

# Quality & Population Health: Department Overview

Kim Volberg, RN, BSN, MPH  
Director of Quality & Population Health  
Dean Medical Group

February 20, 2018

# Outline for Today

- Who We Are
- Key Functional Areas
- Immunization Data
- Questions/Discussion

# Who We Are – SSM Health

- One of the largest Catholic not-for-profit health care systems in the country
- Headquarters: St. Louis, MO
- More than 40,000 employees in four states: Illinois, Missouri, Oklahoma, Wisconsin

# Who We Are – Dean Medical Group

- Founded in 1904 by Dr. Joseph Dean
- Joined SSM Health in 2013
- 60+ clinics, ~500 providers
- 3 hospitals
- Davis Duehr Dean Eye Care
- Dean Health Plan
- Navitus Health Solutions

# Key Functional Areas

Quality  
Measurement &  
Reporting

Performance  
Improvement

Population Health  
Management

Health Education

Regulatory/  
Accreditation

Performance-  
Based Contracting

# Key Functional Areas

Quality  
Measurement &  
Reporting

Performance  
Improvement

Population Health  
Management

Health Education

Regulatory/  
Accreditation

Performance-  
Based Contracting

**“Without data,  
you're just another  
person with an  
opinion.”**

**~W. Edwards Deming**

# Quality Measurement & Reporting

- Wisconsin Collaborative for Healthcare Quality (WCHQ)
  - Founded in 2003
  - All patients, all payers
  - Mostly Primary Care quality measures
  - Importance to DHP (Dean Value Contract)
    - Pay for performance with non-DMG sites





# Quality Measurement & Reporting

- Data and reports are publicly available ([www.wchq.org](http://www.wchq.org))
- WI has highest health care quality results in the country (US Dept of Health & Human Services, Agency for Healthcare Research and Quality, 2017)



# Quality Measurement & Reporting

- There is power in transparency
  - External
    - Reporting to WCHQ, HEDIS, etc.
  - Internal
    - Provider Metric Stoplight Reports



# Key Functional Areas

Quality  
Measurement &  
Reporting

Performance  
Improvement

Population Health  
Management

Health Education

Regulatory/  
Accreditation

Performance-  
Based Contracting

# Population Health Management

- Systems thinking
- Focus on processes and the use of standard work
- Patient-centered approaches
- Preventive health strategies and condition management strategies

# Population Health Management

- Quality Improvement Pod (QIP)
  - 7.0 FTE; clinical staff
  - Purpose: support Primary Care by closing care gaps (between-visit care)
- Standard Work
  - Rooming process

# Key Functional Areas

Quality  
Measurement &  
Reporting

Performance  
Improvement

Population Health  
Management

Health Education

Regulatory/  
Accreditation

Performance-  
Based Contracting

Eighty-five percent of the reasons for failure are deficiencies in the systems and process rather than the employee. The role of management is to change the process rather than badgering individuals to do better.

— *W. Edwards Deming* —

# Performance Improvement

## Lean Six Sigma: DMAIC



### Define

Define the problem.



### Measure

Quantify the problem.



### Analyze

Identify the cause of the problem.



### Improve

Implement and verify the solution.



### Control

Maintain the solution.



