the patient has been seen. Verify Summary.	Check the all CPT records and verify the patient has been seen. Verify Summary.	Verify with all CPT records and verify the patient has been seen. Verify Summary.	Determine when and if a patient needs to be billed and schedule bill to their doctor.	Run all payments received into CPT/AR system.
Take all patients to the patient room and take them to the room.	Take all patients to the patient room and take them to the room.	Take all patients to the patient room and take them to the room.	Take all patients to the patient room and take them to the room.	Verify with all CPT records and verify the patient has been seen. Verify Summary.	Determine when and if a patient needs to be billed and schedule bill to their doctor.	Run all payments received into CPT/AR system.
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Quick Lube (PDSAs)

- **Quick Process for Large Impacts**
- **Everyone is involved – Review Process Maps**
- **Bottlenecks – Backlog**

Model for Improvement



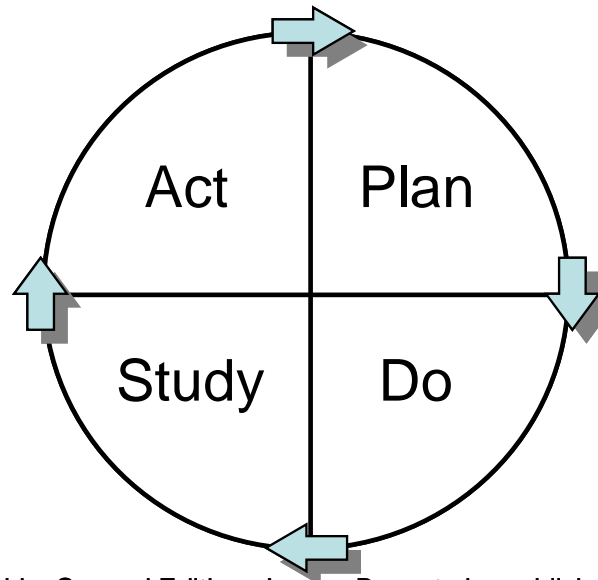
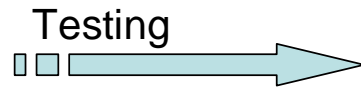
Material is from The Improvement Guide, Second Edition, Jossey-Bass, to be published in April, 2009

Model for Improvement

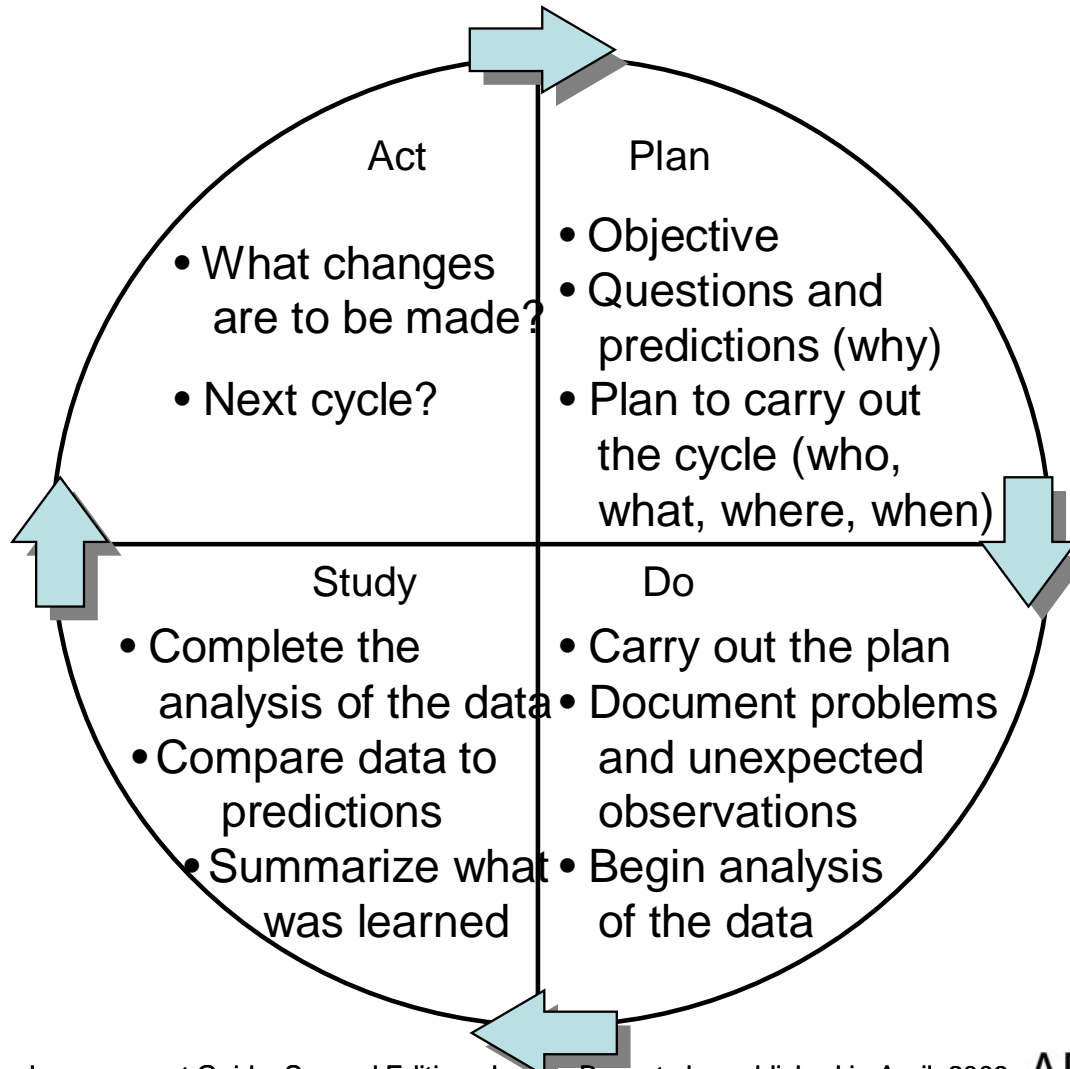
What are we trying to accomplish?

How will we know that a change is an improvement?

