

BRIDGES TO EXCELLENCE® IN PRACTICE

SwedishAmerican Medical Group, Rockford, IL



The Practice

Headquartered in Rockford, Illinois, SwedishAmerican Health System serves 12 counties in northern Illinois and southern Wisconsin.

The Program

Bridges to Excellence Diabetes, Hypertension, and Coronary Artery Disease Care Recognition Programs. These three programs were bundled together to create a comprehensive chronic care quality scorecard for the Prometheus Payment implementation pilot in the community.

The Lessons

After reviewing the results of each of the three performance assessment programs, one particular metric stood out as an opportunity for improvement for SwedishAmerican. The number of patients across the medical group with an LDL-Cholesterol measurement was much lower when compared to other intermediate outcome measures. This result confirmed what SwedishAmerican had surmised in the past – in many instances, patients come in for lab work and are unable to get their Cholesterol checked because they had not fasted that morning. SwedishAmerican took the results of the assessment back to their clinical quality committee to work on a strategy for improving communication and outreach to patients.

Workflow Redesign

The result was a change in workflow operations. Case manager, Tracy Palmer, is working closely with the labs to pull together clear guidelines to address this issue. If a patient comes into the lab for a Cholesterol test and has not fasted, the lab is now instructed to perform a direct LDL measurement.

Next Steps

Since receiving their first quality scorecard containing feedback on metrics specific to Diabetes, Hypertension, and Coronary Artery Disease management, SwedishAmerican has emphasized the importance of reviewing this information on a more timely basis. Beginning in 2011, the health system will submit their clinical quality data on a rolling quarterly basis so that they can provide feedback to their clinicians in the form of quality dashboards and design clinical interventions and process improvement strategies to better meet the needs of their patient population.

For more information visit www.HCI3.org.