MSN6612 Vila Health™ Activity

Quality Metrics Tracking

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Introduction

An *accountable care organization* (ACO) is a health care organization that follows a model where reimbursements are directly tied to quality metrics and reduced costs. Or, according to the Centers for Medicare and Medicaid Services, "Accountable Care Organizations (ACOs) are groups of doctors, hospitals, and other health care providers, who come together voluntarily to give coordinated high quality care to their Medicare patients."

Not all health care organizations are ACOs. In order to become an ACO, health organizations may need to make quality improvements—and in order to make these improvements, they may need to track their quality metrics better in order to document the kinds of changes they need to make. This can be a challenge at small rural hospitals where quality metrics have not been tracked well in the past. Because care coordinators work closely with patients are aware of barriers to care and other community issues, they may be asked to assist in the process of helping to devise a better metrics tracking system so that the hospital might qualify to become an ACO.

You continue your work as a newly hired case manager at Sacred Heart Hospital, located in Valley City, North Dakota. As you know, SHH was recently acquired by Vila Health, a large health care system that operates hospitals and clinics in several Midwestern states.

Vila Health wants all of its hospitals to be Accountable Care Organizations. However, as a small rural hospital, SHH will have to make many improvements in order to qualify for ACO status. In order to develop a strategy for making these improvements, the first step will be to track quality metrics better so that the hospital will have data to work with to measure problems and to track improvements. You, the new case manager, will be asked to develop a strategy for tracking quality metrics to help facilitate the hospital's qualification for ACO status.

Quality Metrics Tracking

Hello! Thank you so much for all your hard work in helping SHH to develop a strategy for achieving Triple Aim Outcomes. The hospital has another, similar project, and we need your help to complete it.

As you know, SHH was recently acquired by Vila Health. Vila Health wants all of its hospitals to become Accountable Care Organizations (ACOs). However, in order to qualify to become an ACO, SHH will have to make a number of quality improvements.The Center for Medicaid and Medicare Services says that an organization has to show quality improvements in the following areas in order to become an ACO:

1. Patient experience
2. Care coordination/patient safety
3. Preventative health
4. At-risk population health

For more information on ACOs, please read the Accountable Care Organizations: What Providers Need to Know document, which I will be sending to you.

After reading through the Barnes County Community Health profile, and after interviewing various stakeholders at the hospital and in the community, I know you're already aware of some of these needed improvements. For example, preventative care is an issue in this region. Patients are not seeing their primary physicians often enough—or they don't have primary physicians—and they aren't getting diagnostic tests like mammograms or colonoscopies at a satisfactory rate.

Here's where we need your help. In order to make the improvements we need to qualify as an ACO, we need to improve our Health Information Technology (HIT) system so that we are tracking quality metrics data better. We are not doing a good job with this. Our EHR is out of date, and we're not gathering nearly enough data from patients. We need you to give us recommendations for how to improve our HIT so that we track the information we need to understand fully how to make the improvements we need to become an ACO.

So, here's what I'd like for you to do:

1. First, I'd like for you to meet with a patient named Caroline McGlade, who has recently been diagnosed with breast cancer. Mrs. McGlade is a typical example of one of our patients who hasn't gotten enough preventative care. I'd also like for you to look at her EHR—which, as you'll see, isn't very thorough. As you think about this case, ask yourself this: how could we be tracking data in cases like this one better to help us to make the improvements we need to qualify for ACO status?
2. Second, I'd like for you to interview a series of stakeholders who can provide you with information about changes that need to be made in our HIT.
3. After completing these tasks, I need you to write recommendations for how we can expand our HIT to better include quality metrics—with the ultimate goal of qualifying for ACO status.

This is a challenging assignment, but I know that you're up to it! Best of luck.

Thanks,  
Karen

Document section title

**Accountable Care Organizations: What Providers Need to Know**

Please click the link below for more information from The Centers for Medicare & Medicaid Services (CMS).