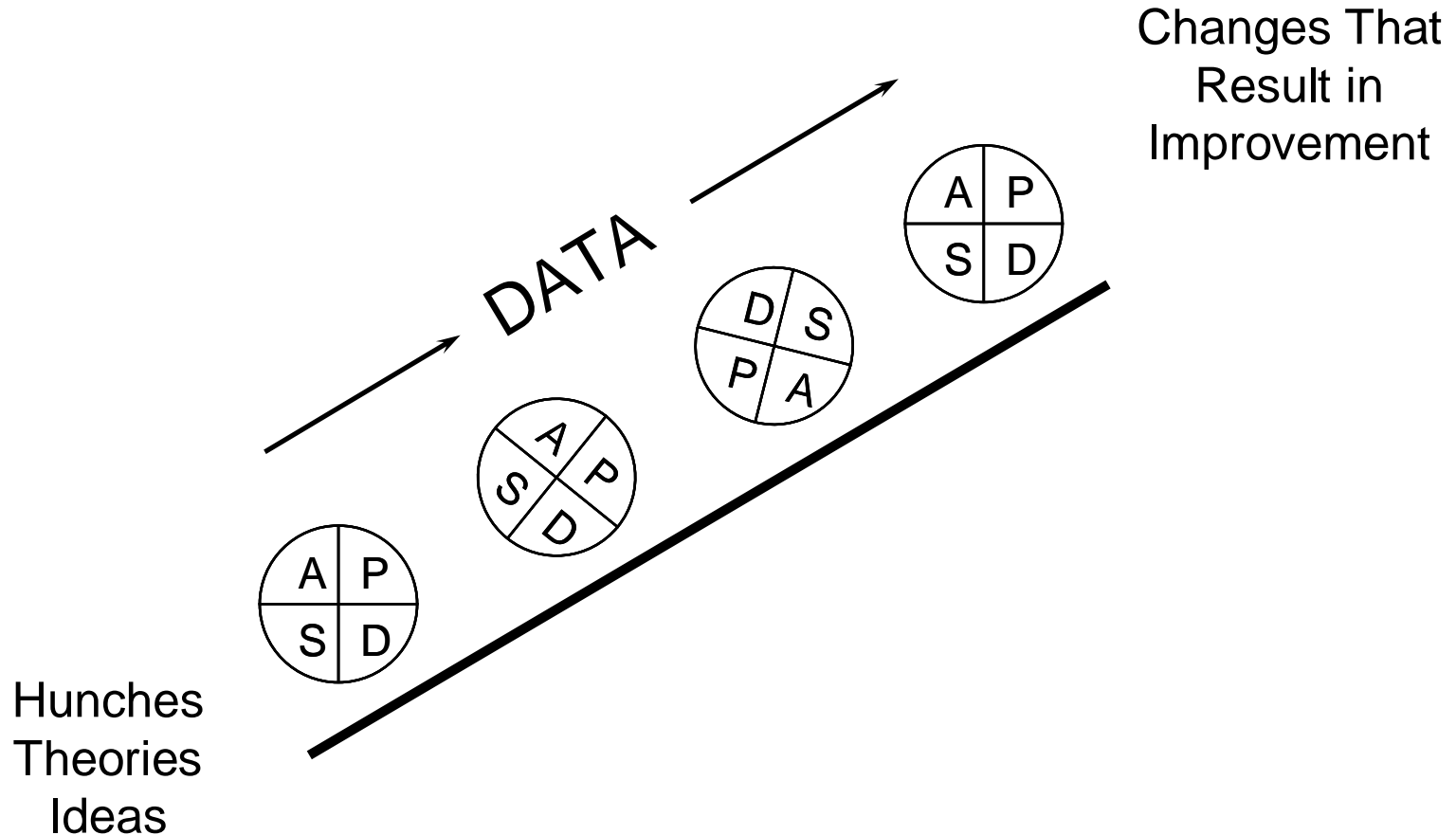
What change can we make that will result in improvement?



The PDSA Cycle for Learning and Improvement



Repeated Use of the Cycle



Questions for Users of the PDSA Cycle

- Is the planning based on theory? Stated?
- Are the predictions made prior to data collection?
- Are multiple cycles run?
- Is there documentation of what was learned?
- Does the learning provide a basis for action?

Quick Lube (PDSA)

Checklist to Evaluate PDSA Cycles

Use these questions to help evaluate the strength of a test or series of tests. **If a team can answer yes to all of these questions, then they have used the PDSA cycle as a tool for learning— one that will accelerate improvement in the organization.** Teams and facilitators can use these questions as a check list in evaluating how well they are utilizing the PDSA for learning.

- Is the planning based on theory? Stated? (Take a look at the purpose/objective of the cycle to see if it is well stated.)
- Are the predictions made prior to data collection?
- Are multiple cycles run (or at least planned)?
- Is there documentation of what was learned?
- Does the learning provide a basis for action?
- Recognizing Weak PDSA Cycles:
 - Planning not based on theory.
 - No predictions made prior to data collection. Explicit data to answer the prediction questions.
 - Data is poor or non-existent or not related to the theory.
 - Learning is not documented (at all or well)
 - No action or action not based on “new” learning.

Fuel Stops (Surveys)

Staff and Community

Keeps your “bus” moving

- Consistent Questions
- Ask Specific Facility/Clinic Questions
- Respond/Answer

Fuel Stops (Surveys)

WORKFORCE DEVELOPMENT SURVEY

Please answer these questions. In answering the questions, please think about the “clinical microsystem” – i.e., the clinical practice or clinical unit that you work in on a daily basis or that you spend most of your time with.

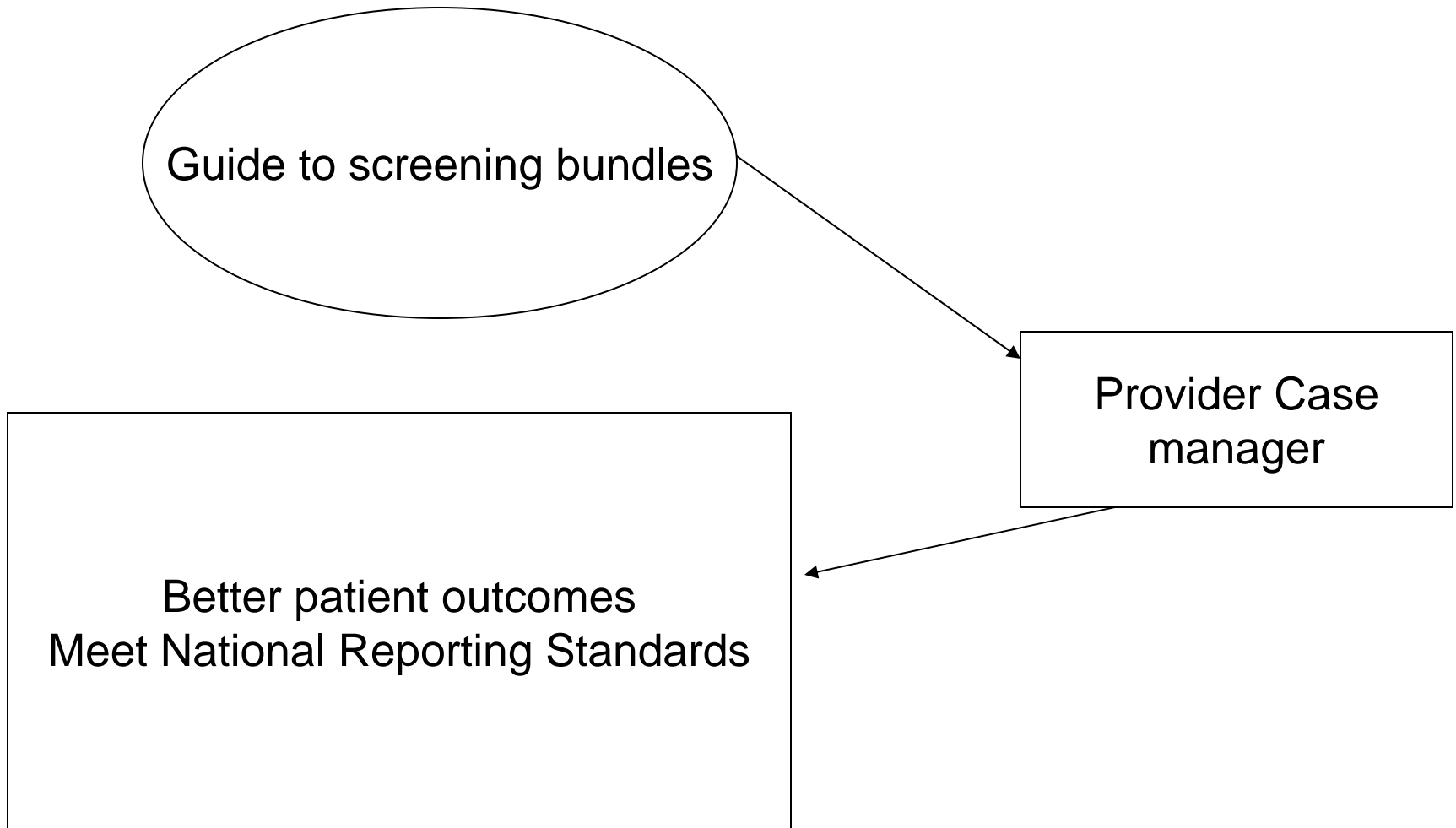
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

