How Healthwise Can Help You Achieve Your Goals Through Quality Improvement Projects

Healthcare organizations looking to improve their quality of care understand how essential quality improvement projects are. Most organizations already have the infrastructure to execute these projects, but few realize how helpful it can be to take advantage of their patient education providers during the process. That's where a trusted partner like Healthwise becomes invaluable.

healthwise®
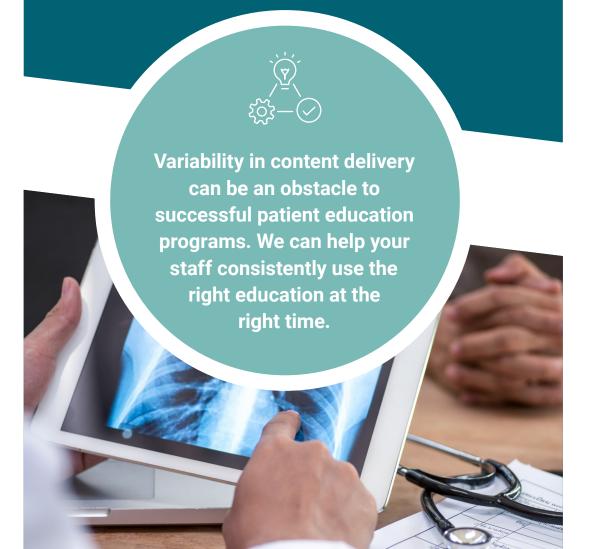for every health decision®

What is a quality improvement project?

In healthcare, a quality improvement project is a systematic, formal approach to improving performance and outcomes by reducing variability within your work. When successful, the results benefit both your staff and your patients to further the quadruple aim. While QI models vary, they all have several steps in common:

- **Identify areas of opportunity.** You can't create a goal until you know what you want to improve. This could be anything from increasing patient education utilization, to boosting lagging patient experience scores, to reducing length of stay, to improving medication adherence. Choose something specific and achievable, rather than trying to fix everything at once.

- **Gather and analyze your data.** Don't confuse this with research, which analyzes and develops new knowledge. You already have a wealth of existing data in your EHR—it's just a matter of understanding what data you are already collecting and building dashboards that leverage those data elements to monitor variability.

- **Commit to ongoing evaluation.** Quality improvement is a work in progress. The key to continuous improvement is making small changes over time and measuring their impact. View each new procedure as a test run, leaving room to troubleshoot obstacles and incorporate feedback from the staff and patients.

Research shows that it takes approximately 17 years to put new clinical evidence into practice. In other words, healthcare organizations often know what they need to do, but they lack the resources and know-how to make it happen.

This makes perfect sense: Understanding how to plan and implement an effective quality improvement (QI) project takes a large amount of time that most healthcare professionals can't spare. Fortunately, the Healthwise QI and Outcomes Team is made up of talented people who live and breathe this stuff.

Variability in content delivery can be an obstacle to successful patient education programs. We can help your staff consistently use the right education at the right time.

What does Healthwise bring to the table?

The Healthwise QI and Outcomes Team was created to help you make the most of your patient education program. These specialized team members understand how to access and leverage your health education analytics so you can gather data and measure your results. We begin with a four-pronged approach:

- **Goal Identification:** Healthwise works with you to understand what your system's objectives are and which patient education data can help you reach your goals. We can also support projects that are already under way.
- **Analytics:** By supplementing your EHR or care management platform metrics with patient experience data, publicly available data, and Healthwise products, we help you track and measure the right information so you can gauge your QI project's progress. Need help doing the analysis? Our team of experts is here for you and can do that for you too.
- **Process:** We help you design and deploy projects based on your system's unique goals. Once implemented, we work to adapt these interventions based on barriers identified during the process. We'll never just hand you a cookie cutter plan and leave—our QI specialists are with you every step of the way.
- **Best Practices:** Our QI team is unique in that its members work across our entire client base, giving them insight to organizations of all sizes and demographics in both the payer and provider markets. This advantage shows QI specialists which methods work in specific environments so they can help you build on the lessons other clients have learned.

Healthwise understands that every organization has their own methodology in place, which is why we avoid the "one size fits all" approach. Healthwise analyzes your processes and procedures and develops tailored plans designed to play to your organization's strengths—all while providing the least amount of disruption to workflow.

What effect does health education have on patient and member outcomes?

While patient education is an asset available to all of our clients, it is often underutilized and can potentially be incorporated into many quality improvement initiatives. Healthwise understands how patient education can impact quality and achieve goals, which is why we put such a heavy emphasis on patient education when developing these projects.

Healthwise's secret to success lies in leveraging the healthcare quadruple aim:

- Better outcomes
- Lower costs
- Improved patient experience
- Improved clinician experience

We analyze all four of those categories and identify where patient education can have an impact.

Healthwise recently worked with Health Management Partners of South Dakota (HMP) improve statin adherence and create better outcomes for their members with diabetes by partnering with them in a QI project that tracked patient education usage. At the end of the project, participants reported lower LDL levels and increased statin adherence.

No need to write new material for your QI project. We can help you choose from your existing content.

How can health education analytics make our clinicians' and coach's jobs easier?

As technology and access to data continue to improve and evolve, taking advantage of those analytics has become more important than ever. Healthwise understands how complicated data has become, especially healthcare data, which is why it's a top priority for our quality improvement projects.

When Parkview Health began their QI project, their initial goal was to address several questions they frequently heard from staff:

- "Do we have educational material on this topic?"

- "Where can I find the resources I need?"

- "We have conflicting versions of this material. Which one should I give out?"

- "Why is this design so different from the rest of our content?"

- "Are we sure this material is up-to-date?"

Healthwise's QI team was able to help them standardize all of their health content across the board, which solved several problems at once. Healthwise then worked with Parkview to identify which data in their EMR would be valuable for tracking their progress and showing stakeholders how well the measures were improving clinician and patient satisfaction. Healthwise also helped build a dashboard that pulled in Parkview's HCAHPS data to analyze alongside their patient ed utilization.

Learn More

As technology and access to data continue to improve and evolve, taking advantage of those analytics has become more important than ever. Healthwise understands how complicated data has become, especially healthcare data, which is why it's a top priority for our quality improvement projects.

healthwise®

for every health decision®