



Logan Health Uses Patient Registries to Advance Diabetes Management, Increase Cancer Screenings by 22%

Introduction

When Logan Health Medical Center decided to pursue the CMS alternative payment model, [Comprehensive Primary Care Plus](#) (CPC+) in 2016, they needed to shift strategies from sick care to wellness care. By using MEDITECH's Patient Registries, they empowered staff to proactively approach disease management, resulting in increased cancer screenings and improved management of diabetes care.

SNAPSHOT

Opportunity

Patients' laxity in scheduling their routine care motivated Logan Health to improve attribution and follow-up.

Solution

MEDITECH's Patient Registries

Benefits

Registries provide real-time lists of patients and their required interventions, and alert clinicians to potential risks or lapses in care. Using registries enabled Logan Health to:

- Increase colonoscopies by 22%.
- Improve compliance rates for diabetic eye exams and wellness visits.

Profile

Located in northwestern Montana, Logan Health Medical Center is a 288-bed, acute care hospital that provides a wide variety of healthcare services to the residents of Flathead Valley.

Population Health Depends on Patient Attribution

Unengaged patients face an increased risk of developing serious health conditions. For organizations participating in value-based care contracts, these conditions can have a detrimental effect on quality outcomes and reimbursement.

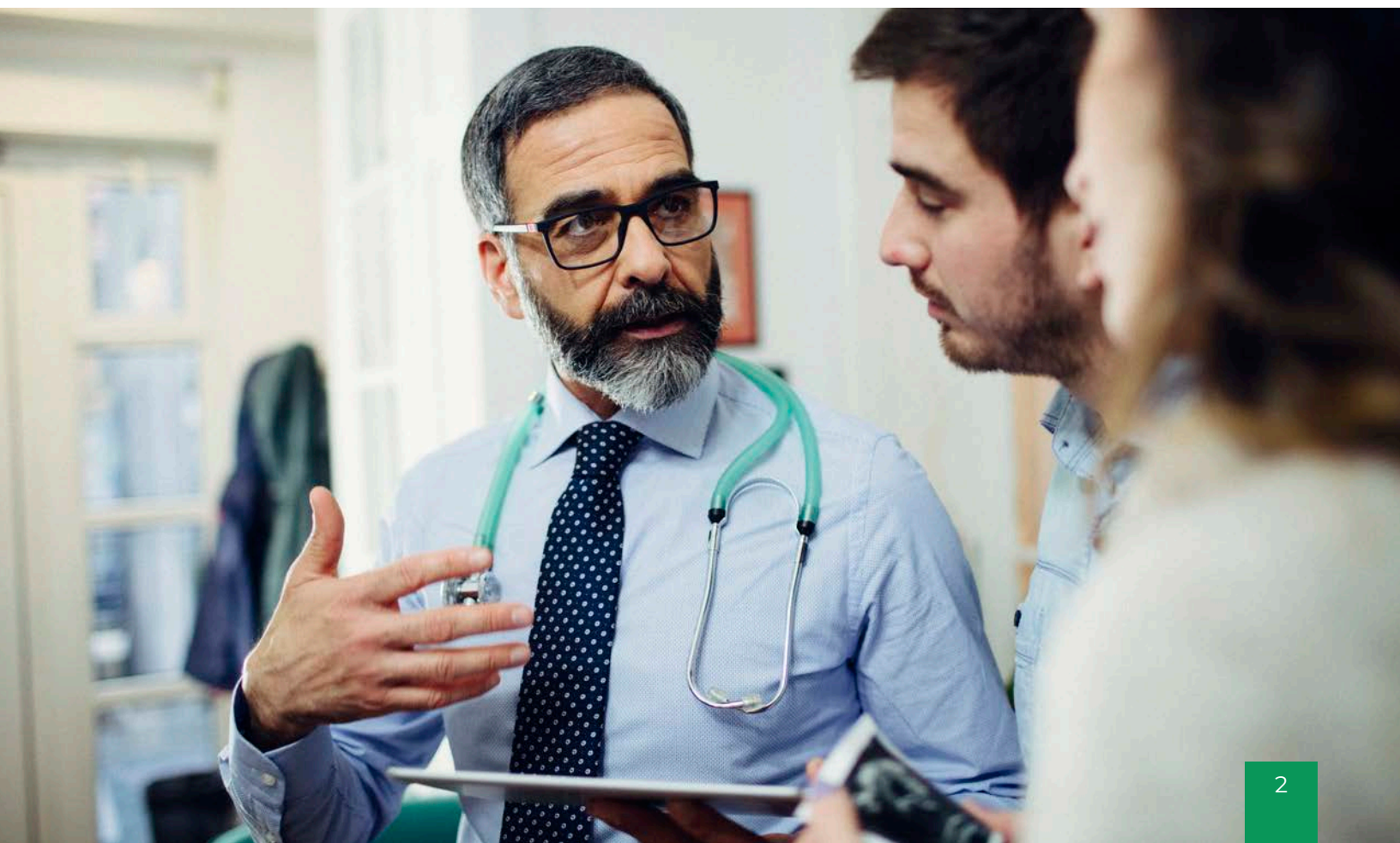
As Logan Health transitioned to an alternative payment model, they needed to broaden their focus from the patients they saw regularly to the patients they saw sporadically, if at all. But how? To identify these unengaged patients, they needed a convenient means to determine everyone for whom they're responsible; Logan Health could then follow up with these people to receive the preventive care needed to keep them out of high-cost inpatient and ED settings.

