Development and Implementation of Physician Profiling Tool

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Introduction

- Physician Profiling is an analytical tool used to provide information on health care processes and it is based on the generation of different indicators whose purpose is to optimize clinical outcomes.

- The Hospital Italiano de Buenos Aires created a Physician Profiling Program for family physicians in its Health Maintenance Organization (HMO).

- The Hospital Italiano de Buenos Aires is a high-complexity University Hospital with 650 inpatient hospitalization beds and 23 outpatient health care centres.

- It has a pre-paid medical insurance plan called Plan de Salud with 140,000 members at present.

- It delivers 150,000 outpatients visits and 3,000 inpatients admissions monthly.

Introduction (cont.)

- Due to the need of monitoring the health care quality of our Hospital's Plan de Salud, a physician profiling program has been implemented to measure the performance of interventions at our Institution.

- The program was created following HEDIS measurements.

- The indicators were shown to different primary health care physicians by means of a software program which allows for the graphic representation of these indicators.

Objective

- The aim of the present study is to describe the development and implementation of this tool destined to profile primary health care physicians at the Hospital Italiano de Buenos Aires.

Methods

- In 2003 started the development of a number of health care indicators based on Health Plan Employer Data and Information Set (HEDIS) measurements.
- HEDIS was created by the National Commission for Quality Assurance (NCQA) in the USA to assess and compare different health plans.
- We used HEDIS to measure intervention performance at the population level. It was not our aim to compare results with other institutions.
- Fifteen HEDIS measurements –of approximately 60– were selected for the creation of these indicators

Methods

Indicators	Description
CA COLON	Colorectal cancer screening
CA Mama	Breast cancer screening
DBT BMI	Documentation of BMI in Diabetic patients
DBT HbGli	Request for Glycosylated Haemoglobin
DBT HbGli < 7	Percent of diabetic patients with HbA1C < 7%
DBT HbGli < 8	Percent of diabetic patients with HbA1C < 8%
DBT LDL	Request of LDL-c in DBT population
DBT LDL<100	Percent of diabetic patients with LDL cholesterol <100mg%
DBT LDL<130	Percent of diabetic patients with LDL cholesterol <130mg%
EnfCor LDL	Request for LDL-c in (IAM-CRM-PTCA)
EnfCor LDL<100	Percent of coronary heart disease patients with LDL cholesterol <100mg%
HTA Controlados	Percent of hypertensive patients under control (140/90)
HTA Registro TA	Documentation of BP measurement
PAP < 65	Cervical cancer screening < 65 years old
PAP < 75	Cervical cancer screening < 75 years old

HTA: Hypertension. CA: cancer. DBT: diabetes. HBGli: glycosylated hemoglobin. BMI: body mass index. Enf Cor: coronary disease PAP: PAP smear. LDL: low density lipoprotein. IAM: acute myocardial infarction. TA: arterial tension. CRM: myocardial revascularization surgery.

Methods

- Each indicator was determined by an equation whose numerator and denominator emerged from an adjustment of the HEDIS measurement selected. For example:

Breast Cancer Screening

$$\frac{\text{Women with a biannual breast echography or mammography}}{\text{40-75 year old women. No limit to number of patients}}$$

- This web-technology-based interface allowed for the graphing of indicators over a year both from the individual viewpoint of each physician and from the institutional standpoint.

- Results were presented in a radar graph, where each axis represented one of the 15 indicators selected.

HEDIS Indicators

Departamento de Información Hospitalaria

Radar de Resultados HEDIS

Informe individual para el médico

Elija el Año a Analizar: 2005/06

Visualizar

Indicador	Resultado	Meta
CA COLON ver	15% (38/248)	35%
CA Mama ver	68% (111/162)	85%
DBT BMI ver	75% (21/28)	85%
DBT HbGli ver	82% (23/28)	85%
DBT HbGli < 7 ver	71% (20/28)	70%
DBT HbGli < 8 ver	78% (22/28)	75%
DBT LDL ver	60% (17/28)	90%
DBT LDL<100 ver	17% (5/28)	70%
DBT LDL<130 ver	32% (9/28)	75%
Enf Cor LDL ver	65% (13/20)	90%
Enf Cor LDL<100 ver	50% (10/20)	70%
HTA Controlados ver	55% (88/160)	70%
HTA Registro TA ver	91% (147/160)	90%
PAP < 65 ver	66% (116/174)	85%
PAP < 75 ver	60% (129/212)	85%

