



S
T
R
E
N
G
T
H
E
N

project risk mgmt • bcr • health & safety • rmis • claims admin • esg • tprm • compliance • policy mgmt • internal audit • erm



The Good Doctor: Integrating Provider Quality Management

Diane Rolston, Miles Manion

Rush University System For Health



AGENDA

- Integrated Risk Management – The Provider Lens
- RUSH's Approach to Provider Quality Management
- Our Successes & Lesson's Learned
- What's Next

Integrated Risk Management at RUSH



TRIPSS (RISKONNECT) SNAPSHOT



24

In Scope Processes



Multi-Year

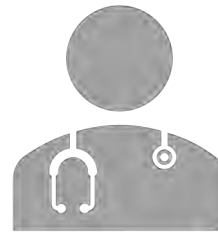
Roadmap for Cross-Campus Delivery



2 Teams

Enterprise Risk & Integrated Risk

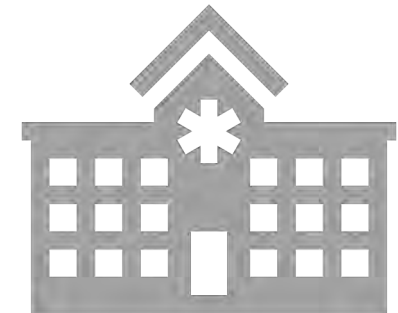
Generate Risk Insight & Oversight



PRACTITIONERS



PATIENTS



INSTITUTION

Provide Support & Response



Practitioner Risk Management

Our clinical leaders are charged with managing the quality of their practitioners yet face challenges with limited administrative capacity and siloed workflows requiring their attention and action.



Create a central practitioner hub that shows the health of our practitioners and highlights where to focus



Migrate paper-based processes and unstructured data into a digitized workflow with easily accessible insights and historical look-backs



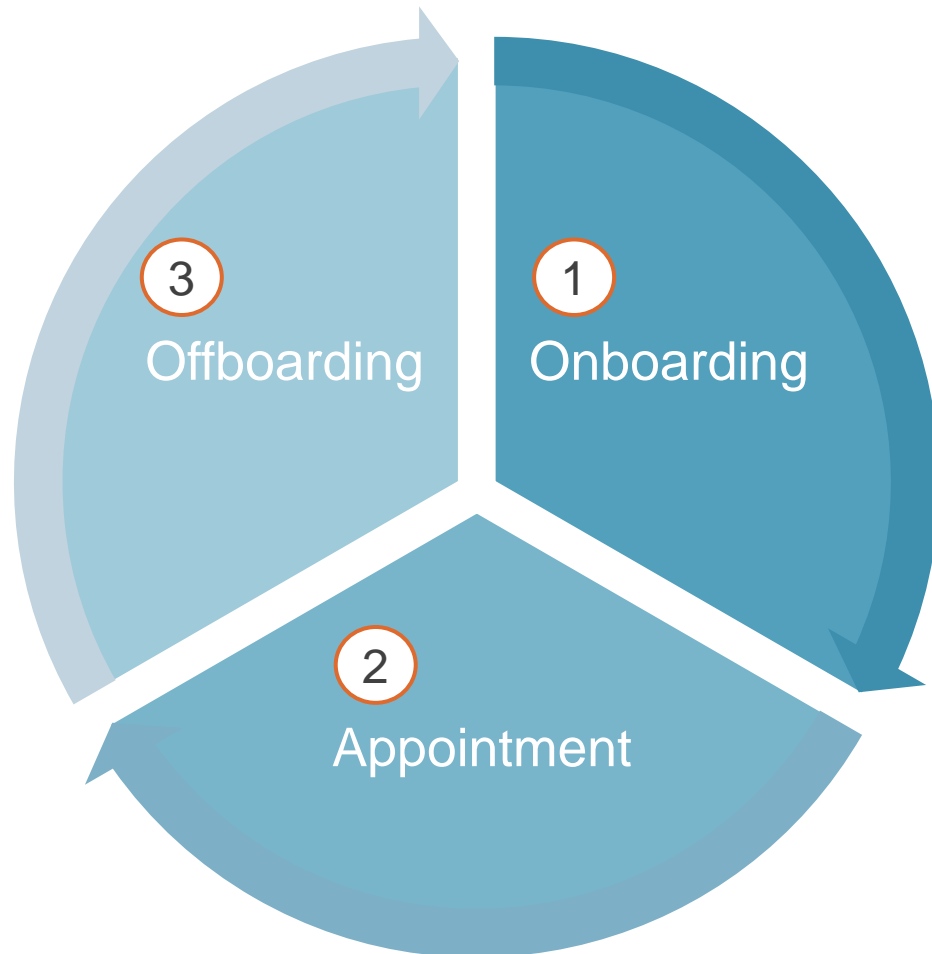
Establish integrations with key practitioner data systems to collate data points and reduce duplicity