Concerning gaps in preventive care emerged when Logan Health analyzed patients' regularly

scheduled checkups. Here are a few of the organization's findings:

- Care coordinators didn't always recognize patients attributed to them, because these patients were not coming in for services. Logan Health was also being penalized for patients who were not meeting care protocols.
- Diabetic patients were being seen for routine checkups, but were neglecting eye exams and other preventive care.
- Patients were not adhering to best practices for wellness checks.

Logan Health discovered they were relying solely on physician visits to meet all the care needs of their patients. In response, they turned to MEDITECH's Patient Registries — a comprehensive population health tool — to help them identify, stratify, and engage their patient communities.



Early Planning

After 16 years of using a legacy EHR, Logan Health began their implementation of MEDITECH's Expanse EHR, including our mobile, web-based ambulatory practice management solution. The organization also set out to realign their IT structure from multiple platforms to a single, integrated EHR serving two acute care hospitals, a network of clinics, and affiliated practices spread across a large rural area.

Intent on improving clinical communications, streamlining provider workflows, and providing real-time patient data at the point of care, Logan Health's large-scale implementation project included MEDITECH's Patient Registries. These actionable registries enable the organization to:

- Stratify chronic disease and at-risk patient populations.
- Manage patients by condition, identify responsibility, and decide on the appropriate interventions, all from a single screen.
- Practice preventive care by identifying risk factors, gaps in care, and overdue appointments or immunizations.

As Logan Health moved to the CPC+ reimbursement model, they determined that Patient Registries could support their shift from fee for service to value-based care. They designed their registry workflows so that all meaningful, documented patient data would flow directly to registries so that clinicians could verify whether they were meeting care protocols, helping them to be more proactive in fixing poor compliance rates.

"It's not the patients you know,
it's the patients you don't see
and don't treat that require your
attention and MEDITECH helped
us do exactly that."

John Tollerson, DO, Family Practice
Logan Health Medical Center





Registry Adoption

To introduce the registries concept to staff, Logan Health leadership asked clinicians to verify that all patients attributed to them were actually their patients. Clinicians were given 30 days to review their patient lists to confirm accuracy; if they did not verify their lists, they would be held liable for those patients who were erroneously attributed to them.

This process was an eye-opening experience for clinicians, and created a strong incentive for them to ensure their lists were error-free. Logan Health's proposal motivated clinicians to begin using registries; soon, physicians became more involved

when they realized the benefits of data validation and the meaningful information that registries could provide.

Interest in registries grew quickly. Pharmacists, surgical oncologists, diabetes coordinators, pulmonologists, and other clinicians wanted their own registries and worklists to manage their workflows. To support these demands, Logan Health formed a patient registry committee, including physicians, executives, and IT managers. The committee prioritized requests according to a top 10 list, in order of importance, for registry implementations.

Using Patient Registries

Once the patient registries were established, they empowered Logan Health's clinicians to examine entire groups of patients, determine who they were accountable for, and decide on the appropriate interventions. By identifying at-risk patients, gaps in care, and overdue health maintenance, patient

registries helped shift the care teams' focus from episodic care to wellness care and allowed staff to take a proactive approach to disease management. Two registries that have been particularly successful for Logan Health are the Wellness Registry and Diabetes Registry.

Wellness Registry

Logan Health's Wellness Registry provides care coordinators with a list of patients who are out of range for recommended wellness protocols based on age, gender, history, missing test results, and other factors. Care coordinators use these worklists to contact patients, order tests based on the recommended protocol, and schedule follow-ups. In addition, the Wellness Registry empowered Logan Health to prioritize those patients through risk stratification algorithms, with the ability to intervene directly from the registry. Care coordinators could also apply filters as needed to view the most meaningful data.

The Wellness Registry pulls queries from documentation regarding fall risk assessments, depression screenings, dementia screenings, and tobacco risk assessments. As a participant in CPC+ Track 2, Logan Health also designed their wellness protocol to track all core measures for cancer screening and vaccinations.

