

Sharing Data

The problem is:

Scorecards are a window into our patients' healthcare journey and the experiences they encounter along the way. Though they come from a variety of sources and perspectives, scorecards provide vital information to help improve the care you provide to your patients.

You need to know:

Scorecards are intended to measure and incentivize physicians and healthcare organizations to improve quality of care and reduce cost.

Governing bodies such as CMS and AHIP are collaborating to reduce overlaps and gaps in metrics and reporting requirements. Their intent is to ease the costs and burdens associated with quality measurement.

Source: Article 1- AAFP, Article 2-AAFP



Track your progress

What are your top 2-3 themes based on patient feedback? What 1-2 actions can you take to improve?

Maximize improvements

Action items and tactics are intended to improve patient experience, safety, preventive screening, quality indicators and health outcomes.



Here's what you need to do...

Re-frame scorecards to focus on continual improvement, **NOT** the absolute number.

Keep the focus on advancing and evolving to what matters most to your patients.

Prioritize meaningful measures for you and your patients, recognizing you can't optimize all of them.

Review patient comments monthly, identify recurring themes, and focus improvement efforts on one key aspect. For example:

- Access
- Courtesy and respect
- Enhancing communication
- Care Coordination