

The background image is a blue-tinted photograph of a hand reaching up from the surface of choppy water. A life preserver is partially visible in the upper right corner. A large, white, semi-transparent question mark is superimposed over the center of the image, with the word 'DATA?' in white text inside it. The overall theme is drowning in data.

ARE YOU DROWNING IN

DATA?

THE FIVE P'S OF ABSTRACTION OUTSOURCING

AN E-BOOK FROM THE HEALTHCARE EXPERTS AT  **Primaris**
Healthcare Business Solutions



WE'RE A HEALTHCARE CONSULTING COMPANY WITH NATIONAL REACH AND MIDWESTERN ROOTS.

Primaris is a healthcare consulting firm that works with hospitals, physicians, and nursing homes on improving clinical outcomes and achieving quality reporting success. We take healthcare data and translate it into actionable quality improvement processes that create the foundation for highly reliable healthcare organizations.

Primaris got its start in Columbia, Missouri, as Missouri's Quality Improvement Organization. More than thirty years later, we are proud to be able to drive healthcare forward across the nation. Today, Primaris is partnered with healthcare organizations from the California coast to the streets of New York, without losing sight of the values and culture that helped us become a leader in healthcare consulting.

To learn more about Primaris and how we can help you achieve quality reporting success, visit our website at primaris.org, or call us toll-free at 1.800.735.6776.



IT'S TIME TO TALK ABOUT

ABSTRACTION

ON.

For years, healthcare providers have struggled with not only hundreds of possible quality measures, but also multiple entities to which they are required to report.

Health systems and their practices must prepare for the evolving measure portfolio that will be created for quality measurement under MACRA. Having the right external partners in place will be critical to the success of health systems and their practices as they prepare for the new realities of value-based care.

Healthcare providers must measurably improve the safety and quality of care they deliver while reducing costs through the comprehensive management of quality data.

Registries are a critical asset in this transformation as they offer greater performance insight into various clinical care protocols, and the detail can be used to compare across a national population.


With the transition to value-based care, the stakes have never been higher. Quality and clinical performance measures are being utilized for many purposes including reimbursement, penalties, accountability, outcomes, reputation, and cost reduction.

Outsourcing your quality measures can help you avoid these complications and realize cost savings, especially if you find a partner who values the 5 "Ps": people, passion, process, performance, and partnership.



IT'S TIME TO TALK ABOUT

PEOPLE.



Your quality measure data is more than just numbers. It tells a story about your patients, your staff, and your organization as whole. Analyzing this data allows healthcare providers to look at specific diseases and processes within the organization to provide feedback to staff to do their job better.

However, we've heard time and time again that many facilities spend so much time and effort on abstraction and quality reporting that they don't utilize the data to make improvements. With the right partner, healthcare providers can gain a wealth of insights about themselves and discover financially-sound strategies to improve patient outcomes.

Deciding to outsource your quality measures abstraction is more than a staffing solution. It should mean more than shifting your organization's workload to another company. It should be about finding a partner, a group of talented, trained, and passionate individuals who will work hand-in-hand with your staff to help process your data and glean insights from it.

By selecting Primaris as your trusted quality measures abstraction partner, your organization can more effectively use your limited staffing resources to better focus on taking care of patients, improving care, and reducing the defects in care that cause readmissions and hospital-acquired infections.

Care deficiencies can be costly for healthcare providers. An excessive number of readmissions can result in a 3 percent reduction in Medicare reimbursements. In addition, hospitals do not receive reimbursement for the treatment of preventable hospital-acquired infections. The penalties brought on by these simple and avoidable care deficiencies can add up quickly for healthcare providers.



IT'S TIME TO TALK ABOUT
PASSION.

Quality improvement has been a cornerstone of Primaris for more than 30 years. This passion has driven us to continually improve our training and abstraction process to help other organizations avoid drowning in their abstraction demands.

It's a full-time job, keeping up with constant changes to reporting requirements, but our passion for helping to drive quality improvement in healthcare means that Primaris is committed to keeping our partners up-to-date with existing, new, and modified measures.

Primaris has trained hundreds of abstractors and advised clients on clinical documentation ever since the original core measures pilot project began in 1999. As a result of our experience, our highly-focused and process-driven abstraction teams are led by project leaders with more than five years of quality reporting expertise.

Our passion for quality improvement is illustrated in our abstraction team members. Each and every member of our team understands and appreciates the importance of your data and is committed to ensuring that your critical information is treated with the utmost respect for patient privacy and in accordance with industry-leading security practices.



