




✕

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore.



THE PRIMARIS DIFFERENCE

PARTNERING WITH PRIMARIS FOR QUALITY REPORTING SUCCESS



HEALTH



IT'S MORE THAN A JOB, IT'S A PASSION.

Quality is at the core of who we are and what we do. We were on the healthcare and quality improvement scene as a trusted Quality Improvement Organization (QIO) when value-based payment and value-based care initiatives were in their infancy. As these programs rapidly evolved into the new world of Medicare Access and CHIP Reauthorization Act of 2015 (MACRA), Primaris has been there every step of the way.

We frequently get questions from clients and prospective partners, as well as vendors and individual physicians, about our history and the shifting landscape of quality improvement efforts. Our responses often lead to questions about the best way and tips for picking a quality improvement partner.

Here are some commonly asked questions:

WHY PARTNER WITH PRIMARIS?

Our roots are in quality improvement. Primaris has more than 30 years of experience advising healthcare organizations on how to improve quality, patient safety and clinical outcomes. During that time, we have worked as a trusted partner with more than 1,000 providers – hospitals, nursing homes, ACOs and more – over a wide range of healthcare initiatives, including quality reporting, quality improvement, care coordination, operational efficiency

and meaningful use achievement.

As nurses, clinicians and experienced administrators, our team understands what it's like to be on the front lines of healthcare.

WHAT IS PRIMARIS' BUSINESS PHILOSOPHY AND SCOPE OF SERVICES?

Our mission is to deliver solutions that empower our providers and patients to improve healthcare quality, costs, outcomes, and patient experiences. We strive to do our work in collaborative

partnership with our clients – physicians, providers, patients and payers – focused on teamwork, innovation, motivation and excellence. This drives us in our pursuit of effective healthcare solutions for an enriched quality of life.

Primaris offers quality measures data abstraction, MIPS optimization support and other flexible, customizable services that have helped providers use best practices to achieve quality improvement.

WE PRODUCE QUALITY DATA THAT IS TIMELY, ACCURATE, AND ACTIONABLE.

WHICH QUALITY MEASURES DOES PRIMARIS PROVIDE ABSTRACTION SERVICES FOR?

We provide abstraction for more than 30 core measures and registries, specializing in CMS Web Interface. We regularly add additional quality measures to the list. The complete list and more details are available at <http://primaris.org/what-we-do/data-abstraction>.

WHAT SORT OF EXPERIENCE DOES PRIMARIS HAVE WITH QUALITY REPORTING?

We have been through quality reporting iterations and program evolutions, and we've proven our ability to adapt to changing guidelines. For example, Primaris has been a pioneer of core measure abstraction since our work with the Joint Commission (TJC) in 1999.

Our team also has experience working with leading registries to conduct software testing via development of test cases and testing of application. Our experience continues to expand. Our teams currently perform more than 10,000 data abstractions per month.

WHAT IS PRIMARIS' PRACTICE FOR HIRING AND FOSTERING LONG-TERM EMPLOYEES?

We pay our abstractors a respectable salary rather than per chart so that our abstractors can focus on not only quantity, but quality as well. Primaris hires experienced abstractors. In addition, all team members go through in-depth, on-going training to stay up-to-date with new and changing measure specifications.

Our culture is conducive to excellence. Our dedication to quality abstraction and commitment to training and retaining exceptional abstractors fosters our history of having long-term employees.

HOW DO YOU KNOW PRIMARIS' ABSTRACTED DATA IS ACCURATE?

We guarantee an Inter-Reliability Rate (IRR) of 90 percent, however our average IRR is 98 percent. Our abstraction team continuously cross checks one another's work to ensure the data results align with standardized definitions and specifications. Our abstraction accuracy is closely monitored and we provide you with quarterly reports of IRR results.

WHAT IS PRIMARIS' APPROACH TO PARTNERSHIP AND ACCOUNTABILITY TO QUALITY IMPROVEMENT?

Each client is assigned a Primaris project manager who acts as the key contact for the client. Our Director of Operations is closely involved with our client relationships and, along

with our Chief Operating Officer, is available to clients any time for specific questions or concerns.

We take your lead on how you want to see communication flow. It's your data, your way. We customize our reporting and feedback process to meet each client's specific needs. We meet to walk through your medical records and set up our Abstractor Reference Guide that lists all of the data elements in each core or registry's measures. We also have regular status meetings or reports to review both quality and productivity performance – and make any necessary adjustments. One client stated, "It's like they're in the cubicle next to us."

Quality is our guiding principal and we've developed a well-honed process to review both existing and new measure specifications and provide that knowledge to our partners as well as our team. It can seem daunting to keep up with quality reporting changes and regulations, and we do that for you.

HOW DOES PRIMARIS OBTAIN YOUR DATA?

This varies by client and quality measure. The facility chooses the method. Most send us a list; others have us pull a list from their system, if given access. In some cases – depending on the system – that may result in a higher number of excluded case fees.

HOW QUICKLY CAN PRIMARIS DEDICATE RESOURCES TO COMPLETE A PROJECT?

As soon as the contract is signed and we have access and training in the EMR, we'll get started. The start time is entirely dependent on getting the contract through your organization and getting any needed IT access in place.

WHAT IF A CLIENT SIMPLY NEEDS SHORT-TERM HELP—EITHER TO CATCH UP ON BACKLOG OR DURING A STAFF SHORTAGE?

This is how many of our partnerships begin. The data abstraction process would be the same. Once requested abstractions are completed, our team reviews with your team the work that was done and the results. Optionally, we also provide training and abstraction support services for clients who want to perform some or all of the work themselves.

**WE HANDLE YOUR DATA,
SO YOU CAN FOCUS ON
WHAT MATTERS MOST -
YOUR PATIENTS!**



Have more questions?
To learn more about what Primaris can offer,
visit <https://primaris.org>, or contact us at online@primaris.org
or 1-800-735-6776.