[Download Accountable Care Organizations: What Providers Need to Know](https://media.capella.edu/CourseMedia/MSN6612/QualityMetrics/documents/aco_providers_factsheet_icn907406.pdf" \t "_blank)

**Barnes County Community Health Profile**

Please click the link below for more information from Barnes County Community Health Profile.

[Download the Barnes County Community Health Profile](https://media.capella.edu/CourseMedia/MSN6612/QualityMetrics/documents/BarnesCoProfile-20101208.pdf" \t "_blank)

**Caroline McGlade - EHR**

**Patient Information - 04/24/18**

**Patient Name:** Caroline McGlade  
**DOB:**  
**Address:**

**Patient ID:**  
**Gender:**   
**Phone:**

**Insurance:**   
**Primary Care Provider:**

**Contact Permissions:**  
Mike McGlade, husband

**History - 04/24/18**

**H&P:** Mrs. McGlade is a 61-year-old woman with a PMH of breast cancer.   
  
**Family Hx**  
**Mother:**  
**Father:**Alive  
**Sister:**

**Meds on Adm:**

**Neuro:**

**Cardio:** EKG Normal

**Respiratory:**

**GU:** Menses have ceased

**GI:**

**POC:**

**Allergies & Medication - 04/24/18**

**Allergies:** NA

**Medication:**Esrogen

**Lab - 04/23/18**

**CBC:**  
RBC: 5.1  
HCT: 38.8  
HGB: 14.7  
WBC: 11.1  
MCV: 81  
MCH: 31  
PLT: 301

**BMP:**  
Glucose: 399  
BUN: 15  
CR: 1.1  
Sodium: 138  
Potassium: 4.2  
Chloride: 106  
Co2: 23  
Calcium: 11  
Protein: 7.9  
CA-125-1700 U

**Primary Care Notes - 04/24/18**

**04/21/18:**  
Mrs. McGlade is a 61-year-old woman with a lump that may be breast cancer.   
DX: Dr. McCall, suspected breast cancer  
Called Dr. Brown-GYN ONC. Consult expected for tomorrow. Suggested CA-124, HCG, AFP prior to consult.

**04/23/18:**

**04/24/18:**  
MRI negative for spinal cord or brain lesions.   
Plan of care: Breast oncology consult.   
CBC, BMP, CA-125, HCG, AFP, Paracentesis, in am. PT, SW, CM consult.

**GYN/ONC Note - 04/24/18**

61-year-old woman with a possible PMH of breast cancer.  
  
Her initial exam revealed an enlarged mass in right breast. GYN/ONC physical exam. Based on physical presentation, blood work and radiology studies, breast cancer is confirmed. Discuss with pt. treatment options such as surgery and/or chemotherapy and radiation.

Patient Meeting

Content of this section depends on choices made during the scenario. Complete at least one attempt of the scenario to see your choices reflected here.

Quality Metrics Tracking

I see you've spoken with Caroline McGlade! I wanted you to meet with her because her case is typical of so many that we see around here. We need to address the types of issues you encountered with this patient—especially regarding preventative care—if we're going to become an ACO. And before we can do that, we need to gather data on these issues.

I've arranged for you to meet with a panel of four people at SHH so you can ask them some questions about the strategies we need to develop in order to better track quality metrics. The panel will consist of:

1. Todd Chester, Director of Quality Assurance
2. Mary Loudsinger, a social worker
3. Pete Wade, Director of Information Technology
4. Trish Walstrom, the Care Coordination Manager

Thanks again for your hard work!

Patient Meeting

Content of this section depends on choices made during the scenario. Complete at least one attempt of the scenario to see your choices reflected here.

Conclusion

Congratulations! You have completed the Vila Health: Quality Metrics Tracking challenge. Based on this information, you should now be able to make recommendations for strategies that Sacred Heart Hospital can use to track quality metrics better—with the ultimate goal for becoming an ACO.

Credits

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