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HEDIS radar

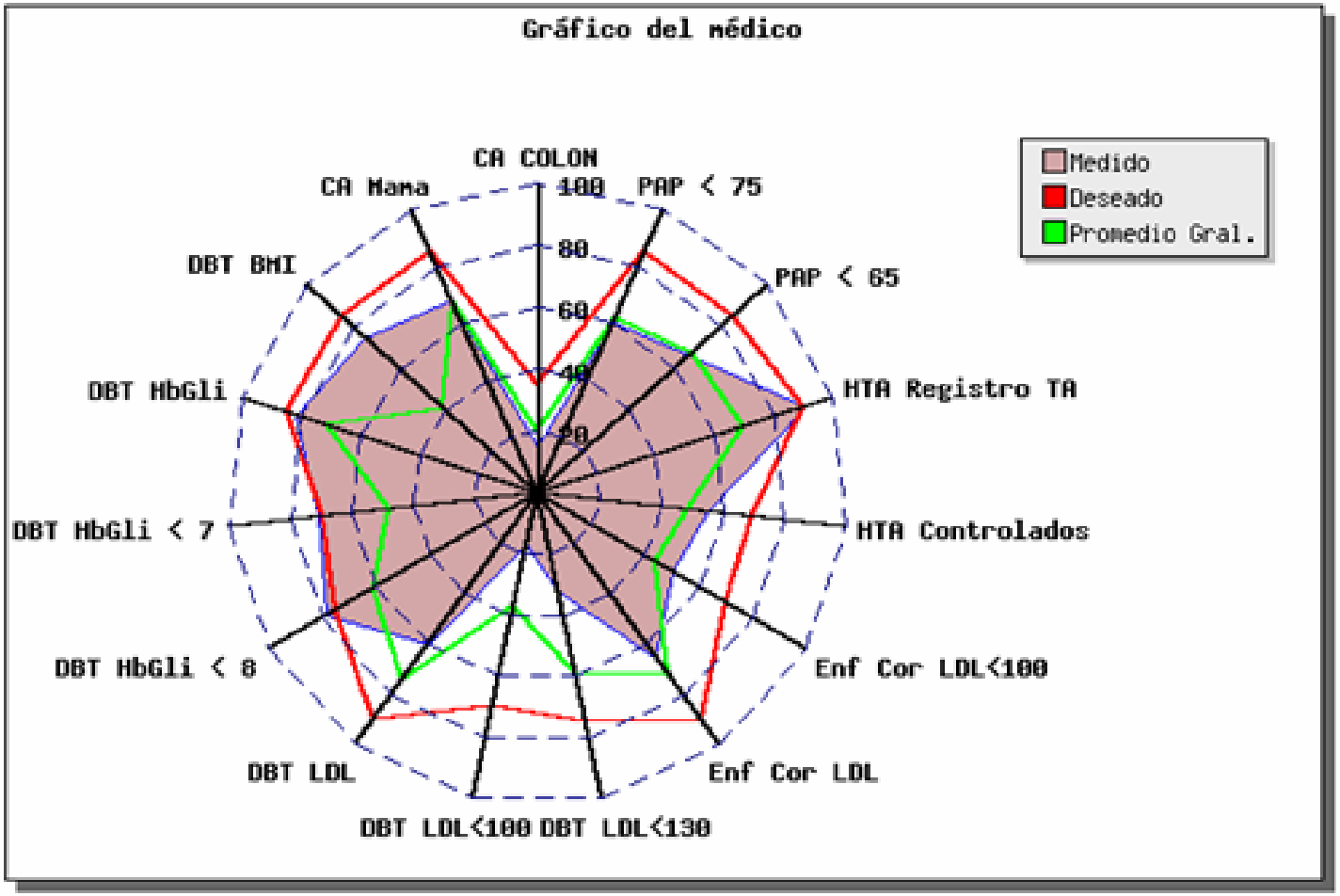
Gráfico del médico
Medido
Deseado
Promedio Gral.
CA COLON
PAP < 75
PAP < 65
HTA Registro TA
HTA Controlados
Enf Cor LDL<100
Enf Cor LDL
DBT LDL<130
DBT LDL<100
DBT LDL
DBT HbGli < 8
DBT HbGli < 7
DBT HbGli
DBT BMI
CA Mama
100
80
60
40
20

Discussion

- The tool developed allowed to assess the performance of interventions under the Plan de Salud of Hospital Italiano de Buenos Aires.
- This information was then fed back to the physicians to analyse indicators outcome and to discuss with them the implementation of strategies for continuous improvement.
- At present, work on stratification according to the different profiles is being carried out.

Comments

- Another strategy proposed for improvement consisted of making indicators dynamic, even to have hidden indicators for a strategically monitoring in order to avoid the risk posed by the use of profiling indicators, namely, that of working only in terms of the information provided by the indicators and leaving aside other aspects of health care.

- In the future, this tool will hopefully enable us to measure the impact of having implemented the Support Systems for the Decision-making Process, which includes alerts or reminders on preventive practices.

References

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