goLEANSIXSIGMA.com

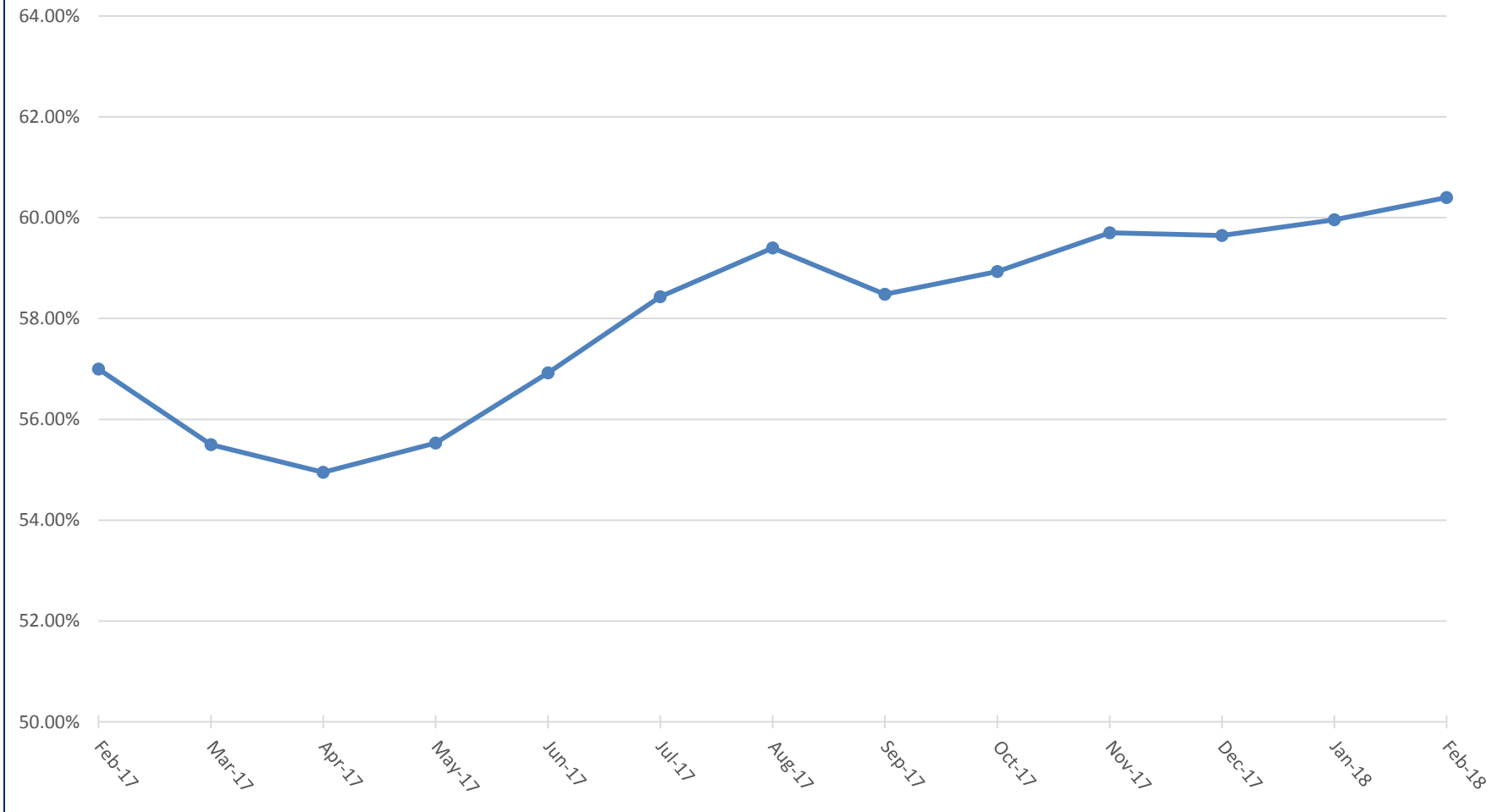
© Copyright 2016 GoLeanSixSigma.com. All Rights Reserved.



# Performance Improvement

- Data capture
- Quality improvement projects
  - Example: HPV Vaccine Improvement Project
- Use Lean tools and methodology

## HPV Vaccination Rates - 15 year olds



# Performance Improvement

- Electronic Health Record (Epic)
  - Clinical decision support tools
    - Health Maintenance
    - Best Practice Advisories
- Physician Compensation (Primary Care)
  - Quality metrics connected to compensation
  - Reporting, tools, and support provided

# WCHQ Immunization Data

- Childhood Immunization Status
  - 84% (best in State: 88%)
- Adolescent Immunization Status
  - 86% (best in State: 93%)
- Adult Pneumococcal Vaccination
  - 91% (best in State: 94%)



**Quality is everyone's  
responsibility.**

W. Edwards Deming



