PALO PINTO GENERAL HOSPITAL SIGNIFICANTLY STREAMLINES CORE MEASURE REPORTING AND ANALYSIS

"We had to do too much of the work ourselves with little or no vendor support... With Clintegrity 360, we've got the tools we need to do the job."

—Brenda Patton
Director of Quality, Risk Management and
Medical Staff Services
Palo Pinto General Hospital
Mineral Wells, TX

CHALLENGE

- Improve data accuracy
- Improve staff efficiency
- Provide support to improve Core Measures scores

SOLUTION

- Implement Clintegrity 360 | Performance Analytics
- Implement Clintegrity 360 | Quality Measures

RESULTS

- Data accuracy up to 100%
- Fully automated, Web-based decision support
- Peer-based evaluations for physicians

SUMMARY

Providing proof of performance data in a timely manner is important to hospitals of all sizes for securing payment for services and maintaining accreditation. At Palo Pinto General Hospital in Mineral Wells, Texas, the need to provide accurate data on National Hospital Quality Measures (NHQM) efficiently led to implementation of Nuance Clintegrity® 360 | Performance Analytics and Clintegrity 360 | Quality Measures.

BACKGROUND

According to Brenda Patton, Director of Quality, Risk Management and Medical Staff Services, decision support meant waiting for weeks after the end of a quarter for reports from the vendor. However, for a small facility, like 99-bed Palo Pinto General, replacing an existing vendor can be difficult.

Fortunately, thanks to a unique contract with Nuance that allowed Texas A&M University to coordinate quality measures programs for participating Texas healthcare providers, Palo Pinto was able to start using Clintegrity 360 | Performance Analytics and Clintegrity 360 | Quality Measures in first quarter, 2010. Within weeks, things improved.

HEALTHCARE

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THE ART OF ABSTRACTION

Previously, the hospital abstracted patient records based on reports it ran from its internal systems. "Invariably, we missed records because we're not the experts," said Patton. And, because abstraction guidelines changed quarterly, the hospital often fell behind. With web-based Clintegrity 360 | Quality Measures, the business office bundles data, and sends it to the system, which then uploads the appropriate records for abstracting.

Clintegrity 360 | Quality Measures and Clintegrity 360 | Performance Analytics reports save time and improve the quality of care. "Problems are identified during the data entry process so we can provide immediate feedback to physicians and nursing managers on a case-by-case basis as we abstract the records," said Patton. Nuance Healthcare's Clintegrity 360 | Quality Measures has been proven to provide accurate, on time submission of National Hospital Quality Measures data with a transmission success rate of 99.99 percent.

And Clintegrity 360 | Quality Measures keeps Palo Pinto's data up-to-date, automatically changing what's collected as the data dictionaries change. "If you have a question about the data, you can click on a data dictionary right at your fingertips to get the information you need while you abstract a record," Patton notes.

PHYSICIAN SUPPORT

To keep clinicians focused on quality care goals, Palo Pinto integrated elements of its Core Measures with departmental quality marks and strategic planning. "Our physicians are committed to providing quality care to every patient," said Patton. "Nuance gives us the means to collect data easily on individuals and groups of patients, so we can provide information to our physicians and staff on an ongoing basis."

IMPROVING CARE QUALITY

In addition to the Global Measures, Palo Pinto measures performance on seven of the nine remaining Core Measures: acute myocardial infarction, heart failure, stroke, venous thromboembolism, community-acquired pneumonia, perinatal care and the Surgical Care Improvement Project. According to Patton, "Nuance has given us tools to help improve the care we provide to our patients. Improving the quality of care is what it's all about; the best care we can provide to every patient."

ABOUT NUANCE COMMUNICATIONS

Nuance Communications is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides intelligent systems and services that improve the entire clinical documentation process—from the capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance's award-winning, voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow and on any device.

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