

H.I.T.

# The Foundation to Patient Centered Care

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# H.I.T Measures in P4P

- Registry development for chronic/preventive care
- Platform for safe transfer of PHI (using Secure File Transfer Protocol)
- Member outreach by MD offices; patient education; decision support; and care management (assess via HIT survey)
- Quality Management Reports (QMR)

# Lessons learned

- Strategy has been long-term and multi-model
- Engaged local leadership; daily practice flow
- Pilot efforts to assess what processes/techniques work best
- Initial focus on process of care, then shifting to outcomes
- Rewards & Recognition components
- Investment in IT and data transfer processes
  - ✓ LCU: local HIT Strategy, registry development, EMR implementation
  - ✓ HPHC: Tools and actionable information to assist LCUs (via secure data flow process)
- After success in quality performance management, add focus of efficiency and shared savings