

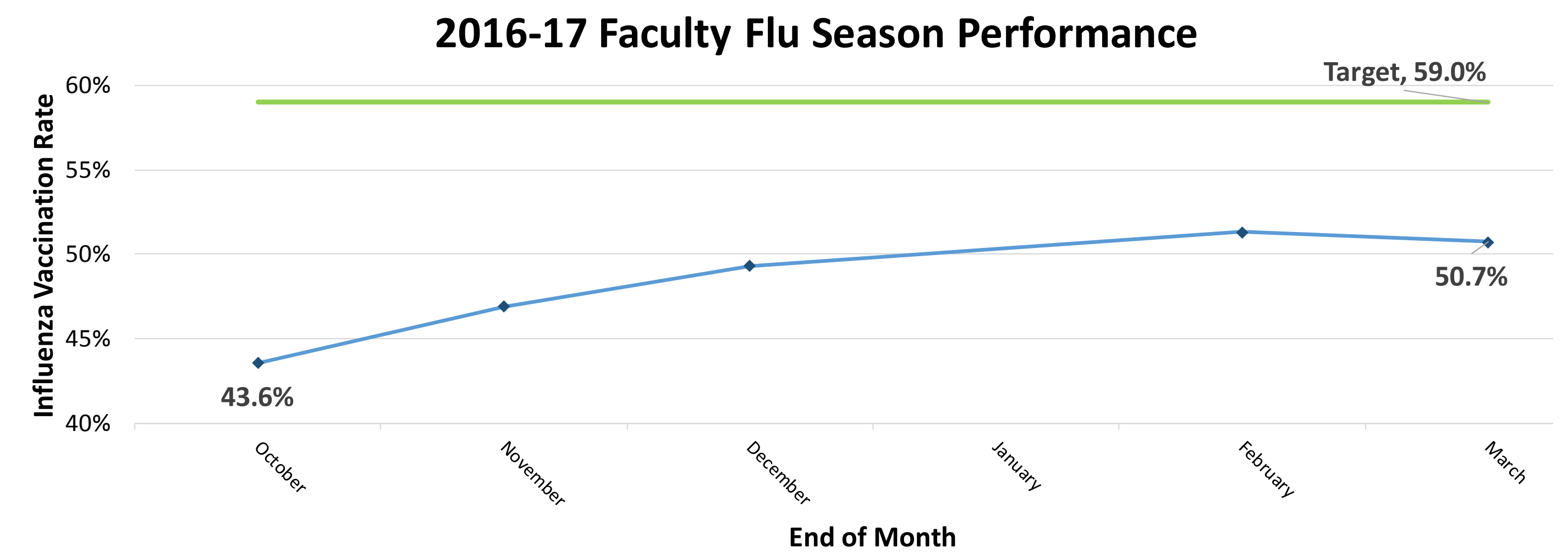
Background

CMS & Private Insurance Focus on Quality

- ↳ Potential Rewards & Penalties
- ↳ SHC Focuses on CMS-147
- ↳ Primary Care FY17-18 Goal