1. I know exactly what is expected of me in my clinical microsystem.
2. I have the materials and equipment I need to accomplish my role in my clinical microsystem.
3. In my clinical microsystem, I always have the opportunity to do what I do best everyday.
4. In the last seven days, I have received recognition or praise for doing good work.
5. My supervisor or someone in my clinical microsystem truly cares about me as a person.
6. There is someone in my clinical microsystem who always encourages my development.
13. What would make this practice better for patients?*
14. What would make this practice better for those who work here?*

2009. Adapted from: Buckingham M, Coffman C (1999): *First Break All The Rules*. New York, NY: Simon & Schuster.

Note: *Numbered as 13 and 14 on purpose

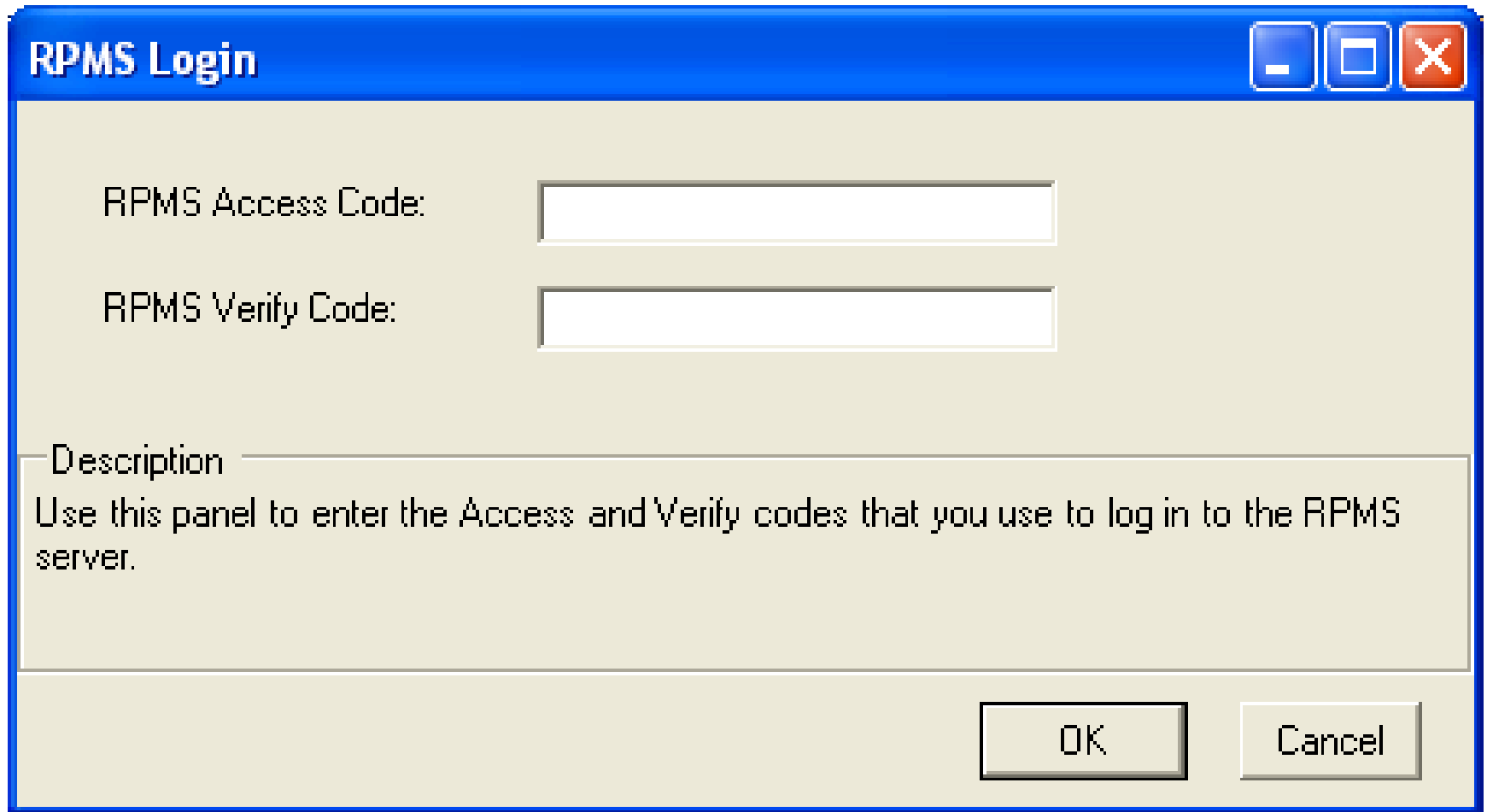
Road Map – GPS navigate (iCare Reports)



Road Map – GPS navigate (iCare Reports)

Alcohol Misuse Screen (F 15-44)
Depression Screen (B 18+)
Domestic/IPV Screen (F 14-40)
Tobacco use Assess (B 5+)3
BMI Assess (B 2-74)
BP Assess (B 20+)
BP Control (B 20+, Dm/IHD <130/80)
Average Visit Cycle Time (Minutes)
Staff Satisfaction - % not satisfied/% satisfied
Staff Satisfaction - % recommend
Patient Empanelment
Number of Patients in microsystem
Third Next Available Appointment

iCare Login



The image shows a standard Windows-style dialog box titled "RPMS Login". The title bar is blue and contains the text "RPMS Login" on the left and three control buttons (minimize, maximize, close) on the right. The main area of the dialog is light beige. It contains two text input fields: "RPMS Access Code:" followed by a white rectangular box, and "RPMS Verify Code:" followed by another white rectangular box. Below these fields is a section titled "Description" with a horizontal line above it. The text in this section reads: "Use this panel to enter the Access and Verify codes that you use to log in to the RPMS server." At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

RPMS Login

RPMS Access Code:

RPMS Verify Code:

Description

Use this panel to enter the Access and Verify codes that you use to log in to the RPMS server.

