

FY 16 PACT CBOC QASP-November 2015

TASK	PWS Para	Indicator	Standard	Acceptable Quality Level	Method of Surveillance
CLINICAL REMINDERS	4.7.1.	VISTA/CPRS will automatically remind providers to complete the following clinical reminders during patients visits: -Alcohol Use Screen -Positive AUDIT-C Needs Evaluation -Depression Screening -Evaluation of positive PTSD -Tobacco Counseling by provider FY XX -Tobacco Counseling FY XX -Iraq and Afghanistan Post- Deployment Screening -TBI Screening -Influenza Immunization -Pneumovax -Colorectal Ca Screening -FOBT Positive F/U -Diabetes Eye Exam -Diabetes Foot Exam -Mammogram Screening -Pap Smear Screening	100% Proper documentation and completion of all clinical reminders as they appear during a patient's visit	90% completion of clinical reminders each month.	Random Sampling VA will monitor using Electronic report using data from VA VISTA/CPRS system. VA will monitor progress weekly thru automated reports (3 randomly selected patient files will be reviewed per week,EPRP Reviews, Clinical Reminder Reports). VA will send these weekly reports to the contractor to notify them to their current performance.
NEW PC PATIENT WAIT TIME (PC 11)	4.7.2	New PC Patient Wait Time	The Contractor shall schedule routine new patient appointments within thirty (30) calendar days of Primary Care request	86% monthly; New PC appointments completed no later than 30 days of requested date.	Monthly;VHA SAIL Report http://reports2.vssc.mcd.va.gov/reportserver?%2fMgmtReports%2fVATR%2fSAIL_Prod%2fSAIL&rs:Command=Render, Periodic Sampling VA will monitor 10 randomly selected patient files will be

					reviewed per quarter using Electronic report using data from VA VISTA/CPRS system
ESTABLISHED PC PATIENT WAIT TIME (PC12)	4.7.3.	Established PC Prospective Wait Time	The Contractor shall schedule routine new patient appointments within thirty (30) calendar days of Primary Care request.	94% completion of established primary care appointments no later than 30 days of requested date.	VHA SAIL Report http://reports2.vssc.med.va.gov/reportserver?%2fMgmtReports%2fVATR%2fSAIL_Prod%2fSAIL&rs:Command=Render , Periodic Inspection audit of VHA Performance Measure Report and PACT Dashboard VA will monitor and report progress Quarterly (non-cumulative)
SAME DAY APPOINTMENTS WITH PRIMARY CARE PROVIDER (PCP) [PACT 7]	4.7.4	Same day appointments provided with PCP	70% completion of same day primary care appointments with PCP	48% completion of same day primary care appointments with PCP	Periodic Inspection audit of VHA Performance Measure Report and PACT Dashboard VA will monitor and report progress Quarterly (non-cumulative)
CLINICAL ENCOUNTERS	4.7.5	Providers must complete proper documentation for each patient visit	100% Documentation must be complete for all fields including whether or not the patient is service connected. The CPT and provider codes must match and codes must accurately reflect complexity of visit. Complete documentation must be completed before the 18th of each month.	99.9% completion of clinical encounters each month.	Random Sampling (auditing) VA will monitor using Electronic report using data from VA VISTA/CPRS system. VA will monitor progress weekly thru automated reports. VA will send these weekly reports to the contractor to notify them to their current performance.
PHARMACY	4.7.6.	Contractor shall	100% (zero	90% (no more	Random Sampling VA

		submit a non-formulary and restricted drug request in CPRS using the PBM consult option.	disapproval ratings for non-formulary and restricted drug requests quarterly).	than 10% disapproval ratings for non-formulary and restricted drug requests quarterly).	will monitor using Electronic report using data from VA VISTA/CPRS system VA will monitor progress monthly thru automated reports. VA will send these monthly status reports to the contractor to notify them to their current performance.
PHARMACY NEW DRUG ORDER REQUESTS	4.7.7	Contractor shall submit new drug orders through CPRS to VA	100% The contractor shall ensure that all new drug order requests follow all GLA prescribing guidelines. This is including but not limited to ensuring all appropriate labs have been previously ordered and that the order is not a non-formulary drug	95% of new drug order requests follow all GLA prescribing guidelines. This is including but not limited to ensuring all appropriate labs have been previously ordered and that the order is not a non-formulary drug	Random Sampling VA will monitor using Electronic report using data from VA VISTA/CPRS system VA will monitor progress quarterly thru automated reports. VA will send monthly status reports to the contractor to notify them to their current performance.
VESTED PATIENTS	4.7.8.	Contractor shall maintain a specific number of vested patients in the clinic.	Contractor to maintain _1220 active vested patients in the clinic for at least three of the option years.	99.5% of required active vested patients in the clinic for at least three of the option years.	VA will monitor using Electronic report using data from VISTA/CPRS annually. Contractor can check the status of their performance by running reports in VISTA/CPRS as frequently as needed. VA will monitor progress annually thru automated reports.