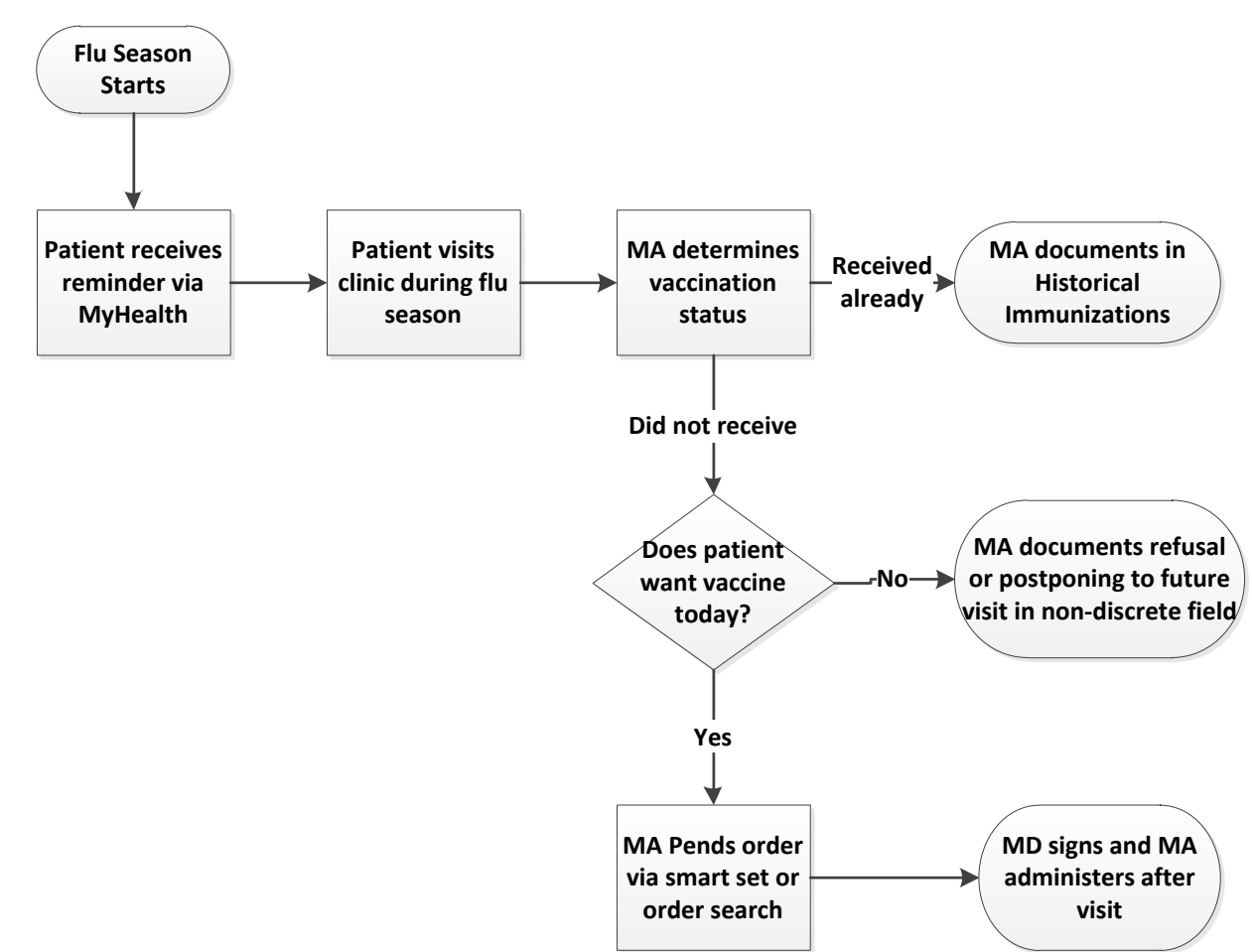
Aim

We aimed to improve the flu vaccination performance of our primary clinics from a baseline of **50.7%** from the 2016-17 flu season to **58.7%** by the end of the 2017-18 flu season. This would represent an improvement from the **50th %tile** to the **90th %tile** national HEDIS benchmark and approximately 4000 additional patients satisfying the measure.

