



## Tips to improve HEDIS scores

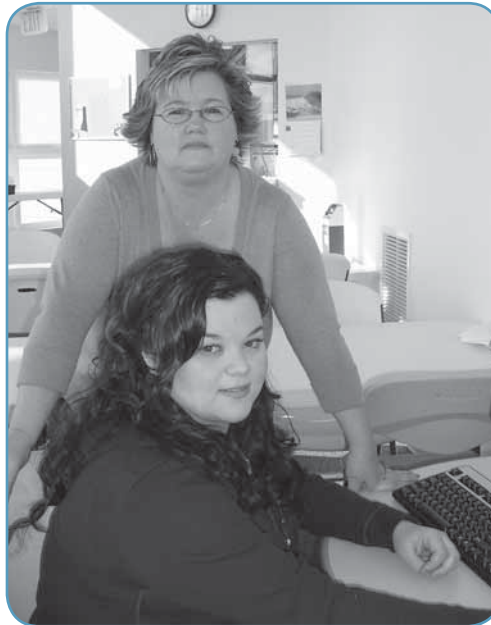
### And boost your PQS rating!

Improving your HEDIS scores may be easier than you think. Below are some suggestions from provider offices on effective techniques you can use.

**Make the most out of each appointment by reviewing the patient's medical record before they arrive.** Educate patients and reinforce the importance of screenings during the appointment. Dale Derr, Geisinger Medical Group Selinsgrove Site Supervisor, credits their success to providers who thoroughly review their patient's medical records prior to the appointment. "When our providers are in with their patients, they know what tests, visits and screenings they are due to receive. This allows them to start the conversation."

This is especially important when dealing with patients with chronic conditions. Making sure patients with diabetes have their eyes and feet examined regularly and receive regular blood test to measure their Hemoglobin A1c levels can have a major impact on patients' health and your PQS results.

Maria Tomcykoski, office manager for Paul Tomcykoski, D.O., in Jessup, adds, "Not only does the doctor educate his patients on the importance of regular well visits, the entire staff is aware. The doctor believes that these visits and continuity of care are so important, we have a "No Show" policy we share with our patients. The policy states that if a patient misses three appointments without any attempts to call and cancel or reschedule,



*Susquehanna Valley Medical Specialties Office Manager Debi Maclachlan stands with their office's HEDIS Coordinator, Paulette Brown.*

they are asked to find a new physician."

**Request patient information from specialists.** A lot of patients may get recommended screenings such as cervical and breast cancer from a specialist and do not provide that information to their primary care provider. Lisa Hanadel, office manager for Inter Mountain Medical Group in Wilkes-Barre, says, "If a member says they received a pap smear from their gynecologist, we follow up with the provider to verify that so we also have the information in their record."

**Schedule the screening or next appointment at the current visit.** Nearly all the provider offices we talked with agree. "The best time to schedule the next appointment is when you have the patient right in front of you," says Lew-

isburg Pediatrics Office Manager Joyce Nissley. Regardless if the appointment is for a sinus infection or a well child checkup, take the time and schedule any necessary screenings and visits before they leave. For example, providers at InterMountain Medical Group Wilkes-Barre will order a mammogram when their patients are in for their pap smear if the patient is due for one.

**Frequent reminders are important.** In these very busy times, patients often need to be reminded. A great way to do this is to send out reminder cards, letters or emails or make reminder phone calls. Nissley adds, "If we have a patient not show up to their appointment, we follow up immediately and ask to reschedule for a better time."

**If you have an electronic health record (EHR), use it to its fullest potential.** While they may require a lot of work initially to set up and transfer patient's paper records into the electronic version, an EHR can help you achieve better results but only if you use it. Family Practice Center sites routinely run reports of their members who have outstanding visits or tests they need. Office Manager Selina Spade says, "All of our employees work from these lists to call patients when they have free time. We also have a set area in the electronic chart that is colored red to notify employees of any needed screenings or office visits for our patients when they are in the office. This calls it to our attention, and we work on scheduling the visits or screenings right then."

*Continued on Page 2*

## Who's top ranked?

We would like to recognize the top ranked provider sites that have excelled in the NCQA HEDIS measures overall.

### Geisinger Health System Sites

1. Geisinger Medical Center  
General Internal Medicine  
*Danville* 95.31%
2. Geisinger Medical Group  
Knapper General Pediatrics  
*Danville* 94.80%
3. Geisinger Medical Group Juniata  
*Mifflin* 93.87%
4. Geisinger Medical Center  
General Pediatrics  
*Danville* 93.19%
5. Geisinger Medical Group Lewistown  
*Lewistown* 93.15%

### GHP Participating Sites

1. Pediatrics of Northeastern Pennsylvania  
*Dickson City* 92.59%
2. Prime Med, PC  
*Taylor* 91.83%
3. Medical Associates of Monroe County  
*East Stroudsburg* 92.62%
4. Pittston Medical Associates, LTD  
*Pittston* 91.40%
5. Pottsville Internists Associates  
*Pottsville* 89.48%



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*Continued from Page 1*

**Make it someone in the office's responsibility.** Debi Maclachlan, office and billing manager for Susquehanna Valley Medical Specialties in Bloomsburg, says after making some internal changes they now have an employee whose main priority is contacting patients listed on Geisinger Health Plan's Member Health Alerts (online). "Before the Member Health Alerts, we didn't have an easy way to find non-compliant patients. It took a little work up front to set up the process, but we have found the work our employee does more than pays for her salary."