OK Cancel

Panel Name	Panel Description	# of Pts	Last Updated	Last Updated E
2008 New Patients		210	Mar 22, 2009 07:25 PM	ROGERS,ELLE
3rd Qtr GPRA	7/1/08 - 03/31/09	1,710	Apr 05, 2009 09:32 PM	ROGERS,ELLE
All patients	Patients to empanel	2,065	Apr 05, 2009 08:48 PM	ROGERS,ELLE
Allison's patients	Allison's empaneled patients	28	Feb 05, 2009 05:12 PM	ROGERS,ELLE
Amdahl's IPC Outcome Measures	IPC II - Beth Amdahl	147	Mar 08, 2009 05:00 PM	ROGERS,ELLE
Amdahl's patients	Beth's empaneled patients	146	Feb 12, 2009 08:15 AM	ROGERS,ELLE
Beneficiary	TS 4 Panel 2	11	Apr 05, 2009 04:50 PM	ROGERS,ELLE
Beth Amdahl February 2009		74	Mar 09, 2009 08:01 PM	ROGERS,ELLE
Beth Amdahl January 2009		115	Mar 09, 2009 07:24 PM	ROGERS,ELLE
Beth Amdahl Patients March 2009		176	Apr 05, 2009 07:39 PM	ROGERS,ELLE
Fixed Week Appts	TS 4 Panel 4	21	Apr 05, 2009 05:02 PM	ROGERS,ELLE
Haugen's IPC Outcome Measures	IPC II - Nancy Haugen	317	Mar 08, 2009 04:48 PM	ROGERS,ELLE
Haugen's patients	Nancy empaneled patients	317	Mar 08, 2009 04:44 PM	ROGERS,ELLE
Hogie GPRA		506	Feb 12, 2009 02:44 PM	ROGERS,ELLE
Hogie's IPC Outcome Measures	IPC II - Tami Hogie	775	Mar 08, 2009 05:04 PM	ROGERS,ELLE
Hogie's Patients	All Tami's empaneled patients	774	Feb 12, 2009 09:12 AM	ROGERS,ELLE
Jones IPC Outcome Measures	IPC II - Val Jones	326	Mar 08, 2009 04:55 PM	ROGERS,ELLE
Jones' patients	Val's empaneled patients	326	Mar 08, 2009 04:44 PM	ROGERS,ELLE
Las Month w/Provider	TS 4 Panel 1	170	Apr 06, 2009 07:43 PM	ROGERS,ELLE
Last Week Appts	TS 4 Panel 5	27	Apr 06, 2009 07:43 PM	ROGERS,ELLE
Nancy Haugen February 2009		53	Mar 09, 2009 07:45 PM	ROGERS,ELLE
Nancy Haugen January 2009		32	Mar 09, 2009 07:19 PM	ROGERS,ELLE
Nancy Haugen's March 2009		108	Apr 05, 2009 08:05 PM	ROGERS,ELLE
Next Week Appts	TS 4 Panel 3	12	Apr 06, 2009 07:43 PM	ROGERS,ELLE
Sioux Falls Patients	EKG	18	Mar 31, 2009 02:03 PM	ROGERS,ELLE
Snapshot	TS 6a Panel 1	1	Apr 05, 2009 06:10 PM	ROGERS,ELLE
Tami Hogie February 2009		82	Mar 09, 2009 08:13 PM	ROGERS,ELLE
Tami Hogie January 2009		79	Mar 09, 2009 07:34 PM	ROGERS,ELLE
Tami Hogies Patients March 2009		169	Apr 05, 2009 07:48 PM	ROGERS,ELLE
Tami's Family Planning Clients		50	Mar 31, 2009 08:48 AM	ROGERS,ELLE
Test Panel		108	Apr 05, 2009 04:25 PM	ROGERS,ELLE
UDS		1,594	Apr 06, 2009 07:43 PM	ROGERS,ELLE

Selected Rows: 1 Visible Rows: 35 Total Rows: 35

Flag Date	Patient Name	HRN	Sex	Age	DOB	Flag Type
<p>Flag data current as of: Apr 07, 2009 01:00 AM Flag Setup=Ab. Lab:1 month, ER: 1 month, ER Return:1 month, Hosp. Admit:1 month</p>						

Selected Rows: 0 Visible Rows: 0 Total Rows: 0

CREATING A NEW PANEL



RPMS iCare - ROGERS, ELLEN - PIERRE URBAN CENTER

Edit View Tools Window Help

Quick Patient Search:

Panel List

New Open Delete Repopulate Modify Share Copy

Panel Name	Panel Description	# of Pts	Last Updated	Last Updated E
2008 New Patients		210	Mar 22, 2009 07:25 PM	ROGERS,ELLE
3rd Qtr GPRA	7/1/08 - 03/31/09	1,710	Apr 05, 2009 09:32 PM	ROGERS,ELLE
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Beneficiary	TS 4 Panel 2	11	Apr 05, 2009 04:50 PM	ROGERS,ELLE
Beth Amdahl February 2009		74	Mar 09, 2009 08:01 PM	ROGERS,ELLE
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Test Panel		108	Apr 05, 2009 04:25 PM	ROGERS,ELLE
UDS		1,594	Apr 06, 2009 07:43 PM	ROGERS,ELLE

Selected Rows: 1 Visible Rows: 35 Total Rows: 35

Flag List Community Alerts

Show: Active Flags

Flag data current as of: Apr 07, 2009 01:00 AM
Flag Setup=Ab. Lab: 1 month, ER: 1 month, ER Return: 1 month, Hosp. Admit: 1 month

Flag Date	Patient Name	HRN	Sex	Age	DOB	Flag Type
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Selected Rows: 0 Visible Rows: 0 Total Rows: 0

start | Inbox ... | South ... | Catch ... | SDUIH... | http://... | Micros... | Micros... | RPMS ... | 11:07 AM

Select Patients



Search:

Patient Name	HRN	SSN	DOB	DOD	Alias?
▶ DEMO PATIENT GRANDMOTHER	999888-PIR		Dec 12, 1940		N
DEMO PATIENT AUNTIE	999002-PIR;999002-ABR	555221234	Dec 13, 1969		N
DEMO PATIENT BABY	99999-PIR	000000000	Oct 31, 2007		N
DEMO PATIENT BETTY	T00205-SF;999006-PIR	000001113	Apr 16, 1965		N
DEMO PATIENT BILL	999234-PIR	555289999	Jan 23, 1967		N
DEMO PATIENT BOB	999991-SF;199999-PIR	555442222	Feb 14, 1965		N
DEMO PATIENT BONNY	999870-SF	111223333	Dec 18, 1981		N
DEMO PATIENT BRITTANY	999345-SF	555004444	Feb 01, 1987		N
DEMO PATIENT BROTHER	999004-PIR	000001112	Feb 02, 2000		N
DEMO PATIENT CALEB	888888-PIR;888888-ABR	123322562	Apr 17, 2001		Y
DEMO PATIENT CAROL	999003-PIR		Aug 08, 1990		N
DEMO PATIENT CHARLIE	999998-ABR	000004004	Jul 07, 1941		N

Demo patients

Total Patients = 36

iCare Training

Patient List Last Updated: {Not Available}
by {Unknown}

Properties

Patient List |
 Flags |
 Reminders |
 Reminders Aggregated |
 Natl Measures |
 Natl Aggregated |
 Diagnostic Tags |
 Care Mgmt