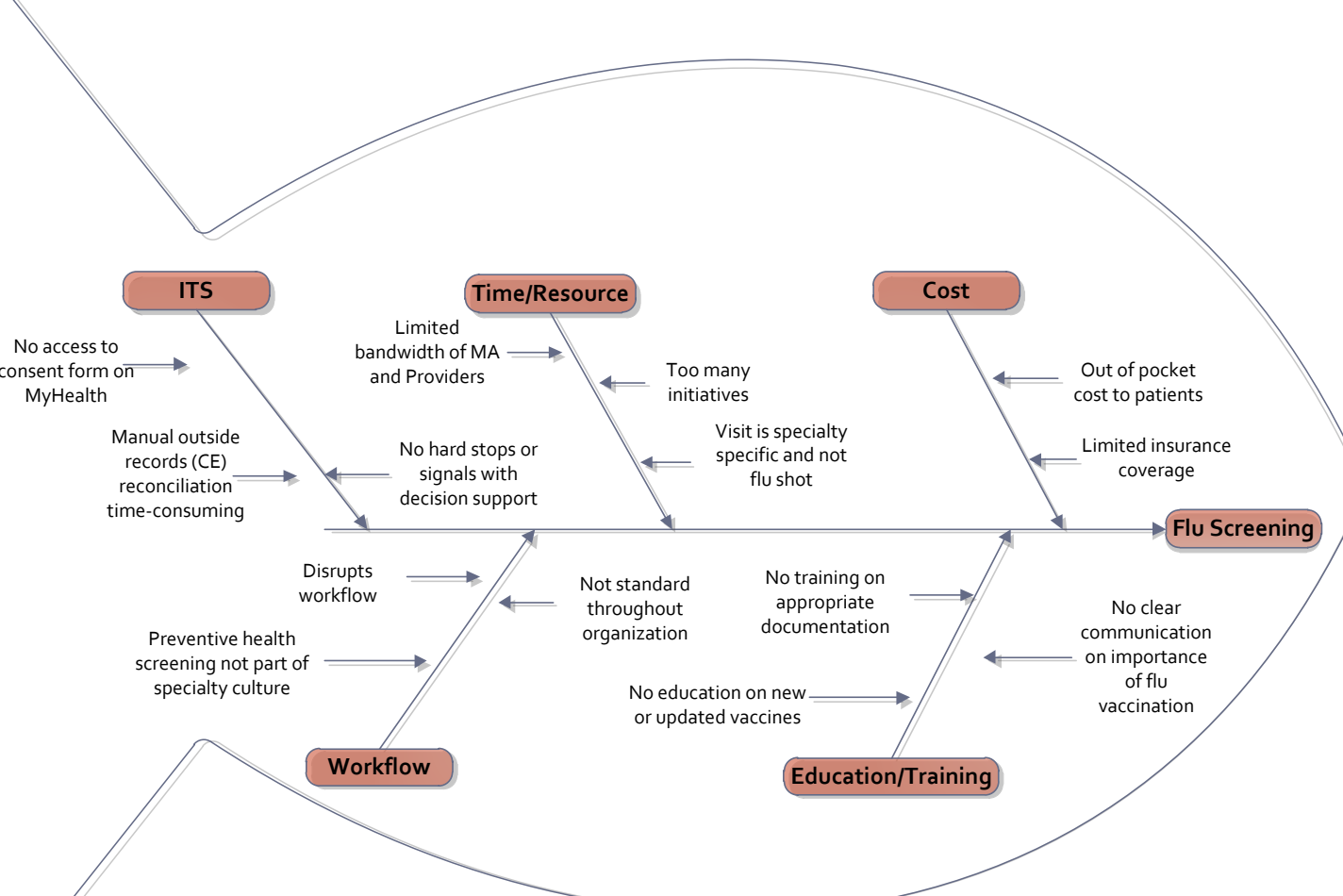


Analysis

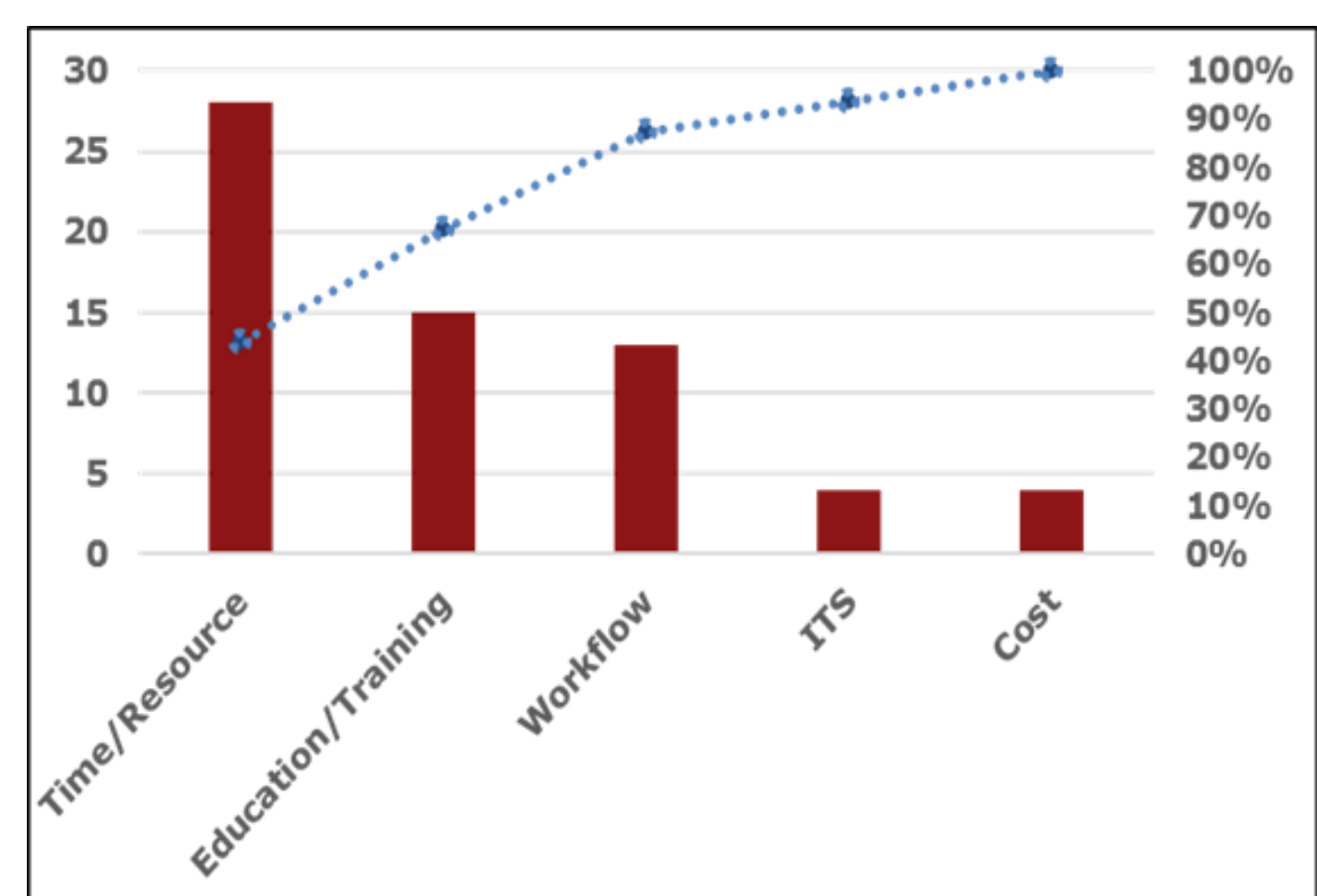
Process Map



Fishbone Diagram



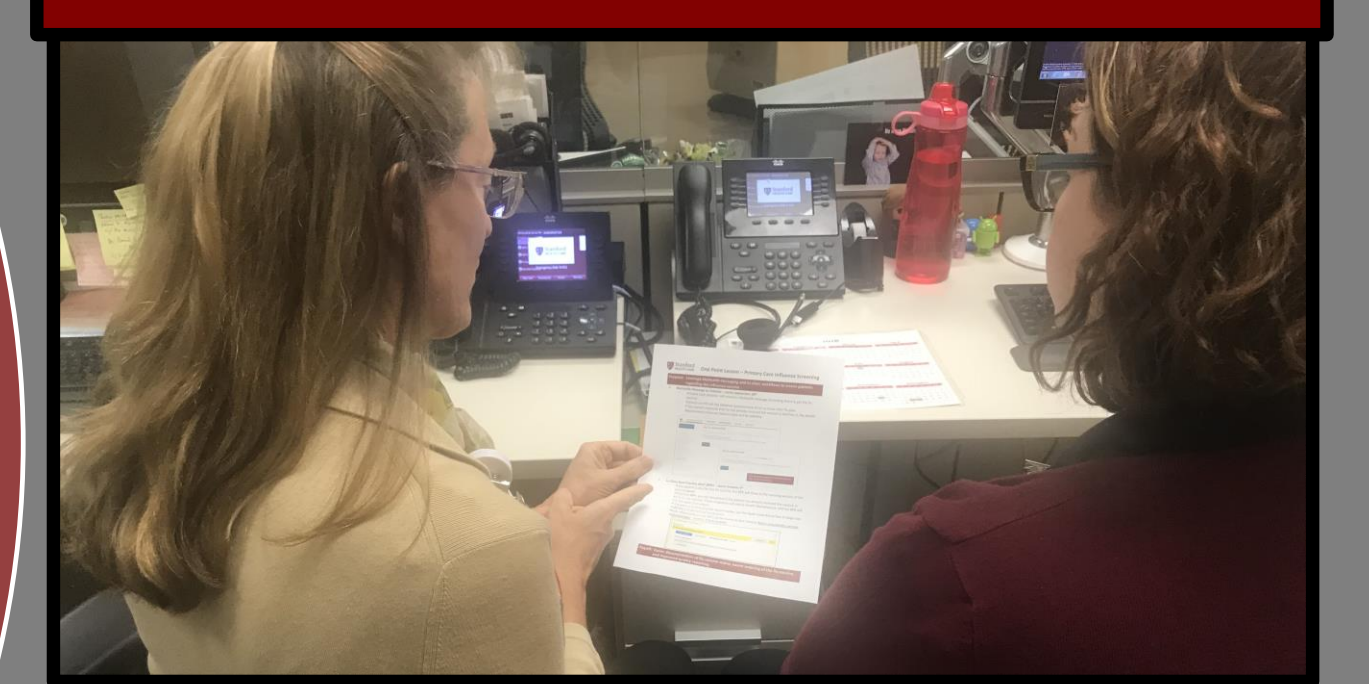
Pareto Chart



PCP Sent MyHealth Outreach with Flu Vaccination Status Questionnaire

