

Preventative, Patient-Centered Care: It Requires Actionable Data.

Saunders Family Clinic's Transformation

OVERVIEW

[Saunders Medical Center](#), Saunders Family Care Clinic, a 7-physician Rural Health Clinic in Wahoo, Nebraska, was recognized as a [National Committee for Quality Assurance \(NCQA\) 2017 Patient-Centered Medical Home \(PCMH\)](#) last month. Being freed from time-consuming quality reporting has allowed the clinic to deliver care more proactively and patient-centered.



BUILDING FOUNDATION

As a Rural Health Clinic just thirty minutes outside Nebraska's capital city, Saunders Medical Center prides itself on its ability to deliver quality care to their community, in their community. The practice became resolute about centering care around patient needs nearly eight years ago when the clinic was first recognized under the 2011 NCQA PCMH standards. Committed to continuous improvement and meeting NCQA's evolving requirements, the clinic looked for ways to leverage clinical information to guide care decisions. "We performed a gap analysis between the requirements and our processes" says Denise Sabatka, Director of Quality Services. "We went line by line. There were hard stops

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CREATING CAPACITY

Clinic Director Stacie Sabatka has worked in primary care for 7 years. In that time, she has witnessed patient needs become more complex and quality reporting requirements grow more difficult. Partnering with KPI Ninja has streamlined reporting and allowed Stacie and staff to have more time for patient-centered work that has led to the following improvements in key performance indicators.

CMS Measure ID	Clinical Quality Measure	Before	After
CMS 123	Diabetes: Foot Exam	37%	67%
CMS 127	Pneumococcal Vaccination Status for Older Adults	71%	80%
CMS 125	Breast Cancer Screening	38%	59%
CMS 130	Colorectal Cancer Screening	35%	58%
CMS 347	Statin Therapy for the Prevention and Treatment of Cardiovascular Disease	36%	55%

RENDERING CAPABILITY

Streamlining workflows created capacity, and subsequently, improved capability. To move to team-based performance that is proactive, nimble to change and high quality requires an orchestrated effort from everyone. For instance, Stacie provides the example of how early transformation efforts were focused on determining which patients had gaps in preventative health recommendations. Today, the clinic is action planning for the next day's visits. "It has completely changed the way we practice. We now have a better idea of what our gaps are and how to close them." Being involved in the journey for a long period of time has also had its benefits beyond just metrics. "With being involved in this process for so long, we can now almost anticipate what the next requirements will be, so we are aligning our clinic toward those gaps before it even becomes a requirement."

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