Add |
 Open |
 Remove |
 Copy |
 Cut |
 Paste |
 Modify |
 Share |
 Layout

	▼ ▲	Patie... ▼ ▲	HRN ▼ ▲	Sex ▼ ▲	Age ▼ ▲	DOB ▼ ▲	De... ▼ ▲	Community ▼ ▲	Active DX Tags ▼ ▲	Date/Time ▲
		DEMO,PATIE NT JARED	11999-PIR	M	25 YRS	Jul 21, 1983		PIERRE		Apr 07, 201
		DEMO,PATIE NT JOHN	T00059-ABR	M	53 YRS	Jun 21, 1955			CVD AHR (P); DM (P); HTN (P)	Apr 07, 201
		DEMO,PATIE NT JULIA	999933-PIR	F	45 YRS	Jan 20, 1964	HOGIE,T AMI	PIERRE	CVD AHR (P); DM (P); Smoker (P)	Apr 07, 201
		DEMO,PATIE NT KARLA	999988-PIR	F	39 YRS	Nov 11, 1969		PIERRE	CVD AHR (P); DM (P)	Apr 07, 201
		DEMO,PATIE NT LEZLIE	999111-PIR	F	25 YRS	Sep 24, 1983		PIERRE		Apr 07, 201
		DEMO,PATIE NT LISA	T00086-PIR	F	29 YRS	Mar 24, 1980				Apr 07, 201
		DEMO,PATIE NT MARY	999980-PIR	F	49 YRS	Mar 03, 1960		PIERRE		Apr 07, 201
		DEMO,PATIE NT MOM	999900-ABR	F	43 YRS	May 29, 1965		11-MILE CORN	CVD AHR (P); DM (P); Smoker (P)	Apr 07, 201
		DEMO,PATIE NT SISTER	999005-PIR	F	4 YRS	Jul 03, 2004		PIERRE		Apr 07, 201
			999-PIR	F	9 YRS	Feb 09, 2000				Apr 07, 201
		DEMO,PATIE NT TABATHA	999996-SF	F	41 YRS	Apr 22, 1967		SIOUX FALLS		Apr 07, 201
▶		DEMO,PATIE NT UNCLE	999997-PIR	M	67 YRS	Jul 07, 1941	ATKINS,K EVIN	CROWNPOINT	CVD AHR (P); DM (P); Smoker (P)	Apr 07, 201

Reminders

RPMS iCare - Demo patients - Panel View

File Edit Reminders Tools Window Help Quick Patient Search:

Demo patients Total Patients = 36
iCare Training Patient List Last Updated: Apr 07, 2009 11:15 AM
by ROGERS, ELLEN

Properties

Patient List Flags **Reminders** Reminders Aggregated Natl Measures Natl Aggregated Diagnostic Tags Care Mgmt

Copy Patient(s) Layout

Reminders data current as of: Apr 15, 2009 01:00 AM

	▼ ▾	Patient Name	▲ ▾ ▹	HRN	▼ ▹	Sex	▼ ▹	Age	▼ ▹	DOB	▼ ▹	Designate d PCP	▼ ▹	Community	▼ ▹	Active I
▶		DEMO PATIENT GRANDMOTHER		999888-PIR		F		68 YRS		Dec 12, 1940				PIERRE		COPD (A)
		DEMO PATIENT AUNTIE		999002-PIR 999002-ABR		F		39 YRS		Dec 13, 1969		HOGIE, TAMI		PIERRE		CVD AF (P); HTN (P)
		DEMO PATIENT BABY		99999-PIR		F		17 MOS		Oct 31, 2007				PIERRE		CVD AF
		DEMO PATIENT BETTY		T00205-SF 999006-PIR		F		43 YRS		Apr 16, 1965				PIERRE		HTN (P)
		DEMO PATIENT BILL		999234-PIR		M		42 YRS		Jan 23, 1967				PIERRE		
		DEMO PATIENT BOB		999991-SF 199999-PIR		M		44 YRS		Feb 14, 1965		HOGIE, TAMI		SIoux FALLS		CVD AS (P); Pre
		DEMO PATIENT BONNY		999870-SF		F		27 YRS		Dec 18, 1981				SIoux FALLS		
		DEMO PATIENT BRITTANY		999345-SF		F		22 YRS		Feb 01, 1987				SIoux FALLS		
		DEMO PATIENT CALEB		888888-PIR 888888-ABR		M		7 YRS		Apr 17, 2001				PIERRE		Asthma (P) Smoker
		DEMO PATIENT CAROL		999003-PIR		F		18 YRS		Aug 08, 1990						
		DEMO PATIENT CHARLEY		999998-ABR		M		67 YRS		Jul 07, 1941				CROWNPOINT		CVD AF (P); HTN (P)
		DEMO PATIENT CHILD		999991-ABR		F		18 YRS		Sep 09, 1990				ABERDEEN		HTN (P)
		DEMO PATIENT CHRIS		343434-PIR		F		55 YRS		Nov 17, 1953				PIERRE		CVD AF

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REMINDERS

Demo patients Total Patients = 36
iCare Training Patient List Last Updated: Apr 07, 2009 11:15 AM
by ROGERS, ELLEN

Properties

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Reminders data current as of: Apr 07, 2009 01:00 AM

	BLOOD PRESSURE	BREAST EXAM	DENTAL EXAM	HEIGHT	PELVIC EXAM	PHYSICAL EXAM	WEIGHT
	MAR 5,2011	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009
	MAR 4,2011	⚠ APR 7,2009	⚠ APR 7,2009	N/A	⚠ APR 7,2009	⚠ APR 7,2009	MAR 4,2010
	N/A	N/A	⚠ APR 7,2009	⚠ APR 7,2009	N/A	⚠ APR 7,2009	⚠ APR 7,2009
	N/A	⚠ APR 7,2009	⚠ APR 7,2009	N/A	⚠ APR 7,2009	⚠ APR 7,2009	SEP 11,2009
	⚠ APR 7,2009	N/A	⚠ APR 7,2009	⚠ APR 7,2009	N/A	⚠ APR 7,2009	⚠ APR 7,2009
	⚠ NOV 14,2008	N/A	⚠ APR 7,2009	N/A	N/A	JUN 19,2009	NOV 13,2009
	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009
	AUG 26,2010	⚠ APR 7,2009	⚠ APR 7,2009	N/A	⚠ APR 7,2009	⚠ APR 7,2009	AUG 26,2009
	NOV 6,2010	N/A	⚠ APR 7,2009	NOV 6,2009	N/A	⚠ APR 7,2009	NOV 6,2009
	N/A	⚠ APR 7,2009	⚠ APR 7,2009	SEP 12,2009	⚠ APR 7,2009	⚠ APR 7,2009	SEP 12,2009
	N/A	N/A	⚠ APR 7,2009	AUG 14,2009	N/A	⚠ APR 7,2009	AUG 14,2009
	SEP 4,2010	⚠ APR 7,2009	⚠ APR 7,2009	SEP 4,2009	SEP 4,2009	⚠ APR 7,2009	SEP 4,2009
	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009	⚠ APR 7,2009
	SEP 17 2010	N/A	⚠ APR 7 2009	N/A	N/A	⚠ APR 7 2009	SEP 17 2009

Reminders Aggregated

RPMS iCare - Demo patients - Panel View

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Demo patients **Total Patients = 36**
iCare Training Patient List Last Updated: Apr 07, 2009 11:15 AM
 by ROGERS, ELLEN

Properties

Patient List Flags Reminders **Reminders Aggregated** Natl Measures Natl Aggregated Diagnostic Tags Care Mgmt

