

How'd You Do That?

Health Centers Share Best Practices at Missouri PCA Quality Meetings and Learn Latest DRVS Tips

Challenge

Help health centers share data practices that drive quality

The Missouri Primary Care Association (MPCA) needed to provide its federally qualified health centers (FQHCs) with a forum for sharing data-driven care quality successes and challenges. MPCA wanted the centers to trade best practices that could improve patient care. It also wanted a setting where the centers could receive the latest Azara DRVS tips and techniques.

Solution

Bring centers together for regular, well-structured learning opportunity

MPCA turned to its Missouri Quality Improvement Network (MOQuIN), a program housed within the Missouri Center for Primary Care Quality and Excellence. Leaders and quality team members from 28 FQHCs gather bi-monthly for a daylong meeting to: discuss quality initiatives, share best practices for improved care, and learn how to maximize use of their data.

MOQuIN uses Azara DRVS to compare quality measures among its centers. The data analytics and reporting platform extracts data from their electronic health records (EHRs), normalizes it and sends it to a secure data warehouse where it can be studied and used for a wide array of purposes. The data used for center-to-center comparisons provides a clear picture of how individual center quality efforts stack up to those of

“We look at a center’s measures and then we invite them to come in and tell us what their secret is.”

—Susan Wilson, Chief Operating Officer, MPCA

their health center peers. The MOQuIN meetings also provide teaching opportunities: Centers that score well on certain measures share best practices with centers that need improvement.

The meetings include a segment that targets aspects of DRVS that can benefit the centers, such as data mining tips. MOQuIN also provides updates on state and federal programming, grants, and other topics that shed light on the ever-shifting health care environment.

Impact

FQHCs share solutions, improve care quality

Centers learn best practices from their peers. Two centers, Katy Trail Community Health and ACCESS Family Care, shared how they boosted their hypertension control scores during a period when the measure had plateaued at most MOQuIN centers.

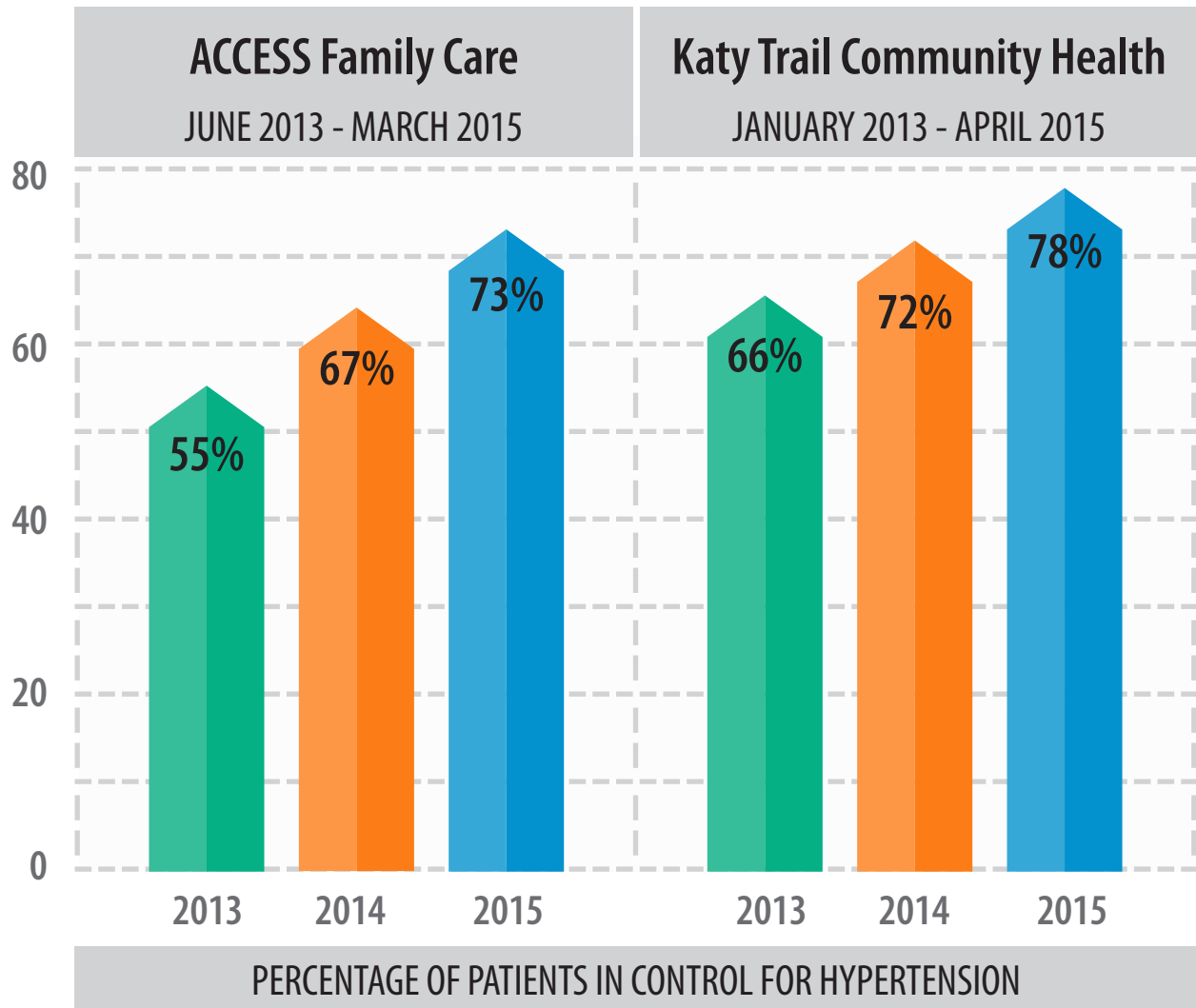
Centers are more likely to implement quality improvement measures. High-level decision makers who have the authority to implement changes frequently attend the meetings. Leadership buy-in is often critical to the adoption of new initiatives.

The best-practice presentations have prompted other centers to apply similar ideas and techniques for boosting quality measures and patient care outcomes.

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CENTERS BOOST HYPERTENSION CONTROL SCORES



“We really do have a wonderful collaboration with the other FQHCs. It breeds success when we can come together and share ideas.”

—Venice Green, Quality Assurance Manager, ACCESS Family Care