



Improving Quality Care Gap Closure Rates in the Primary Care Setting

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ELEMENT 1

Background: The Quality Management Department utilizes Clinical Quality Nurses (CQNs) to provide a report of all open care gaps for patients who are scheduled to see their PCPs. These reports are provided to the offices prior to the scheduled visit so the open care gaps can be addressed at the time of the visit. The metrics or quality care gaps include, but are not limited to, diabetes management, hypertension management, cardiovascular disease management, and preventative care.

Problem: Two departments did not participate in the program, and the suspected problem was the PCPs who opted not to participate in the Quality Management's care gap reporting process were not performing as well as those who did.

Purpose: To improve the gap closure rate of the non-participating PCPs. This was important to the organization to ensure we are meeting our mission's objective to deliver the highest quality patient care and experience at an exceptional value.

ELEMENT 2

The performance goal of the study was for the non-participating PCPs to have a care gap closure rate $\geq 42\%$. This was the baseline average gap closure rate of the participating sites.

ELEMENT 3

- In order to verify the problem existed, care gap data was collected by the CQNs based on care gap reports that were sent to the providers between June and August 2017.
- The care gap closure rates were calculated by dividing the total number of gaps that were closed through October 31, 2017, by the total number of gaps identified in the reports.

ELEMENT 4

- The non-participating PCPs closed 397 of the 1,584 identified care gaps (25%).
- The participating PCPs closed 1,425 of the 3,387 identified care gaps (42%).

ELEMENT 5

- Baseline data was analyzed using a 2-sample % defective test to determine if there was a statistical difference between the two groups.
- Group 1 was the non-participating PCPs and Group 2 was the participating PCPs.
- The analysis produced a p-value of <0.001 and, since the p-value was <0.05 , it can be concluded the % defective rate of Group 1 is significantly greater than % defective of Group 2.

ELEMENT 6

Baseline Performance:
25% Gap Closure Rate

Performance Goal:
 $\geq 42\%$ Gap Closure Rate

ELEMENT 8

Post-intervention data was analyzed using a 2-sample % defective test to determine if there was a statistical difference between the pre- and post-intervention groups.

Group 1 was the pre-intervention group of the non-participating PCPs and Group 2 was the post-intervention group consisting of the newly participating PCPs for 2018.

The analysis produced a p-value of <0.001 and, since the p-value was <0.05 , it can be concluded the % defective rate of Group 1 is significantly greater than the % defective of Group 2. See Figure 1.

The post-intervention group had a gap closure rate of 90% versus the baseline performance of 25%. See Figure 2.

ELEMENT 7

Interventions were targeted to improve the performance rate of the non-participating PCPs in the two departments.

Only one of the two outlying departments opted to participate. Those providers were incorporated into the Quality Management's care gap reporting process.

Data was to be reevaluated in the 2018 year-end report.

FIGURE 2
Gap Closure Rates of Previously Non-Participating PCPs Pre- & Post-Intervention

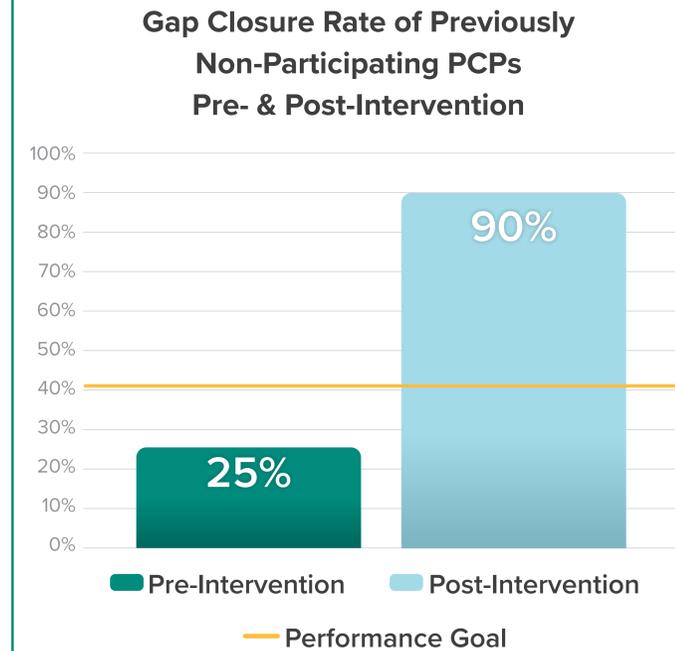


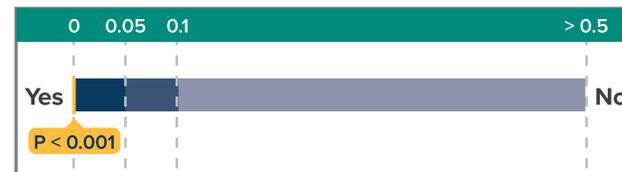
FIGURE 1

Pre-Intervention vs. Post-Intervention Statistical Analysis

2-Sample % Defective Test for Group 1 vs Group 2 Summary Report

% Defective Test

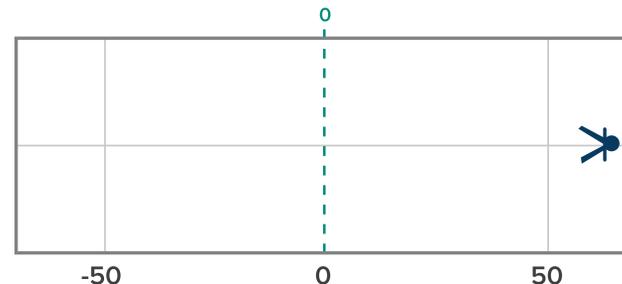
Is Group 1 greater than Group 2?



The % defective of Group 1 is significantly greater than the % defective of Group 2 ($p < 0.05$).

95% Lower Bound for the Difference

Is the entire interval above zero?



Individual Samples

Statistics	Group 1	Group 2
Total number tested	1584	2426
Number of defectives	1187	247
% Defective	74.94	10.18
95% Lower bound	73.08	9.19

Difference Between Samples

Statistics	*Difference
Difference	64.76
95% Lower bound	62.70

* Difference = Group 1 - Group 2

Comments

Test: You can conclude that the % defective of Group 1 is greater than Group 2 at the 0.05 level of significance.

CI: Quantifies the uncertainty associated with estimating the difference from sample data. You can be 95% confident that the true difference is greater than 62.70%.

ELEMENT 9

The initial corrective actions had a sustained effect.

The 2019 Measure Status Report revealed an average gap closure rate of 97% for the post-intervention Group 2 PCPs.

ELEMENT 10

The performance results were reported to the Quality Management Committee, whose minutes were then reviewed by the Board of Directors.



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