Reminders Aggregate data current as of: Apr 07, 2009 01:00 AM

Clinical Group	Reminder Name	# Patients Eligible	# Patients Current	% Current	# Patients Overdue	% Overdue
BEHAVIORAL HEALTH	ALCOHOL USE SCREENING	32	16	50.0%	0	
	DEPRESSION SCREENING	32	11	34.4%	0	
	DOMESTIC VIOLENCE/IPV SCREENING	19	7	36.8%	0	
CANCER-RELATED	COLORECTAL CA-SCOPE/XRAY	6	1	16.7%	0	
	MAMMOGRAM	5	2	40.0%	1	
	PAP SMEAR	19	8	42.1%	2	
	RECTAL	19	0	0.0%	0	
	TOBACCO USE SCREENING	32	16	50.0%	0	
CVD-RELATED	CHOLESTEROL	12	1	8.3%	0	
DIABETES	DIABETES SCREENING	22	0	0.0%	0	
ELDER	FALL RISK ASSESSMENT	3	0	0.0%	0	
	TONOMETRY	19	0	0.0%	0	
	VISUAL ACUITY EXAM	3	0	0.0%	0	
GENERAL	BLOOD PRESSURE	28	13	46.4%	2	
	BREAST EXAM	19	1	5.3%	0	
	DENTAL EXAM	36	2	5.6%	0	
	HEIGHT	21	5	23.8%	0	
	PELVIC EXAM	19	2	10.5%	0	
	PHYSICAL EXAM	36	1	2.8%	0	
	WEIGHT	36	20	55.6%	0	
IMMUNIZATIONS	ASTHMA PATIENT-FLU SHOT	1	0	0.0%	0	
	INFLUENZA	17	1	5.9%	0	
	PNEUMOVAX	19	0	0.0%	4	
	TD-ADULT	32	12	37.5%	0	
PEDIATRIC	HCT/HGB	4	0	0.0%	0	
	HEAD CIRCUMFERENCE	1	0	0.0%	1	1
	HEARING TEST	2	0	0.0%	0	
	PPD - TUBERCULOSIS	5	0	0.0%	0	
	URINALYSIS	4	0	0.0%	0	

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GPRO National Measures

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Patient List Last Updated: Apr 07, 2009 by ROGE, J, L...

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Patient List Flags Reminders Reminders Aggregated **Natl Measures** Natl Aggregated Diagnostic Tags Care Mgmt

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National Performance Measures data from CRS 2008 current as of: Apr 11, 2009 02:00 AM

Patient Name	HRN	Sex	Age	DOB	Designated PCP	Community	Active DX Tags	Date/Time Added	Alcohol Screen Females 15-44	Depression: Screening or Diagnosis 18+
DEMO PATIENT GRANDMOTHER	999888-PIR	F	68 YRS	Dec 12, 1940		PIERRE	CVD AR (A)	Apr 07, 2009 11:15:00	N/A	YES
DEMO PATIENT AUNTIE	999002-PIR 999002-ABR	F	39 YRS	Dec 13, 1969	HOGIE,TAMI	PIERRE	CVD AHR (P); DM (P); HTN (P); Smoker (P)	Apr 07, 2009 11:15:00	YES	YES
DEMO PATIENT BABY	999999-PIR	F	17 MOS	Oct 31, 2007		PIERRE	CVD AHR (P); DM (P)	Apr 07, 2009 11:15:00	N/A	N/A
DEMO PATIENT BETTY	T00205-SF 999006-PIR	F	43 YRS	Apr 16, 1965		PIERRE	HTN (P); PreDM (P)	Apr 07, 2009 11:15:00	YES	NO
DEMO PATIENT BILL	999234-PIR	M	42 YRS	Jan 23, 1967		PIERRE		Apr 07, 2009 11:15:00	N/A	NO
DEMO PATIENT BOB	999991-SF 199999-PIR	M	44 YRS	Feb 14, 1965	HOGIE,TAMI	SIoux FALLS	CVD ASR (P); Obese (P); PreDM (P)	Apr 07, 2009 11:15:00	N/A	YES
DEMO PATIENT BONNY	999870-SF	F	27 YRS	Dec 18, 1981		SIoux FALLS		Apr 07, 2009 11:15:00	NO	NO
DEMO PATIENT BRITTANY	999345-SF	F	22 YRS	Feb 01, 1987		SIoux FALLS		Apr 07, 2009 11:15:00	NO	NO
DEMO PATIENT CALEB	888888-PIR 888888-ABR	M	7 YRS	Apr 17, 2001		PIERRE	Asthma (P); Smoker (P)	Apr 07, 2009 11:15:00	N/A	N/A
DEMO PATIENT CAROL	999003-PIR	F	18 YRS	Aug 08, 1990			Smoker (P)	Apr 07, 2009 11:15:00	YES	N/A
DEMO PATIENT CHARLEY	999998-ABR	M	67 YRS	Jul 07, 1941		CROWNPOINT	CVD AHR (P); DM (P); HTN (P)	Apr 07, 2009 11:15:00	N/A	YES
DEMO PATIENT CHILD	999991-ABR	F	18 YRS	Sep 09, 1990		ABERDEEN	HTN (P)	Apr 07, 2009 11:15:00	NO	N/A
DEMO PATIENT CHRIS	343434-PIR	F	55 YRS	Nov 17, 1953		PIERRE	CVD AR (A)	Apr 07, 2009 11:15:00	N/A	NO
DEMO PATIENT COUSIN	999132-PIR	M	44 YRS	Dec 24, 1964		PIERRE	Smoker (P)	Apr 07, 2009 11:15:00	N/A	NO
DEMO PATIENT D	999998-PIR	F	41 YRS	Dec 10, 1967		PIERRE	Smoker (P)	Apr 07, 2009 11:15:00	NO	YES
DEMO PATIENT D	999000-PIR	M	38 YRS	Dec 21, 1970		PIERRE	CVD AHR (P); DM (P); Obese (P)	Apr 07, 2009 11:15:00	N/A	NO
DEMO PATIENT DAD	999901-ABR	M	43 YRS	Mar 03, 1966		ABERDEEN	HTN (P)	Apr 07, 2009 11:15:00	N/A	NO
DEMO PATIENT DANIEL	999007-PIR	M	45 YRS	Aug 01, 1963		PIERRE	CVD AR (A)	Apr 07, 2009 11:15:00	N/A	NO
DEMO PATIENT DAVID	900123-SF 900123-PIR 900123-ABR	M	43 YRS	Nov 10, 1965		PIERRE		Apr 07, 2009 11:15:00	N/A	NO
DEMO PATIENT FEMALE	999001-PIR	F	41 YRS	Feb 01, 1968		PIERRE	CVD AHR (P); DM (P)	Apr 07, 2009 11:15:00	NO	NO
DEMO PATIENT FRED	T00052-SF	M	21 YRS	Sep 09, 1987	AMDAHL,BETH			Apr 07, 2009 11:15:00	N/A	NO
DEMO PATIENT GEORGE	999888-SF	M	23 YRS	Dec 12, 1985			Obese (P); PreDM	Apr 07, 2009 11:15:00	N/A	NO

GPRAs Measures

RPMS iCare - Demo patients - Panel View

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iCare Training Patient List Last Updated: Apr 07, 2009 11:15 AM
 by ROGERS, ELLEN

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Patient List Flags Reminders Reminders Aggregated **Natl Measures** Natl Aggregated Diagnostic Tags Care Mgmt

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National Performance Measures data from CRS 2008 current as of: Mar 31, 2009 06:01 PM