Implementation & Front Line Engagement

GEMBA & Education



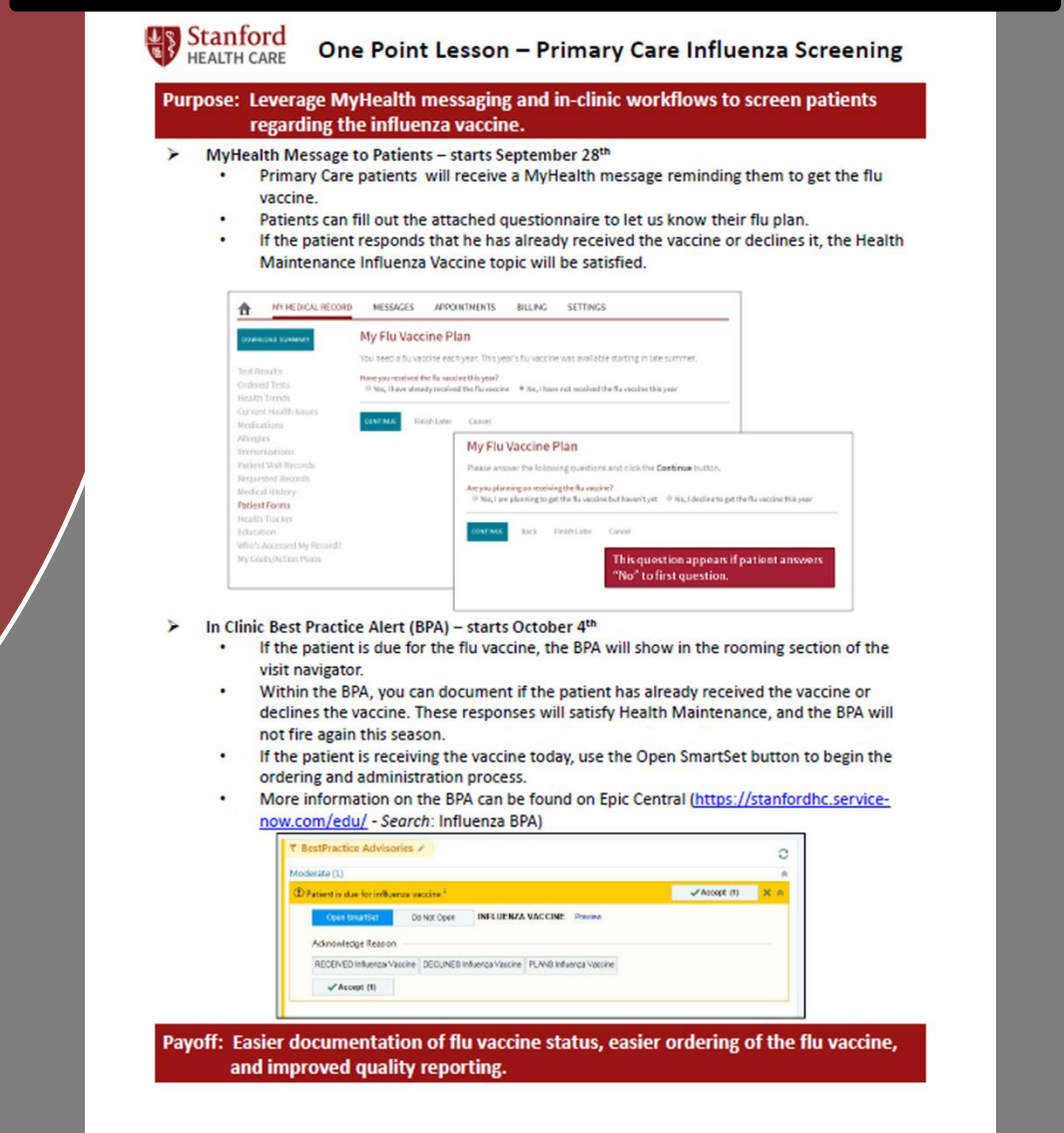
Tool Development

Design Team

Digital Solutions (IT)

Ambulatory Quality

Resource Development: One Point Lesson

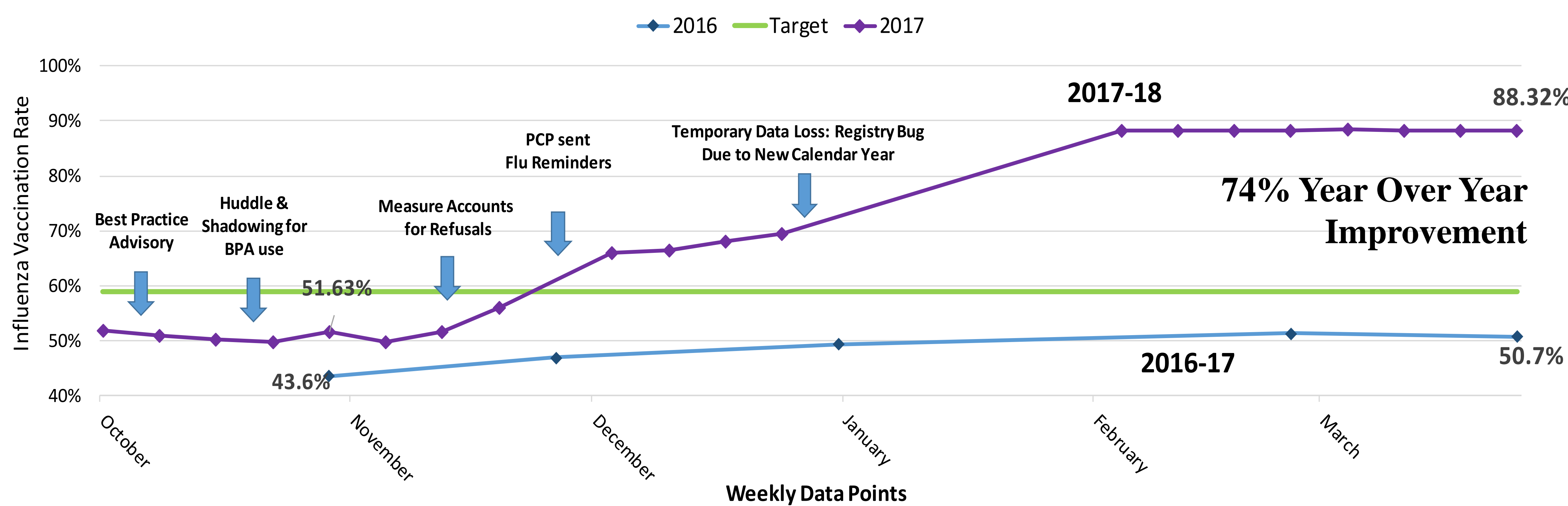


Best Practice Advisory

Coordinate & Inform Stakeholders

Results

2016-17 vs 2017-18 Primary Care Influenza Measure Performance



Lessons Learned

- Creating an innovative & streamlined tool does not guarantee adoption
- Front-line staff need direct hands on training and initial observation
- Communication with end-users is key in reporting issues

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Acknowledgements

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