IT'S TIME TO TALK ABOUT

PERFORMAN

CE.

An ability to adapt to changing requirements is crucial as required and optimal measures continue to increase and evolve.

Primaris' abstraction services and validation audits are instrumental in helping healthcare providers see improvements on both the hospital floor and the bottom line. These improvements allow administrators to get their data faster and shift their focus away from retrospective reporting and toward making proactive quality improvements.

Here are just a few of the ways that healthcare providers have been able to realize tangible steps toward improving the quality of their care and bring about real changes in how they operate:

Documentation optimization: Primaris' abstraction work helped convince one hospital to adopt a standardized form for venous thromboembolism prophylaxis treatment that listed the approved reason for not ordering.

Process Redesign: Primaris' methodology helped one partner develop an immunization order that followed patients from unit to unit until the order was fulfilled prior to discharge.

Improved performance on metrics: Primaris abstractors were able to help a partner hospital report no outlying events while removing urinary catheters after surgeries over a 12-month period. It also allowed them to ensure they had proper documentation of reasons that a catheterization was continued.

Your data relies on the skills and commitment of your abstraction team. That is why Primaris-trained abstractors maintain a inter-rater reliability rate (IRR) of 98 percent. That means you can be certain that the information you receive is timely, informative and, most importantly, accurate.



IT'S TIME TO TALK ABOUT

PROCESS.

Primaris provides abstraction services to many hospitals and physicians across the country, performing more than 10,000 abstractions per month. Our staff is very experienced in core measure and registry abstraction.

- We remote securely into the electronic health record in the facility and the data entry tool, whether it is NCDR database or one of the ORYX vendors such as UHC, Midas, and more.
- We abstract the data according to the specification manuals and constantly monitor for changes.
- We never miss deadlines and allow your team to focus on improvement activities rather than always focusing on abstracting the data timely.
- We customize our reporting and feedback process to meet each client's specific needs, so that we work as part of your quality department.

"Primaris' partnership with us is characterized by their collaborative approach, constant communication and attention to detail... Having Primaris on-board is almost like having our own abstraction department."

IT'S TIME TO TALK TO
PRIMARIS.





The measures we abstract include:

Inpatient Quality Measures

- Stroke
- Sepsis
- Venous Thromboembolism (VTE)

Outpatient Quality Measures

- Acute Myocardial Infarction
- Chest Pain
- Emergency Department Throughput
- Pain Management
- Stroke

Global Inpatient Measures

- Emergency Department
- Substance Abuse
- Tobacco Treatment

Perinatal Care Measures

- Elective Delivery
- Cesarean Birth
- Antenatal Steroids
- Healthcare-associated BSI in Newborns
- Exclusive Breast Milk Feeding
- Unexpected Complications in Term Newborns

Inpatient Psychiatric Facility (Hospital-based)

- Hospital-Based Inpatient Psychiatric Services
- Substance Use Screening & Intervention

- Tobacco Use Screening & Treatment
- Influenza Immunization
- Care Transition
- Metabolic Screening

Web-Based Measures

- Screening Colonoscopy
- High-Risk Colonoscopy
- Cataracts
- External Beam Radiotherapy

State-Mandated Measures

- Emergency Department Transfers Communication (EDTC)
- Florida Trauma Registry
- Minnesota Community Measurement

The registries we abstract include:

ACC National Cardiovascular Data

Registry (NCDR®)

- ACTION Registry®
- CathPCI Registry®
- ICD Registry™
- PVI Registry™
(Peripheral Vascular Intervention)
- STS/ACC TVT Registry™
- Afib Ablation Registry™
- LAAO Registry™

Society of Thoracic Surgeons National Database

- Adult Cardiac Surgery Database
- General Thoracic Surgery Database

- Congenital Heart Surgery Database
- Intermacs Database

Society for Vascular Surgery (SVS)

- Vascular Quality Initiative® (VQI)

American Heart Association® Get With The Guidelines®

- Heart Failure
- Stroke
- Resuscitation
- Afib
- CAD

American Society of Clinical Oncologists (ASCO)

Quality Oncology Practice Initiative (QOPI)

American College of Surgeons (ACS) National Surgical Quality Improvement Program (NSQIP®)

CMS Web Interface

Vermont Oxford Network

Florida TraumaOne Registry

American College of Cardiology – Chest Pain Center Accreditation

Working collaboratively with clients, Primaris builds and maintains the exact blend of chart abstraction and value-added services.



GRAB ON!

WE CAN HELP!



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