At Geisinger Health Plan, our mission is to provide higher quality for each person's health care dollar through innovative models of care and coverage. Vital to this mission is the hard work and dedication of our participating providers. That is why we would like to recognize your contribution to Geisinger Health Plan's success and share the spotlight with those participating providers that excel in certain quality measures.

Twice a year, *Quality Spotlight* will acknowledge practices providing outstanding quality, share success stories and offer helpful tips on ensuring patients get the screenings and checkups they need. Top performers will receive awards and community recognition for excellence. The standings within this newsletter are based on a percentage of member compliance with a given HEDIS® measure. HEDIS® measures are also directly related to your Provider Quality Summary (PQS) star rating and associated incentive payment. Striving to meet these quality measures means that your patients get higher quality care.

# GHP recognizes top performers

The primary care sites listed below were top performers in four key HEDIS measures. We will publish additional measures in future issues

## Geisinger Health System Sites

## GHP Participating Sites

### Adolescent Well Visits Ages 12-21 (percentage of members age 12-21 who had at least one well-care visit)

<b>1. Geisinger Medical Group Knapper General Pediatrics Danville</b>	<b>80.29%</b>	<b>1. Pediatric Practices of NEPA Honesdale</b>	<b>77.88%</b>
2. Geisinger Medical Center General Pediatric Danville	76.82%	2. Anders P. Nelson M.D. Chinchilla	75.32%
3. Geisinger Medical Group Lewisburg Lewisburg	73.43%	3. Susquehanna Valley Pediatrics South Williamsport	73.33%
4. Geisinger Medical Group Kulpmont Kulpmont	71.95%	4. Pediatric Associates of Kingston, LLC Kingston	72.83%
5. Geisinger Medical Group Grays Woods Port Matilda	70.09%	5. Family Practice Center, PC - Herndon Herndon	70.97%

### Breast Cancer Screening (percentage of women 40-69 years of age who had a mammogram within last two years)

<b>1. Geisinger Medical Group Milton Milton</b>	<b>92.74%</b>	<b>1. Endless Mountain Medical Clinic Clifford</b>	<b>93.33%</b>
2. Geisinger Medical Group Lycoming Montoursville	92.72%	2. Alakananda Chakrabarty, M.D., PC Coal Township	90.48%
3. Geisinger Medical Group Philipsburg Philipsburg	92.46%	3. Bloomsburg Hospital Bloomsburg Internal Medicine Associates Bloomsburg	87.95%
4. Geisinger Medical Group Lewistown Lewistown	92.30%	4. Family Practice Center, PC - Selingsgrove Selingsgrove	85.29%
5. Geisinger Medical Group Juniata Mifflin	91.30%	5. Irene D. Lucas M.D. Mountain Top	84.21%

### Cholesterol Management (percentage of members age 18-75 discharged for AMI, CABG or PTCA or have IVD and were screened for LDL-C with a level <100 mg/dl)

<b>1. Geisinger Medical Group Lycoming Montoursville</b>	<b>100.00%</b>	<b>1. InterMountain Group Mohan, Watson, &amp; Gorski Pine Grove</b>	<b>100.00%</b>
2. Geisinger Medical Group Wyoming Wyoming	100.00%	2. Donald E. Conrad D.O. Clearfield	100.00%
3. Geisinger Medical Group Berwick Berwick	100.00%	3. Family Practice Center, PC - Middleburg Middleburg	100.00%
4. Geisinger Medical Group Juniata Mifflin	97.67%	4. Tyrone Medical Associates Tyrone	100.00%
5. Geisinger Medical Group Milton Milton	97.50%	5. Mifflinville Family Practice Mifflinville	96.43%

### Cervical Cancer Screening (percentage of women 21-64 who received a Pap test)

<b>1. Geisinger Medical Group Lewisburg Lewisburg</b>	<b>91.43%</b>	<b>1. Carbondale-Lakeland Family Practice Carbondale</b>	<b>96.23%</b>
2. Geisinger Medical Center General Internal Medicine Danville	90.52%	2. Alakananda Chakrabarty, M.D., PC Coal Township	91.38%
3. Geisinger Medical Group Knapper Family Practice Danville	90.34%	3. Family Practice Center, PC - Selingsgrove Selingsgrove	90.41%
4. Geisinger Medical Group Grays Woods Port Matilda	90.15%	4. Penns Valley Area Family Medicine Spring Mills	90.12%
5. Geisinger Medical Group Lycoming Montoursville	89.39%	5. Family Practice Center, PC - Herndon Herndon	89.39%



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be found at [thehealthplan.com](http://thehealthplan.com)

## A note from the Chief Medical Officer

You may often find yourself asking why HEDIS measures are important. With everything that physicians are required to do, the HEDIS measures are just an added task in your busy day.

These measures are not only important to us as professional care givers, but also important to your patients. The HEDIS measures help us to improve the quality of care that your patients deserve.

The value of HEDIS to your patients, our members, is to ensure that they will receive the best preventive and quality care. It helps them to make more informed health care choices. When we give an immunization at a well-child visit, we potentially prevent a future illness. For every breast cancer screening, we help detect cancer early and possibly save the life of a woman who is a mother, sister, grandmother or friend.

HEDIS measures also make life easier for our members. We generate reminder phone calls and convenient lists to help people stay compliant. We remind members of their needs and give you the tools to help you get members in for recommended services. We hope our efforts are helpful to you.

Now, for your efforts, you are better rewarded for providing services that our members really need, through the Physician Quality Summary program.



*Duane Davis, M.D.,  
Chief Medical Officer*

**For more information on how the PQS program works,  
call your Provider Relations Representative at (800) 876-5357**