	Depression: Screening or Diagnosis 18+	IPV/DV Screen Females 15-40	Colorectal Cancer 51-80	Mammogram Rates 52-64	Pap Smear Rates 21-64	Tobacco Cessation: Counseling or RX	Tobacco Cessation: Quit	Tobacco Use Assessment 5+	Tobacco Use Prevalence	BMI Measured 2-74	BMI: Assessed Obese 2-74
	YES	N/A	NO	N/A	N/A	N/A	N/A	YES	NO	NO	N/A
	YES	YES	N/A	N/A	YES	N/A	N/A	YES	NO	YES	NO
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	NO	N/A	N/A	N/A	NO	N/A	N/A	YES	NO	YES	NO
	NO	N/A	N/A	N/A	N/A	N/A	N/A	NO	N/A	NO	N/A
	YES	N/A	N/A	N/A	N/A	N/A	N/A	YES	NO	YES	YES
	NO	NO	N/A	N/A	NO	N/A	N/A	NO	N/A	NO	N/A
	NO	NO	N/A	N/A	NO	N/A	N/A	NO	N/A	YES	NO
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	YES	YES	YES	NO
	N/A	YES	N/A	N/A	N/A	N/A	N/A	YES	YES	YES	NO
	YES	N/A	YES	N/A	N/A	N/A	N/A	YES	NO	YES	NO
	N/A	NO	N/A	N/A	N/A	N/A	N/A	YES	NO	YES	NO
	NO	N/A	NO	NO	NO	N/A	N/A	NO	N/A	NO	N/A
	NO	N/A	N/A	N/A	N/A	N/A	N/A	YES	YES	YES	NO
	YES	YES	N/A	N/A	YES	N/A	N/A	YES	YES	YES	NO
	NO	N/A	N/A	N/A	N/A	N/A	N/A	YES	NO	YES	YES
	NO	N/A	N/A	N/A	N/A	N/A	N/A	NO	N/A	NO	N/A
	NO	N/A	N/A	N/A	N/A	N/A	N/A	NO	N/A	NO	N/A
	NO	N/A	N/A	N/A	N/A	N/A	N/A	NO	N/A	NO	N/A

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GPRAs Aggregated

National Performance Measures data from CRS 2008 current as of: Mar 31, 2009 06:01 PM

Category	Clinical Group	Measure Name	# Patients in Denominator	# Patients in Numerator	% Met	2008 Goal	IHS National 2007 Performance	2010 Goal
NATIONAL GPRAs	Behavioral Health	Alcohol Screen Females 15-44	15	7	46.7%	41%	41%	25.0%
		Depression: Diagnosis 18+	30	1	3.3%			
		Depression: Screening 18+	30	9	30.0%			
		Depression: Screening or Diagnosis 18+	30	10	33.3%	24%	24%	68.0%
		IPV/DV Screen Females 15-40	12	4	33.3%	36%	36%	40.0%
	Cancer-Related	Colorectal Cancer 51-80	6	4	66.7%	26%	26%	33.0%
		Colorectal Cancer 51-80: FOBT/FIT	6	1	16.7%			
		Mammogram Rates 52-64	1	0	0.0%	43%	43%	70.0%
		Pap Smear Rates 21-64	16	7	43.8%	59%	59%	90.0%
		Tobacco Cessation: Counseling or RX	0	0		16%	16%	72.0%
		Tobacco Cessation: Counseling, RX or Quit	0	0			N/A	N/A
		Tobacco Cessation: Quit	0	0				
		Tobacco Use Assessment 5+	34	18	52.9%		TBD	N/A
		Tobacco Use Prevalence	18	9	50.0%		N/A	12.4%
		Tobacco Use: ETS	18	2	11.1%			
		Tobacco Use: Smokeless	9	0	0.0%			
		Tobacco Use: Smokers	9	9	100.0%			
	CVD-Related	BMI Measured 2-74	35	20	57.1%		TBD	N/A
		BMI: Assessed Obese 2-74	20	3	15.0%		N/A	N/A
		BMI: Assessed Overweight 2-74	20	5	25.0%			
		BMI: Assessed Overweight or Obese 2-74	2	0	0.0%			
		IHD: BMI Measured (Comp Assessment)	0	0			N/A	45.0%
		IHD: BP Assessed (Comp Assessment)	0	0			N/A	95.0%
		IHD: Comp CVD Assessment	0	0		30%	30%	15.0%
		IHD: Depression Screen (Comp Assessment)	0	0			N/A	15.0%
		IHD: LDL Assessed (Comp Assessment)	0	0			N/A	85.0%
		IHD: Lifestyle Counsel (Comp Assessment)	0	0			N/A	75.0%
		IHD: Tobacco Use Assessed (Comp Assessment)	0	0			N/A	50.0%
		Overweight and At Risk Children 2-5	0	0				
		Overweight At Risk Children 2-5	0	0				

Demo patients

Total Patients = 36

iCare Training

Patient List Last Updated: Apr 07, 2009 11:15 AM

Properties

by ROGERS, ELLEN

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National Performance Measures data from CRS 2008 current as of: Mar 31, 2009 06:01 PM

Category	Clinical Group	Measure Name	# Patients in Denominator	# Patients in Numerator	% Met	2008 Goal	IHS National 2007 Performance	2010 Goal	
NATIONAL GPRA	CVD-Related	Overweight Children 2-5	0	0		24%	24%	Reduce	
	Dental	Dental Access	36	4	11.1%	25%	25%	40.0%	
		Dental Sealants		0		245,449	245,449	N/A	
		Topical Fluoride Pts		0		107,934	107,934	N/A	
		Diabetes	DM: A1c Documented	0	0		79%	50.0%	
		DM: A1c Glycemic Control Ideal <7	0	0		31%	31%	40.0%	
		DM: A1c Glycemic Control Poor >9.5	0	0		16%	16%	N/A	
		DM: BP Assessed	0	0			TBD	N/A	
		DM: BP Controlled <130/80	0	0		39%	39%	50.0%	
		DM: LDL Assessed	0	0		61%	61%	70.0%	
		DM: LDL Low <=100	0	0					
		DM: Nephropathy Assessed	0	0		40%	40%	70.0%	
		DM: Prevalence (DX Ever)	36	15	41.7%		11%	N/A	
		DM: Retinal Evaluation	0	0		49%	49%	76.0%	
		Immunizations	Influenza IZ 65+	3	1	33.3%	59%	59%	90.0%
			Peds IZ 4:3:1:3:3 Active Clinical	0	0			TBD	80.0%
			Peds IZ 4:3:1:3:3 Active IMM	0	0		78%	78%	80.0%
		Pneumovax Ever 65+	3	2	66.7%	79%	79%	90.0%	
	STI-Related	STI: Prenatal HIV Testing	0	0		74%	74%	95.0%	
NON NATIONAL	CVD-Related	High Cholesterol 23+	1	0	0.0%				
	Diabetes	DM: Dental Access	0	0					
	Elder	Elder Fall Risk Assessment	3	0	0.0%				
		Elder Functional Assessment	3	0	0.0%				
	Other Clinical	Asthma Treatment	0	0					
		Asthma Treatment: Inhaled Steroids	0	0					
STI-Related	STI: HIV Care Assessment	0	0						
OTHER NATIONAL	Behavioral Health	ER ASBI Screen	0	0					
		ER ASBI Screen: Positive	0	0					
		ER ASBI Screen: Positive w/BNI	0	0					
	CVD-Related	20+: BP Assessed	30	10	33.3%				

