

WELFORD CHART NOTES NEWSLETTER

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QUALITY MEASURES *(User's Manual, pgs. 929-937)*

Quality Measures let you analyze the quality of care your patients are receiving. The program comes with a set of quality measures that match those recommended by DOQ-IT, but you can write your own Quality Measures to meet any need. The Quality Measure reports can then demonstrate to pay-for-performance programs how well you are meeting their targets. Let's see this feature in action:

1. Press Reports\Quality Measures.
2. The program defaults to showing your performance over the past year, with **Begin Date** set to 1 year ago today, and **End Date** to today's date. For this example, let's set the **Begin Date** to 4-28-2005 and the **End Date** to 4-28-2006.

3. The program lists every Provider in your practice and defaults to reporting on each Provider. If there are any Providers for whom you do NOT wish to see data, simply uncheck their names.

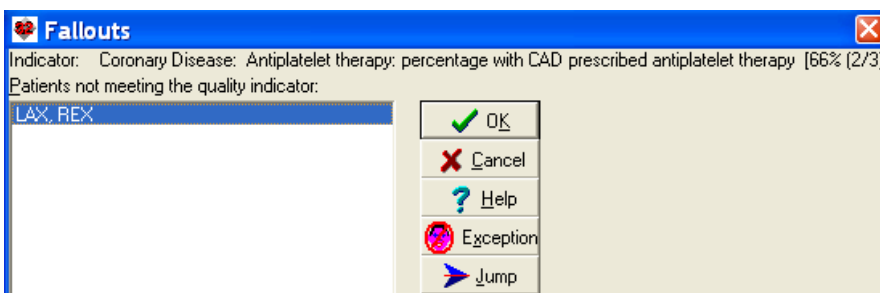
4. The program lists all of the Quality Measures in its database, organized by topics such as Coronary Disease.

We'll see later how to write your own Quality Measures. For now, we'll just work with the ones listed here.

5. Notice that you can check or uncheck all of the items underneath a topic by checking the name of the topic. You can use the **ALL** button to check all of the quality measures if you wish. For now, let's just check the first one, "Antiplatelet therapy: percentage with CAD prescribed antiplatelet therapy".
6. Press **Ok** to run the report. Watch as the **% of the Measure completed** runs from 0% to 100%. When completed, the **% Compliance** with this Measure is written after "Antiplatelet therapy...", including the number of patients complying (i.e. the number of patients with coronary disease on an antiplatelet agent who are not Exceptions and for whom an antiplatelet agent is not contraindicated) followed by the total number of patients to whom this measure applies (i.e. patients with coronary disease without a contraindication to receiving antiplatelet therapy and not designated as an Exception to this Quality Measure).

- To see which patient(s) didn't comply with the measure, press **FALLOUTS**.
- If you feel that a particular patient who fell out should be considered an Exception to this Quality Measure, press the **EXCEPTION** button. Type in the reason this patient should be considered an Exception (e.g. patient refusal to take the medication), and press **Ok**.

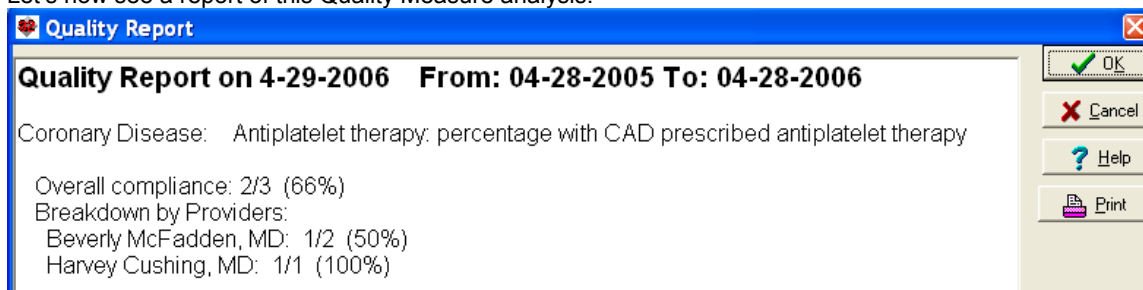
9. On the other hand, you might feel that this patient should be on an antiplatelet drug. In that case, press **JUMP**, and



then choose a program function to use. For example, you might select **Allergies** to make sure he isn't allergic to aspirin, **Medications** to add Ecotrin to his medication list, and **Messages** to send a Message to your nurse to contact the patient and tell him to start taking Ecotrin. If he refuses, you can record the reason as an Exception, but otherwise, he no longer will fall out and your compliance with this Measure will rise to 100% in either case.

- Suppose you wish to see or edit which patients are Exceptions to a Quality Measure at some later time. Simply highlight the Quality Measure involved and double-click it or press **EDIT**. From here, you can edit the list of Exceptions using the **ADD**, **DELETE**, and **EDIT** buttons to the right of the **Exceptions** list.

Let's now see a report of this Quality Measure analysis:



- With this Quality Measure highlighted, press **REPORT**.
- You can now see the overall compliance for the practice, as well as the compliance for each individual Provider (whose name was checked when the report was run).
- If you need a printed copy of this report to send to a third party, press **PRINT**.

Suppose you have run an analysis of this same Quality Measure more than once over time, and you want to see how the results have changed over time:

- Highlight this Quality Measure.
- Press **ANALYZE**.
- You now see each Report that has been generated for this Quality Measure over time. If you want a printed copy, press **PRINT**.

Next month, we'll see how you can write your own Quality Measures.

NEWS ON UPCOMING VERSIONS

We are continuing work on version 5.0. It lets you assign a Chronicity to each diagnosis, and then sort your problem list by Chronicity (e.g. Acute problems first, then Subacute, Chronic, etc.).

SEND US YOUR TIPS

If you have tips, shortcuts, questions, or suggestions for future newsletter topics, please send them to us at:

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