

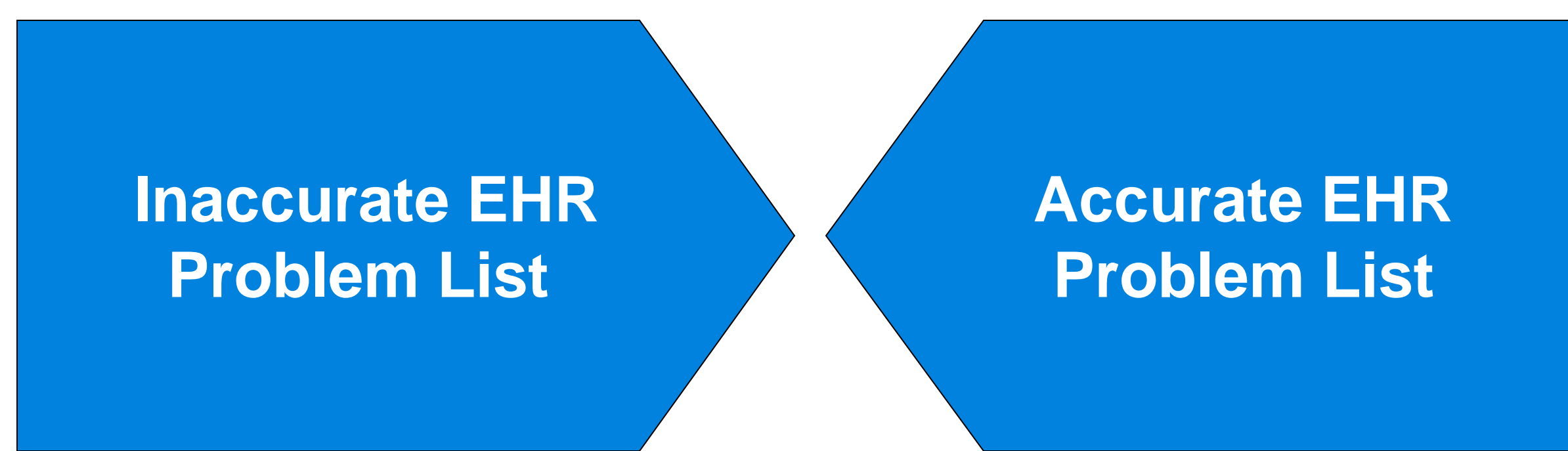
California Health Improvement Project (CHIP)

Leveraging Physician – Coder Dyads to Improve EHR Problem List Quality

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Problem Statement and Underlying Causes

An inaccurate electronic health record (EHR) problem list (PL) can negatively affect both medical documentation quality and patient care. Maintenance of the EHR problem list is not part of standard medical training. In addition, the specific use of the EHR problem list is not clearly defined. This has resulted in significant numbers of EHR charts having incomplete problem lists. In a sample of 250 charts reviewed, several charts' PLs were either missing diagnoses or had resolved diagnoses still in place.



Project Description

We will utilize a Physician Champion – Professional Coder dyad, in cooperation with primary care physicians, to review EHR charts, remove errant algorithm-defined diagnoses from the problem list and add missing algorithm-defined diagnoses to the problem list for a cohort of our Medicare Advantage patient population.

Goal and Objectives

Goal: To improve medical record quality and study project clinical benefit for our Medicare Advantage patients.