Demo patients

Total Patients = 36

iCare Training

Patient List Last Updated: Apr 07, 2009 11:15 AM

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National Performance Measures data from CRS 2008 current as of: Mar 31, 2009 06:01 PM

Category	Clinical Group	Measure Name	# Patients in Denominator	# Patients in Numerator	% Met	2008 Goal	IHS National 2007 Performance	2010 Goal
OTHER NATIONAL	CVD-Related	20+: Normal BP	10	1	10.0%			
		20+: Pre-HTN I BP	10	3	30.0%			
		20+: Pre-HTN II BP	10	6	60.0%			
		20+: Stage 1 HTN BP	10	0	0.0%			
		20+: Stage 2 HTN BP	10	0	0.0%			
		Cholesterol Screening 23+	27	1	3.7%			
		IHD RX: ACEI/ARB Treatment	0	0				
		IHD RX: All Meds	0	0				
		IHD RX: ASA Treatment	0	0				
		IHD RX: Beta Blocker Treatment	0	0				
		IHD RX: Statin Treatment	0	0				
		IHD: BP Assessed	0	0				
		IHD: Normal BP	0	0				
		IHD: Pre-HTN I BP	0	0				
		IHD: Pre-HTN II BP	0	0				
		IHD: Stage 1 HTN BP	0	0				
		IHD: Stage 2 HTN BP	0	0				
		Known CVD: LDL	0	0				
		Known CVD: LDL <=100	0	0				
		Known CVD: LDL >130	0	0				
		Known CVD: LDL 101-130	0	0				
		LVS Eval for Heart Failure Pts	0	0				
		Post AMI Persistent RX: ACEI/ARB Treatment	0	0				
		Post AMI Persistent RX: All Meds	0	0				
		Post AMI Persistent RX: ASA Treatment	0	0				
		Post AMI Persistent RX: Beta Blocker Treatment	0	0				
		Post AMI Persistent RX: Statin Treatment	0	0				
		Post AMI RX: ACEI/ARB Treatment	0	0				
		Post AMI RX: All Meds	0	0				
		Post AMI RX: ASA Treatment	0	0				

Demo patients

Total Patients = 36

iCare Training

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National Performance Measures data from CRS 2008 current as of: Mar 31, 2009 06:01 PM

Category	Clinical Group	Measure Name	# Patients in Denominator	# Patients in Numerator	% Met	2008 Goal	IHS National 2007 Performance	2010 Goal
OTHER NATIONAL	CVD-Related	Post AMI Persistent RX: Beta Blocker Treatment	0	0				
		Post AMI Persistent RX: Statin Treatment	0	0				
		Post AMI RX: ACEI/ARB Treatment	0	0				
		Post AMI RX: All Meds	0	0				
		Post AMI RX: ASA Treatment	0	0				
		Post AMI RX: Beta Blocker	0	0				
		Post AMI TX: Statin Treatment	0	0				
		Dental	Topical Fluoride Visits	0	0			
	Diabetes	DM: Comprehensive Care	0	0				
		DM: Depression: Diagnosis Only	0	0				
		DM: Depression: Screening Only	0	0				
		DM: Depression: Screening or Diagnosis	0	0				
		DM: Foot Exam	0	0				
		DM: Influenza IZ	0	0				
		DM: Pneumovax IZ	0	0				
		Immunizations	Adolescent (13-17) IZ: 1:3:2:1	2	0	0.0%		
	Female 13-17: HPV IZ		2	0	0.0%			
	Peds IZ 4:3:1:3:3:1 Active Clinical		0	0				
	Peds IZ 4:3:1:3:3:1 Active IMM		0	0				
	Peds IZ 4:3:1:3:3:1:4 Active Clinical		0	0				
	Peds IZ 4:3:1:3:3:1:4 Active IMM		0	0				
	Other Clinical	Breastfeed Rates @ 2 mos	0	0				
		PHN Visits-Any Setting	0	0				
		PreDM/Met Synd All Screen	1	0	0.0%			
	STI-Related	STI: # of Incidents	0	0				
		STI: Care Assessment	0	0				
		STI: HIV Screening 13-64	29	1	3.4%			
		STI: HIV Screens Provided (count)	0	1				
		STI: Pts with STI DX	0	0				

DIAGNOSTIC TAGS

RPMS iCare - Demo patients - Panel View

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Patient List Flags Reminders Reminders Aggregated Natl Measures Natl Aggregated **Diagnostic Tags** Care Mgmt

Copy Patient(s) Accept Not Accept Propose Add Tag Activity

Diagnostic Tags data current as of: Mar 31, 2009 06:01 PM

Patient Name	HRN	DOB	Age	Tag Name	Status	Status Change Reason	Status Comment
DEMO PATIENT GRANDMOTHER	999888-PIR	Dec 12, 1940	68 YRS	CVD At Risk	ACCEPTED	System Generated	
DEMO PATIENT AUNTIE	999002-PIR 999002-ABR	Dec 13, 1969	39 YRS	Diabetes	PROPOSED	System Generated	
				Hypertension	PROPOSED	System Generated	
				Tobacco Users (Smokers)	PROPOSED	System Generated	
				CVD Highest Risk	PROPOSED	System Generated	
DEMO PATIENT BABY	99999-PIR	Oct 31, 2007	17 MOS	Diabetes	PROPOSED	System Generated	
				CVD Highest Risk	PROPOSED	System Generated	
DEMO PATIENT BETTY	T00205-SF 999006-PIR	Apr 16, 1965	43 YRS	Hypertension	PROPOSED	System Generated	
				PreDM Metabolic Syndrome	PROPOSED	System Generated	
DEMO PATIENT BILL	999234-PIR	Jan 23, 1967	42 YRS	{None}			
DEMO PATIENT BOB	999991-SF 199999-PIR	Feb 14, 1965	44 YRS	Obese	PROPOSED	System Generated	
				PreDM Metabolic Syndrome	NO LONGER VALID	RPMS Data No Longer Supports Tag	
				CVD Significant Risk	PROPOSED	System Generated	
DEMO PATIENT BONNY	999870-SF	Dec 18, 1981	27 YRS	{None}			
DEMO PATIENT BRITTANY	999345-SF	Feb 01, 1987	22 YRS	{None}			
DEMO PATIENT CALEB	888888-PIR 888888-ABR	Apr 17, 2001	7 YRS	Tobacco Users (Smokers)	PROPOSED	System Generated	
				Asthma	PROPOSED	System Generated	
DEMO PATIENT CAROL	999003-PIR	Aug 08, 1990	18 YRS	Tobacco Users (Smokers)	PROPOSED	System Generated	
DEMO PATIENT CHARLEY	999998-ABR	Jul 07, 1941	67 YRS	Diabetes	PROPOSED	System Generated	
				Hypertension	PROPOSED	System Generated	
				CVD Highest Risk	PROPOSED	System Generated	

Ready. Selected Rows: 1 Visible Rows: 63 Total Rows: 63

Maintenance Check (5S system +2)

GOLD STANDARD

Sort

Set in Order

Shine

Standardized

Sustain

Safety

Security

Thank You



Resources

The Energy Bus by Jon Gordon

First Break All the Rules by Marcus Buckingham