2013 QUALITY REPORT CARD

Specialty Solutions

Specialty Solutions provides resources and collaborative opportunities that allow independent specialty physician practices to improve the coordination and quality of care, optimize operational efficiency, cultivate partnerships, and reduce costs. Specialty Solutions consists of 11 member practices and represents more than 250 physicians across 15 specialties.

Measuring and improving quality are key areas of focus for Specialty Solutions. The practices have developed a shared framework to report and measure quality initiatives, which are shown here on our first Specialty Solutions Quality Report Card. While practices continue to utilize metrics relevant to their respective specialties, quality measures are reported jointly here in high-level categories including: Process Management, Quality Improvement Processes, Competency, Risk Management, Outcomes, and Patient-Centeredness. It is anticipated that the standardization of measurement will not only lead to continued quality improvement efforts at Specialty Solutions practices but also provide quality and reporting standards that will shape specialty quality measurement throughout the state. More information on each of the quality categories can be found below.

Quality Improvement Processes

Why this is important:
As the saying goes, "what gets measured, gets done." Having a dedicated committee that focuses on collecting and analyzing data helps ensure that quality continuously improves.

What this category includes:
Practices that receive recognition in this category have a committee or team in place that collects and analyzes data to look for opportunities for quality improvement at the practice and identifies specialty-specific quality measures and monitors them on a regular basis.

Process Management

Why this is important:
Following recognized best practices will help improve the quality of care.

What this category includes:
Practices that receive recognition in this category follow guidelines recommended by specialty-specific professional organizations (such as medical associations or accrediting bodies), conduct at least one annual audit by a relevant third party, and utilize either a patient safety checklist or other patient safety protocols (e.g., two patient identifiers).

Competency

Why this is important:
Demonstrating exceptional expertise in a specialty is a strong indicator of superior outcomes.

What this category includes:
Practices that receive recognition in this category have all board-certified (or board-eligible) physicians on their team and have obtained certification at a practice level from relevant accrediting bodies (e.g., AAAHC).

Risk Management

Why this is important:
Regular evaluation of processes allows practices to take proactive measures to mitigate risk and reduce the likelihood that errors will occur.

What this category includes:
Practices that receive recognition in this category have a risk management program in place, conduct reviews with their liability carriers at least once annually, and utilize protocols to prevent a technology breach.

Outcomes

Why this is important:
Patient outcome is a core quality measure that is related both to improving the patient experience of care and reducing overall costs to the system.

What this category includes:

- Conducting patient satisfaction surveys– Practices that receive recognition for this measure have a process in place for collecting feedback from patients about their experience.

- Measuring specialty-specific outcomes - Practices that receive recognition for this measure have identified and actively measure results on at least two outcomes that are relevant to the specialty. Due to the range of specialties within Specialty Solutions, there is a great deal of diversity in the specific measures, but examples include: post-operative complications, ER avoidance, medication adherence, and quality of life measures.

- Utilizing a process for obtaining medication lists - Practices that receive recognition for this measure have a process to obtain patient medication lists. Reconciling medications helps reduce the chances of adverse drug reactions or "double-prescribing."

- Measuring patient access – Practices that receive recognition in this area measure wait time for scheduling appointments, report turnaround times, on-time surgical starts, and/or wait time before surgery.

Patient-Centeredness

Why this is important:
In addition to outcome measures, Specialty Solutions practices have processes in place that help ensure that patients have access to sufficient tools and information to allow them to effectively manage their own care and achieve outcomes that are important to them.

What this category includes:
Practices receiving recognition in this category provide patients with written care plans, utilize patient-provider partnership agreements (such as patient rights and responsibilities contracts), and have an online presence at which a patient can obtain information about the practice and access other resources specific to the specialty.

Specialty Solutions will continue to refine these measures and release updated report cards on a periodic basis. For more information, contact Beth Austin at betha@crescendocg.com.

More information about Specialty Solutions can be found online at specialtysolutionsmaine.com

Specialty Solutions Member Practices:

- Centers for Orthopaedics — Experience in Motion
- CASCO BAY SURGERY
- MCCM — Maine Center for Cancer Medicine
- EMG — Eyecare Medical Group — Tomorrow's vision today
- AAAM
- Coastal Women's HEALTHCARE
- PLASTIC & HAND SURGICAL ASSOCIATES
- MAINE NEPHROLOGY ASSOCIATES, P.A.
- Portland Gastroenterology CENTER
- CHEST MEDICINE ASSOCIATES — The Pulmonary • Critical Care • Sleep Medicine Specialists
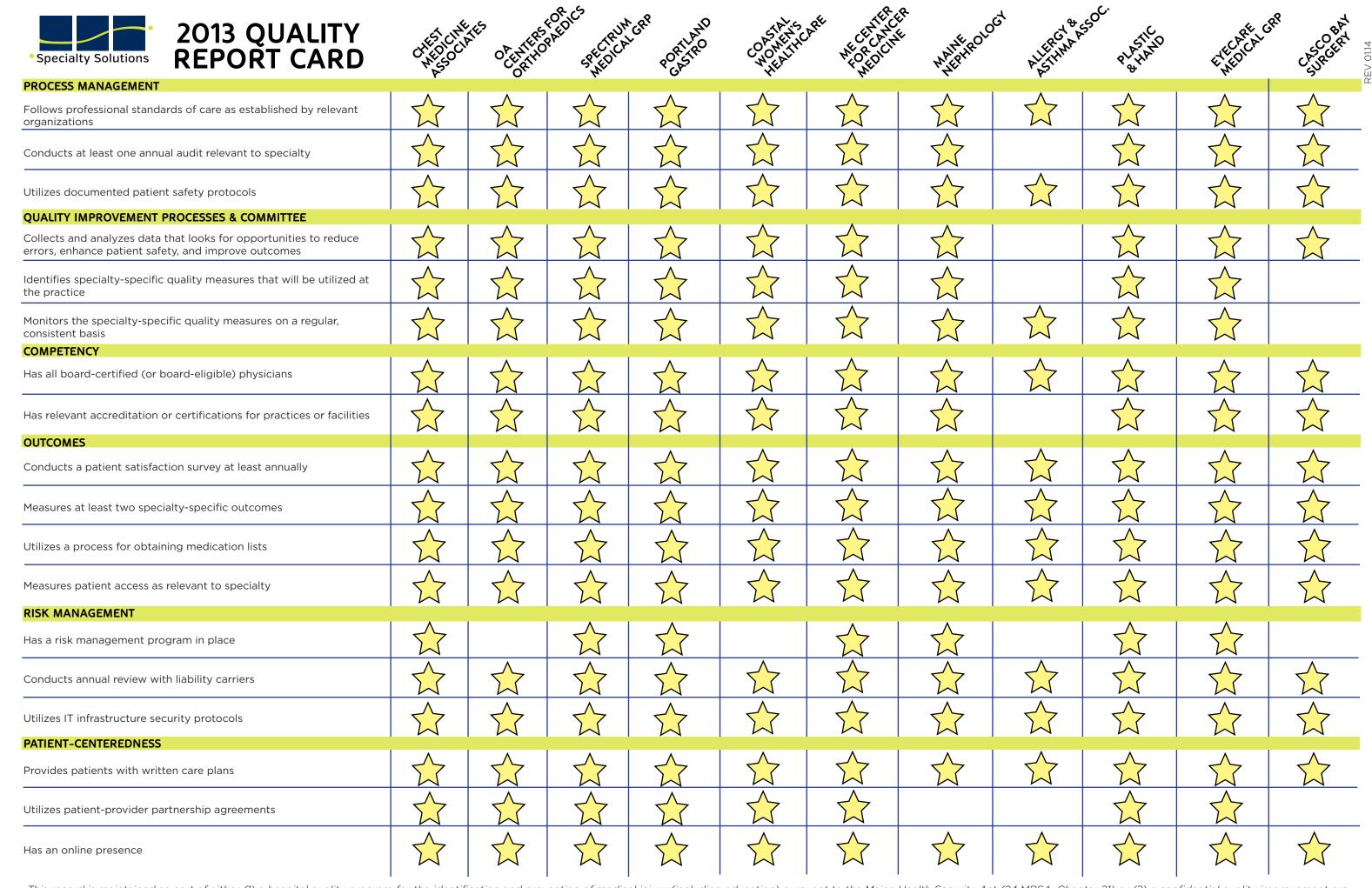- Spectrum MEDICAL GROUP

Quality subcommittee members include:

Stuart Abramson, MD
Brenda Caron, RN
Steve D'Amato
Stephen Gorman, DO
Thalia Mayes, MD
Rebecca Murray, RN
Beverly Neugebauer
Cheryl Pelletier, RN
Linda Ruterbories, ANP
Barbara Slager, MD
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Specialty Solutions

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	CHEST MEDICINE ASSOCIATES	OA CENTERS FOR ORTHOPAEDICS	SPECTRUM MEDICAL GRP	PORTLAND GASTRO	COASTAL WOMEN'S HEALTHCARE	ME CENTER FOR CANCER MEDICINE	MAINE NEPHROLOGY	ALLERGY & ASTHMA ASSOC.	PLASTIC & HAND	EYECARE MEDICAL GRP	CASCO BAY SURGERY
PROCESS MANAGEMENT											
Follows professional standards of care as established by relevant organizations	★	★	★	★	★	★	★	★	★	★	★
Conducts at least one annual audit relevant to specialty	★	★	★	★	★	★	★		★	★	★
Utilizes documented patient safety protocols	★	★	★	★	★	★	★	★	★	★	★
QUALITY IMPROVEMENT PROCESSES & COMMITTEE											
Collects and analyzes data that looks for opportunities to reduce errors, enhance patient safety, and improve outcomes	★	★	★	★	★	★	★			★	★
Identifies specialty-specific quality measures that will be utilized at the practice	★	★	★	★	★	★	★		★	★	
Monitors the specialty-specific quality measures on a regular, consistent basis	★	★	★	★	★	★	★	★	★	★	
COMPETENCY											
Has all board-certified (or board-eligible) physicians	★	★	★	★	★	★	★	★	★	★	★
Has relevant accreditation or certifications for practices or facilities	★	★	★	★	★	★	★		★	★	★
OUTCOMES											
Conducts a patient satisfaction survey at least annually	★	★	★	★	★	★	★	★	★	★	★
Measures at least two specialty-specific outcomes	★	★	★	★	★	★	★	★	★	★	★
Utilizes a process for obtaining medication lists	★	★	★	★	★	★	★	★	★	★	★
Measures patient access as relevant to specialty	★	★	★	★	★	★	★	★	★	★	★
RISK MANAGEMENT											
Has a risk management program in place	★		★	★		★	★		★	★	
Conducts annual review with liability carriers	★	★	★	★	★	★	★	★	★	★	★
Utilizes IT infrastructure security protocols	★	★	★	★	★	★	★	★	★	★	★
PATIENT-CENTEREDNESS											
Provides patients with written care plans	★	★	★	★	★	★	★	★	★	★	★
Utilizes patient-provider partnership agreements	★	★	★	★	★				★	★	
Has an online presence	★	★	★	★	★	★	★	★	★	★	★