

Goal Getter!

Wellmont Medical Associates

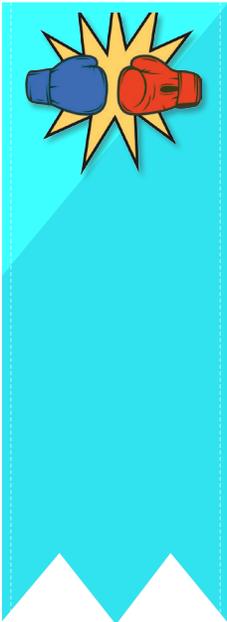
How Transparent Reporting Led to Bundle Success



Team Stats

Wellmont Medical Associates (WMA) is a not-for-profit, community-based, outpatient physician group affiliated with Wellmont Health System. The organization serves communities in northeast Tennessee and southwest Virginia and consists of six hospitals, 80 clinic sites, and 270 physicians. WMA manages:

- ✓ 658,000 outpatient visits
- ✓ 135,000 patients
- ✓ 24,000 patients living with Type 2 diabetes



Challenge

Type 2 diabetes is a pressing health challenge in the community surrounding WMA. Many residents have unhealthy diets, inactive lifestyles, and low fitness levels—all factors that contribute to the high prevalence of Type 2 diabetes in the area. WMA identified the Together 2 Goal® campaign as an opportunity to benchmark the quality of care for patients with this condition and identify areas for improvement.

Data showed that while WMA's individual campaign measures were above average, their score on the bundle measure (percent of patients who met all targets including HbA1c control, blood pressure control, medical attention for nephropathy, and lipid management) was lower than anticipated at 39%. As a result, WMA decided to focus on providing a more comprehensive level of care for patients with diabetes. The organization recognized benefits from participating in AMGA Foundation's first national campaign on hypertension and was confident that Together 2 Goal® could help them improve their care delivery processes.



## Game Plan

WMA took a number of steps to improve diabetes bundle scores, including:

- ✓ Adding the diabetes bundle measure to the list of internal quality measures that determine providers' annual incentive bonuses. WMA distributed provider scores with patient-level data on a quarterly basis and highlighted overall scores on the diabetes individual and bundle measures at the end of each reporting period in their provider newsletter.
- ✓ Expanding decision support tools and documentation capabilities within the electronic health record (EHR). These changes gave providers a quick reference to determine where their patients with diabetes stood.
- ✓ Increasing the focus on scheduling visits for Medicare Advantage and standard Medicare patients—two populations disproportionately impacted by diabetes. Maintaining updated member lists and scheduling these patients' appointments early in the calendar year allowed for appropriate care and necessary follow-up visits.



## Wins

As of Q3 of 2017, WMA's bundle measure score had risen to 49%, which is one of the top bundle scores of any campaign participant. Committing to the Together 2 Goal® campaign and publishing transparent internal reports on the diabetes bundle measure were critical to WMA's success and conveyed the importance of managing all aspects of diabetes care. This approach, which was reinforced by a small financial incentive, appealed to providers' competitive spirit, and armed them with the necessary information to better assist their patients and adjust their treatment plans when necessary. Additionally, enhancing decision support tools enabled providers to dramatically improve lipid management measures—one aspect of the diabetes bundle measure—because they could appropriately document statin use or intolerance of these medications.



## Head Coach

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**“Strive  
for  
perfect care”**



## Playbook

The *Together 2 Goal® Campaign Toolkit's* “Publish Transparent Internal Reports” chapter may be a helpful additional resource.

Visit [http://www.together2goal.org/Improve/toolkit\\_improve.html](http://www.together2goal.org/Improve/toolkit_improve.html) for more information.