BACKGROUND

- Depression significantly impacts both mental and physical health and is a leading cause of disability. The Healthcare Effectiveness Data and Information Set (HEDIS) assesses the quality of depression care in ambulatory care.
- Depression Monitoring was selected as a University of Michigan Medical Group (UMMG) quality focus measure in CY2018 and CY2019 due to gaps in performance and the importance of monitoring depression and providing follow-up for our patients.

PROJECT AIM

- Improve Depression Monitoring to the 75th percentile (55%) by December 2018
- Includes patients aged 12+ with depression attributed across 28 primary care clinics (Family Medicine, General Medicine, General Pediatrics, Geriatrics, and Med-Peds) in UMMG

UNDERSTANDING THE CURRENT STATE

- UMMG tracks a variety of depression measures across different patient populations, which led to confusion. There were also multiple screening tools, such as the PHQ (Patient Health Questionnaire)-2 and PHQ-9.
- While UMMG performed well on screening measures and identifying patients with depression, follow-up for these patients was not standard across clinics.
- Measure definition was complex with intake and follow-up period, as opposed to an annual screening.

INTERVENTIONS

- Formed a multidisciplinary Depression Quality Improvement Committee – primary care and psychiatry providers, clinic managers, nurses, social workers, electronic medical record (EMR) analyst, etc.
- Developed an outreach report to identify patients that may not have appropriate follow-up in place
- Updated EMR to prompt PHQ-9 3 weeks after an elevated score
- Utilized tablet workflow for adult sites to auto-assign PHQ-9 at check-in
- Created column in EMR schedule view to indicate if patient is due for PHQ-9 at today’s visit
- Updated measure definition window to 3 weeks to 8 months to align with HEDIS specifications for CY2019

RESULTS

- Depression Monitoring increased from 52% in January 2018 (n=2,753) to 57% in December 2018 (n=4,460)
- The denominator increased throughout CY2018 as more patients were screened and became eligible for monitoring and follow-up care

SUSTAIN AND SPREAD

- Created a Best Practice Advisory (BPA) for MAs to complete the PHQ-9 when due
- Developed a patient portal and outreach workflow
- Enhanced the BPA for when patients screen positive to include follow-up recommendations

KEYS TO SUCCESS

- UMMG achieved the 75th percentile goal for monitoring patients with depression by sharing best practices, redesigning panel management, and identifying eligible patients in clinic.
- Keys to success include engaging a multidisciplinary team, open communication and investment from faculty and clinical staff, and a focus on providing the best care to our patients.

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