On behalf of Family HealthCare Network and all of our team members, we would like to welcome you and give you a brief introduction to who we are and what we do here!
Clinical Quality Measures

Clinical Quality Measures (CQMs) are tools that help us measure and track the quality of healthcare services. Utilizing both NCQA and HRSA measures continue our mission of providing **quality** care.

We have developed Dashboards that provide current data for selected performance and outcome measures.

There is also CQM Job Aid to provide a breakdown of each measure.
Create an Environment of Excellence for Patients
CQM’s 2020

- Childhood Immunizations
- Adult Weight Screening & Follow Up
- Weight Assessment/Counseling for Children
- Tobacco Use Assessment & Cessation Intervention
- Screening for Clinical Depression Follow Up
- Cervical Cancer Screening
- Diabetes HbA1c >9%
Create an Environment of Excellence for Patients
CQM’s 2020

• Hypertension: Controlling High BP
• Chlamydia Screening
• Asthma Medication Ratio
• Well Child Visits
• Adolescent Well Care Visit
• Post Partum Care
• Breast Cancer Screening
• Sealants/Caries Risk

For more information please refer to the 2020 CQM Job Aid
Expected General Workflows

• **Clinical Quality Measures (CQMS)**
  • CQMS will vary by provider specialty. Please refer to the 2020 CQM Job Aid for more details on each measure and how to meet the measure in Epic. Medical Assistants also assist with meeting some of these measures.

  In Epic you will find *Health Maintenance Alerts* and orange *Health Reminder Alerts* that will be patient specific:

<table>
<thead>
<tr>
<th>Health Maintenance</th>
<th>Smoking Status Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/02/1994 VARICELLA (1 of 2 - 2-dose childhood series)</td>
<td></td>
</tr>
<tr>
<td>08/02/1994 TD (ADULT)</td>
<td></td>
</tr>
<tr>
<td>08/02/1994 TDAP (ADULT)</td>
<td></td>
</tr>
<tr>
<td>08/02/1998 HIV SCREEN</td>
<td></td>
</tr>
<tr>
<td>08/02/2014 AMB CERVICAL PAP 31-65</td>
<td></td>
</tr>
<tr>
<td>09/01/2020 INFLUENZA (Season Ended)</td>
<td></td>
</tr>
<tr>
<td>08/02/2048 PNEUMOCOCCAL: 65+ YEARS (1 of 2 - PCV13)</td>
<td></td>
</tr>
<tr>
<td>Depression Screening Required</td>
<td></td>
</tr>
<tr>
<td>Weight and nutrition counseling required</td>
<td></td>
</tr>
</tbody>
</table>
Accessing Family HealthCare Network Templates-Login

In order to access FHCN templates please ensure you select the provider job title and department with “FHCN” in the name. Doing this will also ensure you see the orange Health Reminder Alert shown in the previous slide. Please see examples below.
Expected General Workflows

- **Introduction to FHCN’s Preference List**
  - Each department has a unique preference list created in Epic to display FHCN specific orders available to you.
  - This may include in-house medications, referrals, labs, etc.

From the visit you will click on the Preference list Icon:
Lab Matrix- Ensures labs are routed to the correct Lab Company

<table>
<thead>
<tr>
<th>Resulting Agency</th>
<th>Status and Class when Specimen Collected in Clinic</th>
<th>Status and Class when Specimen Collected by Lab</th>
<th>Status and Class when specimen is Future Order</th>
<th>Standing Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Softlab</td>
<td>Future Clinic Collect</td>
<td>Future Lab Collect</td>
<td>Future (Expected Date in the Future) Lab Collect</td>
<td>Standing Lab Collect Manual Release</td>
</tr>
<tr>
<td>Pathology Associates</td>
<td>Normal Clinic Collect</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Quest</td>
<td>Normal Clinic Collect</td>
<td>Normal Lab Collect</td>
<td>Normal (Expected Date in the Future can be added to comments) Lab Collect</td>
<td>Standing Lab Collect Auto Release</td>
</tr>
<tr>
<td>Quest Pathology</td>
<td>Normal Clinic Collect</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>
Please review the areas highlighted in yellow that are specific to med students.

**Billing Encounter Flowsheet**

- **Visit Provider**
  - Resident
  - Midlevel
  - Physician

- **Visit Closer**
  - Resident
  - Midlevel
  - Physician

- **Responsible for Cogan Making Billable**
  - Midlevel

- **Ways to Make Visit Billable**
  1. Physician must enter billable attestation via one of the following:
     1. Cogan Chart (In Basket)
     2. Cogan Note (In Basket)
     3. Create Progress Note
  2. Midlevel must enter billable attestation in to higher provider note.
  3. *Note: Do not change visit provider to midlevel when resident sees patient and creates note. Leave visit provider as resident.

- **Physician class own encounter/ no cognizance needed. Must create progress note.**

- **Physician class own encounter/ no cognizance needed. Must create progress note.**

- **Physician class own encounter/ no cognizance needed. Must create progress note.**

- **Additional IMPORTANT Notes:**
  1. Notes about Medical Students: Encounter should NEVER be closed when the Medical Student is the Visit Provider. Visit Provider should always be updated to the Resident, Midlevel, or Physician working with the MS.
  2. Requirements for billable Attestation: IMPORTANT: note must include that billable provider saw and examined patient during the visit. The Attest Smart Phrase can be used for standardized billable attestation.
  3. If a Resident chooses the incorrect attending as co-signer, reach out to Nicole Shelton (nshelton@fhn.org) or Dylan Owens (dowens2@communitymedical.org) via email to assist with fixing the error. DO NOT FORWARD the encounter to a different physician.
  4. If a Medical Student left a Note Open, and you are unable to reach them to close their note, contact Nicole or Dylan via email to assist with fixing this issue.
  5. If NVA left note open or, a vaccine/ medication is pending to be entered, reach out to the ODS supervisor of your department for them to correct the issue.
  6. If a patient walks out and any clinical data has been entered into the encounter, it is the Visit Provider's responsibility to review and close the encounter. If appointment was scheduled with a generic provider, the NVA will change provider to one of the attending to close.
Need Assistance? Please call or email us.

IS helpdesk: help@fhcn.org or ext. 3577
Training department (Gabriel Yanez or Merrissa Madrigal):
trainingdistribution@fhcn.org or ext. 3212

Our office is in the second floor, right across from the Internal Medicine department in the Ambulatory Care Center building.