

AUTOMATION PROJECT RESULTS

- Comprehensive, daily insights
- Saved up to 80 hours per week
- Fueled data-driven QI initiatives
- Reduced patient care gaps by 50%



Goal: Improve Quality Measures

Vista Community Clinic (VCC), a large FQHC in California, needed to improve quality measures for its 9 locations. Patients often left appointments without receiving all of the screenings and care they could have. Taking the problem to VCC's providers wasn't helping enough. Each provider was confident in their own performance and assumed the missed opportunities were occurring with other providers within the organization.

Challenge: Inaccessible Data

VCC's quality improvement (QI) team created weekly reports from their quality measures program, i2i, to see missed opportunities in patient encounters. However, the reports only showed center-wide results, making it impossible to identify workflow gaps at each location and for each provider. The weekly reports also took a full day for two people to run and manipulate. Daily reporting could have taken all of their time, and still would not have delivered the data they needed. Solving VCC's problem with manual reporting would be impossible.

Solution: Automated Reporting

Trumpet automated VCC's reports to run daily, more accurately, and down to the location and provider level. Now, every provider sees their ranking for missed opportunities on an organization-wide list every day. VCC's providers have become personally engaged in identifying workflow

"With my manual quality reports automated, I can be more investigative and analytical, and spend more time building a rapport with providers. I enjoy it."

Diana Garcia
Clinical Data Analyst

issues that left care gaps open after patient encounters. By using the data to support a dialogue with providers, the QI team has created improvements through better appointment templates and by tracking hand-offs between providers, labs, and other departments. They also found documentation omissions for care that was delivered, but for which VCC and its providers were not receiving credit.

Result: Care Gaps Down by 50%

After just three months, care gaps per appointment dropped from 650 per day to just over 300 – a decrease of over 50%. The QI and operations teams are also piloting changes to the provider and MA ratios at different locations, where missed opportunities are now down by two thirds. For gaps that do occur, the QI team has started using the report data to trigger orders for mammograms and other screenings automatically. The orders should reduce quality gaps even further while increasing appointment revenue and improving the patient experience.