Drive process efficiencies to reduce the burden of administrative work efforts



Holistic Practitioner Oversight



1 Onboarding (Medical Staff Applicant)

Applicant Portal

Applicant Reviews

2 Appointment (Medical Staff Member)

FPPE New / Initial

OPPE

Peer Review

FPPE Cause

Patient Experience

3 Offboarding FUTURE STATE



Practitioner Management Champions

To enable success, we established strong relationships and a mature communication platform with key system leaders.

Program Sponsors

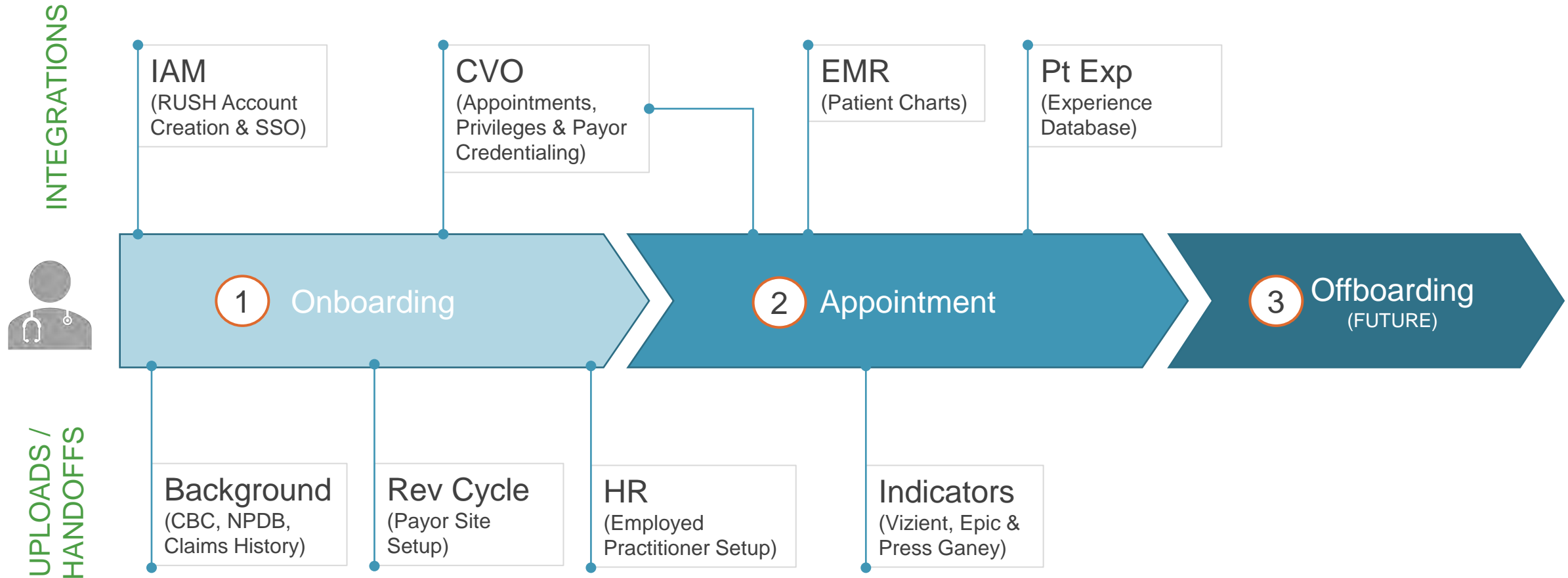
1. Chief Medical Officer
2. Medical Group President
3. Chief Quality Officer
4. Medical Staff President
5. Medical Staff Medical Director
6. Medical Staff Director
7. Chief Risk Officer

Involved Departments

- Medical Staff Office
- Faculty Recruitment
- Central Verification Office
- Revenue Cycle
- Medical Staff Departments
- Legal & Risk Management
- Patient Experience



Practitioner Data Architecture



Medical Staff Applicant

Physician onboarding is a complex process involving multiple departments. RUSH seeks to implement a single interface where an applicant receives/inputs all info to feed into a workflow for cross-departmental review and approval.

Applicant Portal

Powered by TRIPSS

Applicant Onboarding Portal

Welcome to the RUSH Applicant Onboarding Portal. This portal will serve as the interface where you will access all forms and requests throughout your onboarding timeline.

*Those fields required in the below form are marked by a red asterisk.