Diabetes Registry

The Diabetes Registry identifies all diabetic patients and ensures they are receiving regular exams. Logan Health tracks A1C, BMI, last visit, eye exams, foot exams, microalbumins, last PCP office visit, and other criteria.

After they first launched the registry, Logan Health determined that some patients were attending regular diabetes check-ups, but were ignoring eye exams or wellness visits. They realized they needed to educate their patients and be more prescriptive as to what care they should receive and when.

Logan Health created a drop-down questionnaire on appointment results to verify eye exams' completion. Front office staff can attach scanned results or they can enter them as structured elements that flow to the registry. Logan Health also designed workflow to collect information from Walmart, Costco Healthcare, and other services. Diabetes educators immediately found value in this registry and requested access.

Setting Goals

After launching the registry, Logan Health found that only 52% of eligible patients were receiving colonoscopies in compliance with industry protocol. A meeting with the American Cancer Society motivated Logan Health physician leaders to improve screening rates; they made a commitment to achieve 80% compliance — the national goal — by 2020.



Patient Registry Best Practices

Logan Health shares their learning opportunities with other sites as best practices for implementing patient registries. Here are some of these best practices:



Don't start from scratch. Instead of trying to create registries from scratch, start with a standard registry and scale it down to meet your needs. Logan Health was never afraid to consult MEDITECH for requests instead of trying to do everything on their own, because if the standard content changed, it required a fix on their end.



Filter registries. For faster load and response times, filter registries by practice — not all patients — if your organization has a lot of practices.



Be innovative. Logan Health added special indicators to mark patients as behavioral risks, being on controlled substances, etc., instead of relying solely on problem codes — which were unfamiliar to some staff — to identify certain conditions.



Engage your vendor. As an early user of Patient Registries, Logan Health built additional content and workflows that they brought back to MEDITECH. By incorporating this content into the solution, MEDITECH ensured it would be available to other customers, and that it would be kept up to date for future releases.



Add prescriptions to registries. Including prescriptions streamlines the identifying and managing of patients on controlled substances or other medications.



Registry Successes in Compliance and Workflow Efficiencies

As a result of their newfound patient registry success, Logan Health substantially increased their cancer screenings by focusing on patients who were eligible for colonoscopies. Since they could now locate patients who had never had the wellness screening, they increased their compliance rate from 52 percent to 74 percent. Logan Health aims to reach the American Cancer Society's national goal of 80 percent by 2020.



Better Registry Design For ED Visits And Patient Identification

Logan Health designed an ED follow-up registry (7, 14, and 30 days) that includes 30 day readmission data. They use this data to flag patients who are frequent ED visitors. Care coordinators use this list to plan follow-up visits with their PCP to prevent readmissions. As a result, fewer patients have left the ED without receiving timely follow-up from their PCP's office.



“MEDITECH's Patient Registries are a powerful tool for you to find out what's broken in your institution. Rather than spending months tracking down information in reports, the registries help uncover what's not easy to find.”

John Tollerson, DO, Family Practice
Logan Health Medical Center

The organization also experienced notable results in their management of diabetic patients.

- More patients are now scheduling routine diabetic eye exams, and clinicians have a standard process for documenting these visits.
- Better compliance with regular diabetes and wellness visits has enabled clinicians to track A1Cs, blood pressure, foot exams, and last primary care office visit.
- Clinicians also discussed tobacco cessation and cancer screenings with their patients, leading to quality measure improvements for hypertension and wellness management, in addition to diabetes.

Next Steps

Thanks to their success with the Wellness and Diabetes Registries, Logan Health is exploring a wide range of registry options to help manage organization-wide performance improvement efforts. Initiatives include:

- Building pediatric and adult registries.
- Tracking placement of cardiac devices.
- Expanding their focus to CHF and COPD patients.
- Creating patient registries for controlled substances and immunizations. Designated vaccine nurses in each clinic would work in

When comparing patients through registries, the data was eye-opening for Logan Health. Registries offered several capabilities and workflow efficiencies they had never had before, such as:

- A snapshot of all patients who require coordinated/comprehensive care and the ability to take action from the registry.
- The empowering of care coordinators to communicate with patients at a community level through patient portal messages and phone calls.
- The option to send correspondence to patients en masse and engage with them every step of the way, including inviting them to support groups and other events.

tandem with care coordinators to schedule and update vaccinations.

Logan Health is also designing a registry to help them identify how many orders are overdue in the system and follow up with patients through portal messages and phone calls. The overdue order registry will also enable Logan Health to identify trouble spots within ordering processes and enhance clinical workflows for even better compliance rates.



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