GERALD L. IGNACE INDIAN HEALTH CENTER QUALITY & OPERATIONS TEAM

The Gerald L. Ignace Indian Health Center (GLIIHC) Quality and Operations team aligned quality measure documentation across four national data platforms: Uniform Data Systems (UDS), Center for Medicare and Medicaid Services (CMS), Indian Health Services (IHS), and Healthcare Effectiveness Data and Information Set (HEDIS).

The Quality and Operations team summarized and developed a crosswalk for the reporting criteria for each of the four measure stewards (HRSA, CMS, IHS, and HEDIS). The team created detailed descriptions of the criteria, analyzed SQL code to identify the specific data used to select patients into the measures and to qualify patients for success within the measures, and developed and implemented clinical and Electronic Health Record (EHR) workflows to better meet, track, and report on the quality measures.

The analysis resulted in recommendations to:
- Resume point of care testing of A1c (blood sugar levels) for patients with diabetes at every visit
- Improve documentation of depression on patients' problem lists even when the diagnosis is non-specific
- Encourage providers to reconcile outside medications from Care Everywhere at every visit, and
- Encourage providers to sign off on visits promptly to improve outcomes that use billing data for the success criteria

While the planning and studying phases of the project are complete, it will be several months before the team analyzes the data to determine the impact of the changes. As a dually designated Federally Qualified Health Center (FQHC) and Indian Health Center, these efforts are intended to focus on providing excellent culturally and linguistically appropriate care to the Native American Community in Milwaukee.

Quality and Operations Team members:
- Dr. Lyle Ignace, Project Sponsor
- Maurice James, Project Lead
- Zach Rosploch, Technical EHR support
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- Jennifer Taylor, Clinical Support & Advisor