* Campus Lookup

Search Hierarchy...

Provider Details

* Provider Full Name

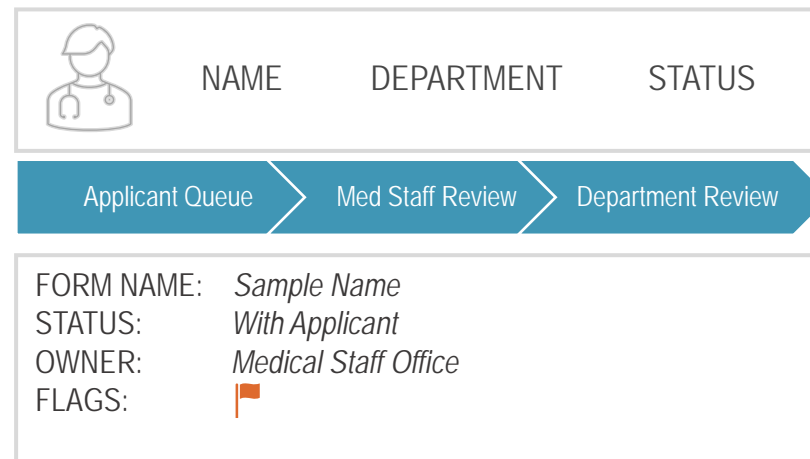
FORM 1

FORM 2

FORM 3

FORM N

Internal RUSH Workflow



CVO
EXTRACT

PAYOR
SETUP

STATE
SETUP

First Day!







FPPE New/Initial

Focused Professional Performance Evaluations provide the institution a comprehensive look at Physician performance within their first 90 days. Our platform allows the Medical Staff Office to link external Practitioner data to the evaluation process for quick and easy assignment to department evaluators and chairs.

First 90 Days Complete

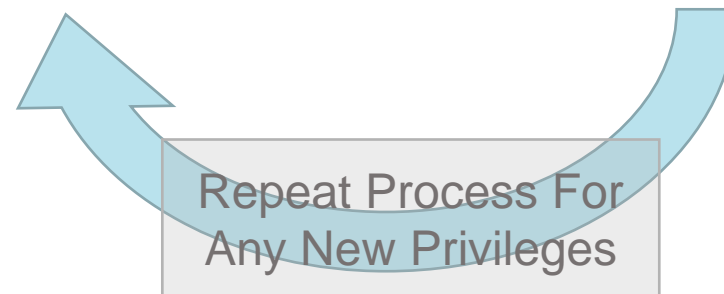


-  Admission To Adult Patients
-  In House Consultation
-  Evaluate, Diagnose, and Treat
-  Moderate Sedation

Initial Provider Evaluation



	No Issues Identified
	Issues Identified, Action Plan Developed



OPPE

The semi-annual Practitioner review cycle or, Ongoing Professional Performance Evaluation, is a Joint Commission requirement and provides an in-depth look at Practitioner performance throughout the year. Moving from a paper-based process to a digital workflow allows for cross cycle Practitioner views and easier status tracking for review completion.

Semi-Annual Evaluation

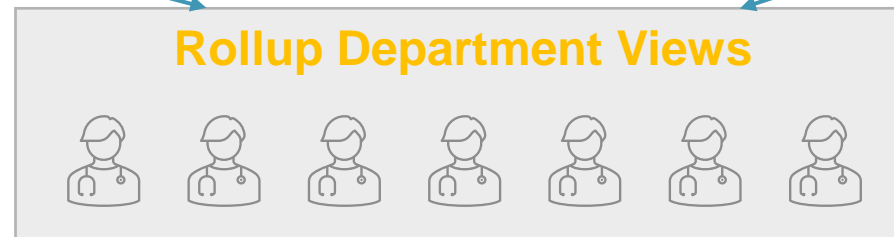


- Outpatient Satisfaction Score
- 5 H&P Chart Reviews
- CMS 147: Flu Immunization
- Closed Charts in Timely Manner
- Meaningful Use (E-Prescribe)

Ongoing Provider Evaluation



	No Issues Identified
	Issues Identified, Action Plan Developed



Reactions



*“TRIPSS will bring what have been multiple disparate pieces of data **onto a single platform.** The view provided of our institutional risk will not only be more comprehensive but give department leaders a **clearer depiction of opportunity.**”*

Paul Casey, Senior Vice President and Chief Medical Officer, Interim President Rush University Medical Group



Other Live Feedback



Lessons Learned

Successes

- ✓ Building integrated Medical Staff Profile across different Practitioner quality activities (OPPE, FPPE, Peer Review)
- ✓ Provides historical ledger of indicator performance across departments and locations
- ✓ Reduced administrative burden by minimizing manual processes
- ✓ Improved visibility into workflow status, ownership and results