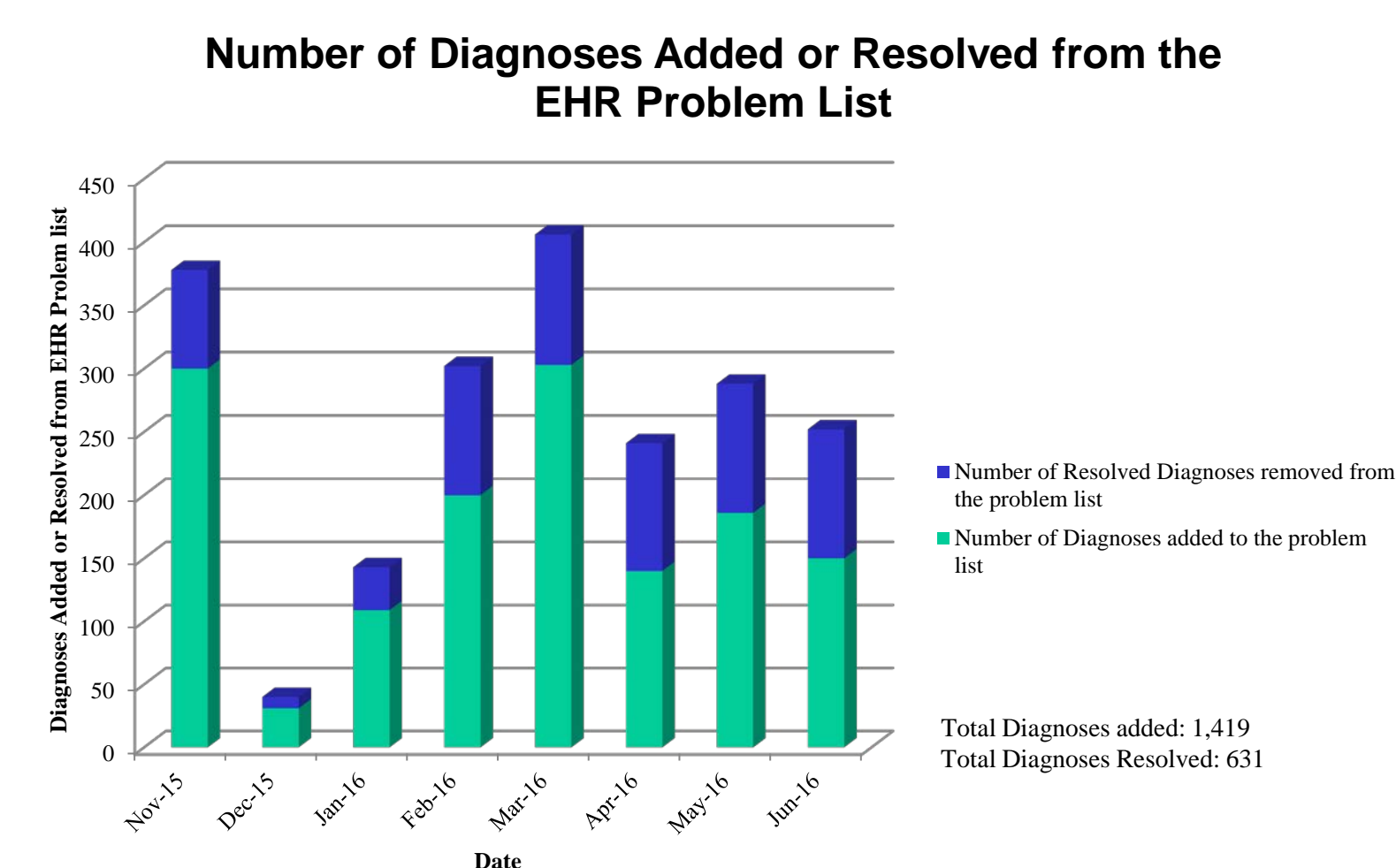
Output-oriented Objective #1: To add 500 missing algorithm-determined diagnoses within charts to the EHR problem list by August 2016.

Output-oriented Objective #2: To resolve 500 no-longer-present algorithm-determined diagnoses from the EHR problem list by August 2016.

Outcome-oriented Objective: To improve the medical record quality of 500 patient charts through EHR problem list corrections and determine the potential net clinical benefit.

