

**CASE STUDY** BJC Healthcare

## Encore Performs eCQM Assessment at BJC HealthCare

### BACKGROUND:

BJC participates in multiple government and industry programs and is party to contracts that monitor and track measures in support of improved quality and safety. These programs and contracts impact reimbursement across BJC's multi-entity, healthcare delivery system. The measures for the existing programs and contracts are currently managed, captured, aggregated, and submitted to various entities from disparate sources of accountability and systems across BJC. BJC began evaluating their approach to capturing, aggregating, managing and reporting quality for the eventual transition to Electronic Clinical Quality Measures (eCQMs) with a view toward centralizing the process and potentially consolidating the number of systems used for quality measurement and reporting. In addition, a comparison of measure performance between abstracted quality measures and eCQMs showed significant discrepancy that did not reflect quality of care delivered.

### CHALLENGE:

BJC understood that the transition to eCQMs would continue to expand and play an important role in quality and reimbursement in the future. As part of the EHR Incentive Program, otherwise known as Meaningful Use (MU), BJC is meeting the objective for attesting to the ability to report eCQMs. However, the calculation results of the eCQMs, which were not yet required to be reported as part of the program, do not accurately reflect the quality of care they provide when compared to the Inpatient Quality Review (IQR) measures that are manually abstracted and reported. BJC wanted to determine what they could do in the short term (measure specific action items) and long term (eCQM reporting solutions) to improve the accuracy of eCQM performance and to prepare for the transition to the electronic definitions of these measures.

BJC engaged Encore to perform an eCQM assessment. Objectives for this project focused on the following:

- Identify and understand BJC's opportunities for eCQM measure performance improvement, any gaps that exist, and develop specific action items to improve eCQM performance over the short, medium, and long-term.
- Develop alternatives for reporting eCQMs.

### SOLUTION:

Encore assessed BJC's current status for calculating eCQMs. Encore evaluated readiness of the selected hospitals for possible alternative calculation and reporting options to support efficient, accurate, and consistent eCQM calculation and monitoring.

Based on these findings and on a discovery session specific to reporting, Encore provided insight, including pros and cons, and alternative solutions that could be considered for accurate calculations and report submission when eCQM reporting becomes mandated.

Using our proven approach, Encore conducted focused discovery sessions for the selected eCQMs pairing Encore clinical analysts and data analysts with BJC's clinical analysts and data analysts for both McKesson and Allscripts, EHRs to identify opportunities for measure performance improvement. Using Encore's proprietary CoreGPS® tool, measures were evaluated on functionality, workflow, adoption, content, and reporting, Encore analyzed the findings from the discovery sessions, the EHR eCQM report logic, and additional information provided by BJC to complete an eCQM risk assessment.



### ABOUT THE CLIENT

## BJC HealthCare

BJC HealthCare (BJC) is a large nonprofit health system that serves patients in the greater St. Louis, southern Illinois, and mid-Missouri regions. The system includes now 13 hospitals with the addition of Memorial effective 1/1/16. Services provided by BJC include inpatient and outpatient care, primary care, community health and wellness, workplace health, home health, community mental health, rehabilitation, long-term care, and hospice.



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### RESULTS:

Encore provided BJC with a risk assessment by measure for both facilities analyzed, measure findings and recommendations summary, and a high-level task plan for each recommendation.

- Final Presentation: Included the background, project approach, findings, and recommendations for the measures. Reported findings and alternatives, and a reporting timeline.
- Risk Assessment by Measure Report: Reports generated by CoreGPS® provided the scoring and rationale for each measure on functionality, workflow, adoption, content, and reporting.
- Measure Findings and Recommendations Summary: Compiled all findings and recommendations in a single Excel document.
- High-Level Task Plan: Provided a set of tasks for each recommendation and a recommended task owner.

The deliverables Encore provided to BJC clearly identified areas of opportunity to improve their eQIM measure performance in anticipation of the electronic reporting mandates. The measure findings and recommendations provided detail about the recommendations for each finding, including the priority and potential timeframe for implementation. Finally, the high-level task plan provided BJC with a roadmap of next steps to implement the recommendations.



“The detailed recommendations and risk assessment are a good start toward improved electronic clinical quality measures. We appreciate your effort and your expertise in pulling this together.”

*Mary Carroll Burton, RN, PhD  
Group Manager, Clinical Quality  
Center for Clinical Excellence at BJC*