Lessons Learned



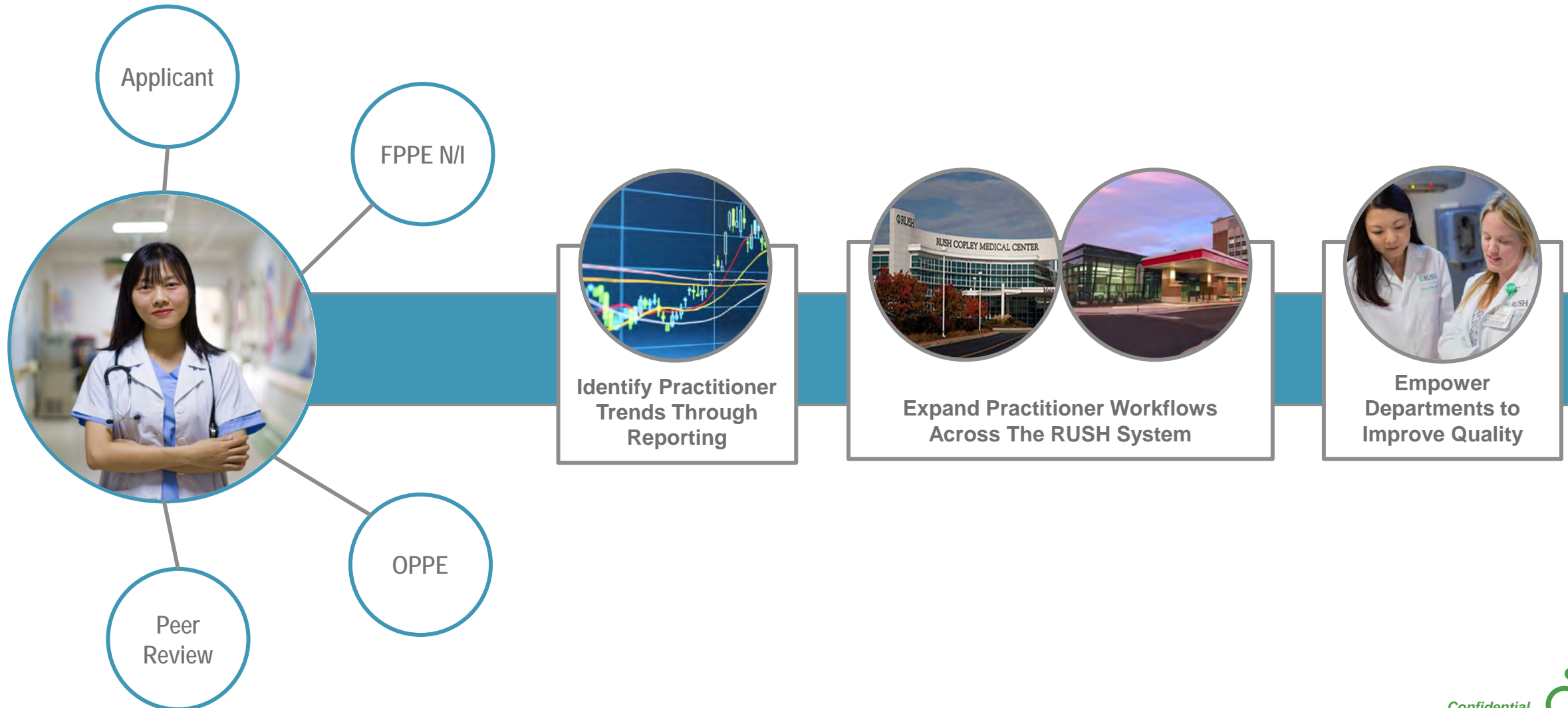
- 💡 Change management is integral part of implementation process
- 💡 Dedicating time for enhancements given department uniqueness

Facing Challenges

- ⚠️ Creating a simple, intuitive user experience despite complexity
- ⚠️ Prioritizing user request and enhancements against implementation
- ⚠️ Maintaining delivery pace against plan



Next Steps



Questions?



erm • internal audit • project risk mgmt • bcr • health & safety • rmis • claims admin • esq • firm • compliance • policy mgmt

DISCOVER

RISK UNDER
ONE ROOF
Confidential



Connect with us.



Diane Rolston

e: diane_rolston@rush.edu

t: (312) 56308912

 [Diane Rolston](#)



Miles Manion

e: miles_manion@rush.edu

t: (312) 5633464

 [Miles Manion](#)