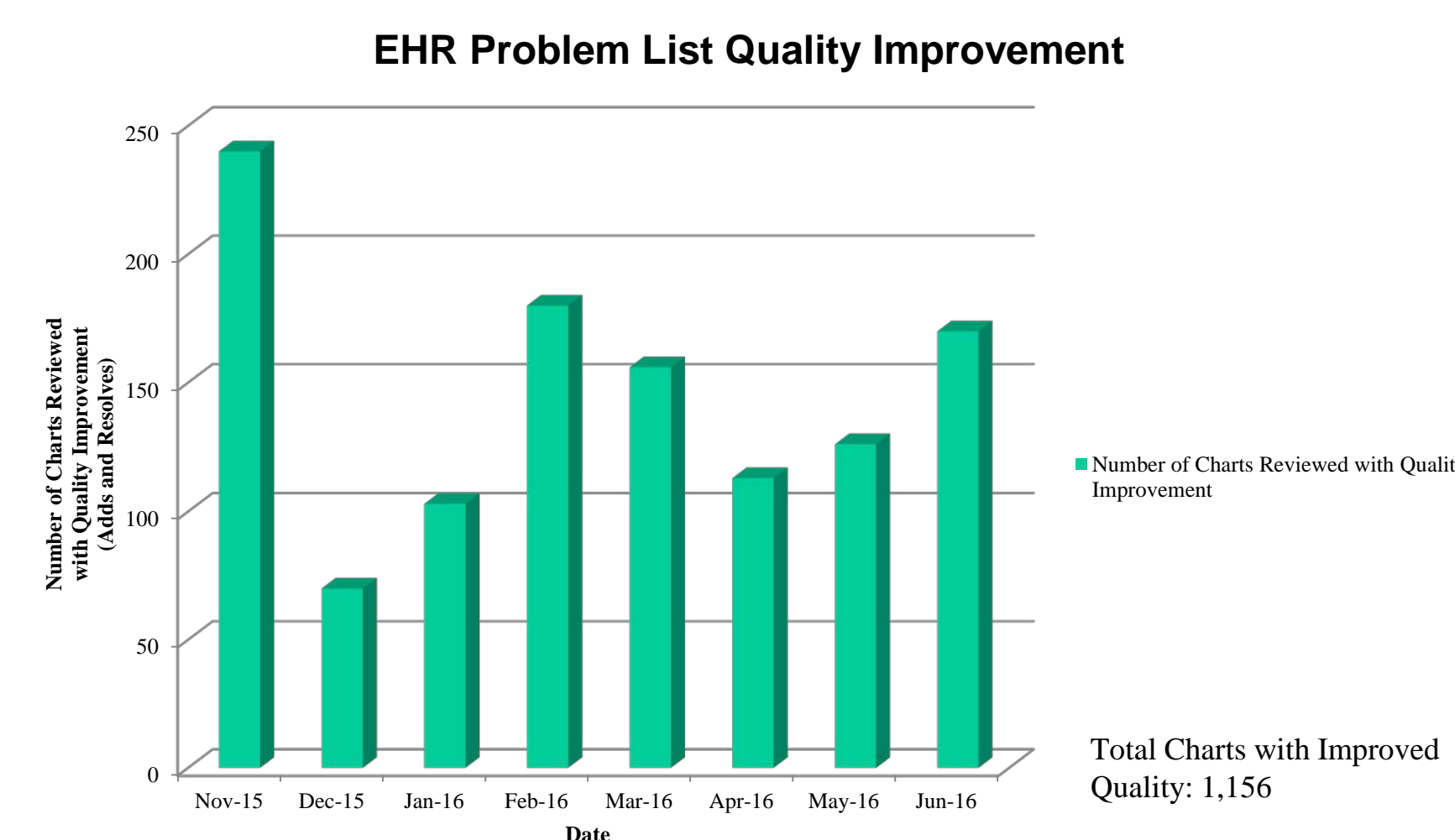
Outputs & Outcomes

Outputs Achieved

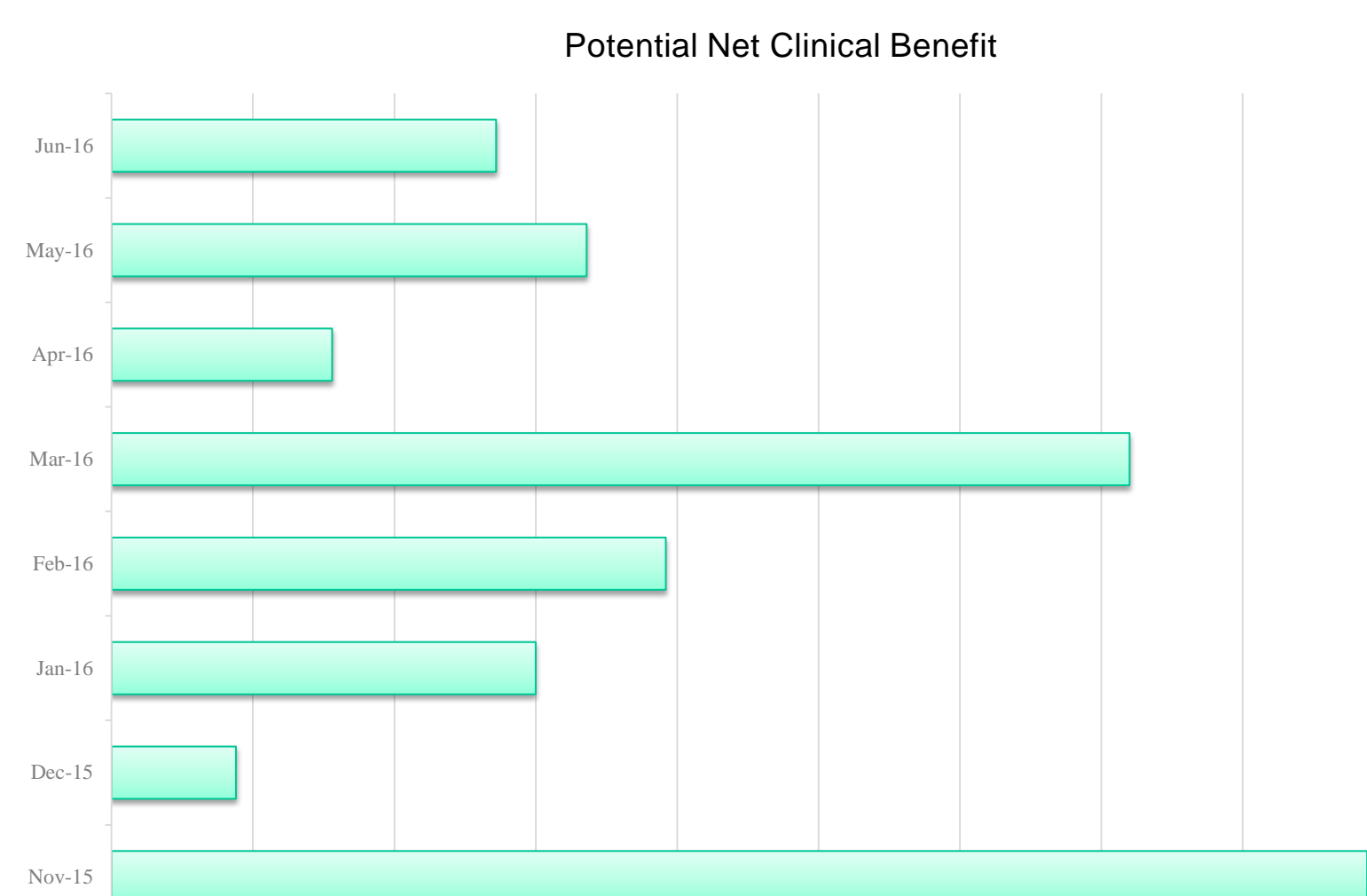


Total Diagnoses added: 1,419
Total Diagnoses resolved: 631

Outcomes Achieved



As of June 2016, an estimated 1,156 charts have benefitted from the project, promoting better patient care.



Potential Net Clinical Benefit is positive.



Lessons Learned

- Future projects would benefit from early coordination between compliance/legal, risk management, privacy, and quality teams.
- This project helps organizations approach health care reform by aligning both medical record quality and clinical quality goals. Patient care and EHR quality benefits in a predictable, ongoing manner.
- Inter-professional teams that combine professional coders, physician champions and primary care clinicians can create previously unconsidered innovative approaches to patient care.
- While the EHR has several sections that might benefit from quality projects, problem list improvement represents a direct route to better clinical care.

About My Organization



The Palo Alto Foundation Medical Group provides services for the Palo Alto Medical Foundation which is a not-for-profit organization serving the San Francisco Bay Area. With over 1,300 physicians PAFMG offers full-spectrum primary care and most specialty services. PAMF has a research institute with 140 active clinical studies and is part of the Sutter Medical Network.

In 2012 PAMF provided \$25,391,000 in services for the poor and underserved and \$16,524,498 in community support. PAMF continues to support various community programs and services such as projects and educational activities with local school districts, and partnerships with community organizations including those with community clinics in underserved areas.

Contact Me

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