PACT PATIENTS ENROLLED IN HOME TELEHEALTH (HT) [PACT 13]	4.7.9	Contractor shall maintain a specific number of vested patients enrolled in HT.	Contractor to maintain 1.6% of required vested patients in HT	1.2% of required vested patients enrolled in HT	VA will monitor using Electronic report using data from Performance Measure Report: T21, Quality and PACT Dashboard. VA will monitor progress quarterly (non-cumulative) thru automated reports.
PRIMARY CARE PATIENTS IN MENTAL HEALTH INTEGRATION (PCMHI) [PACT 15]	4.7.10.	Contractor reports PCMHI Penetration that uses patients assigned to a PACT team as the cohort (instead of core uniques with a primary care encounter).	Contractor to maintain 6% of required vested patients in PCMHI.	Contractor to maintain 6% of required vested patients in PCMHI.	VA will monitor using Electronic report using data from Performance Measure Report: T21, Quality and PACT Dashboard. VA will monitor progress quarterly (non-cumulative) thru automated reports. Incentive: satisfactory or better past performance
RATIO OF NON-TRADITIONAL ENCOUNTERS [PACT 16]	4.7.11	Contractor reports the sum of all PC Telephone encounters added to the sum of all PC Group Encounters added to the sum of all incoming and outgoing secure messages as the numerator.	Contractor shall maintain at least 20% in the appropriate ratio of non-traditional encounters.	Contractor shall maintain at least 12% in the appropriate ratio of non-traditional encounters.	VA will monitor using Electronic report using data from Performance Measure Report: T21, Quality and PACT Dashboard. VA will monitor progress quarterly (non-cumulative) thru automated reports
POST DISCHARGE CONTACT BY PACT TEAM [PACT 17]	4.7.12.	Number of discharges with follow-up contact by a member of the assigned PACT Team within two business days of discharge	Contractor assigned PACT Team member shall contact at least 75% of patients within two business days of discharge.	Contractor assigned PACT Team member shall contact at least 40% of patients within two business days of discharge.	VA will monitor using Electronic report using data from Performance Measure Report: T21, Quality and PACT Dashboard. VA will monitor progress quarterly (non-cumulative) thru automated reports
PACT STAFFING RATIO [PACT 18]	4.7.13	Percent of Divisions Meeting Staffing Ratio of 3:1 - (instead of the avg. ratio of staff per PC provider)	Contractor shall meet PACT Division Staffing Ratio of 3:1 - (instead of the avg. ratio of staff per PC provider) at least 75% of the time.	Contractor shall meet PACT Division Staffing Ratio of 3:1 - (instead of the avg. ratio of staff per PC provider) at least 50% of the	VA will monitor using Electronic report using data from Performance Measure Report: T21, Quality and PACT Dashboard. VA will monitor progress quarterly (non-cumulative) thru

				time.	automated reports.
PATIENT SURVEY RESULTS FOR “DISCUSSED DIFFICULTIES IN CARING FOR SELF[PCMH 4; SHEP PCMHQ36]	4.7.14	Outpatients responding to the PCMH survey, and answering Question 9. Weighted number of patient surveys show “yes”	At least 55% of weighted patient surveys show “yes”	At least 42% of weighted patient surveys show “yes”	VA will monitor using Electronic report using data from Performance Measure Report: T21, Quality and PACT Dashboard. VA will monitor progress quarterly (non-cumulative) thru automated reports
APPOINTMENT CANCELLATIONS	4.7.15	Contractor shall not unnecessarily cancel patient appointments and will reschedule cancelled appointments in a timely manner. Any appointment cancelled needs to be rescheduled within 2 weeks. This means the patients must be seen within 2 weeks of the original cancelled appointment date.	100% of patients seen within 2 weeks of the original cancelled appointment date.	100% of patients seen within 2 weeks of the original cancelled appointment date	Random Sampling VA will monitor using Electronic report using data from VA VISTA/CPRS system. VA will monitor progress through quarterly audits using automated reports. Contractor can check the status of their performance by running reports in VISTA/CPRS system.
PRIMARY CARE PROVIDER CONTINUITY (PACT8)	4.7.16	Patients see same PCP for appointments	77% of appointments provided with assigned PCP	65% of appointments provided with assigned PCP	VA will monitor using Electronic report using data from Performance Measure Report: T21, Quality and PACT Dashboard. VA will monitor progress quarterly (non-cumulative) thru automated reports.
PCMH SHEP ACCESS COMPOSITE	Patient satisfaction with Access measure composite	Composite % based on 2 questions 1. Get an urgent care appointment as soon as needed 2. Get a routine care appointment as soon as needed	VHA Strategic Analytics for Improvement & Learning (SAIL)	Benchmark is 53.8% (90 th Percentile)	VHA SAIL Report or Patient Experience Report http://reports2.vssc.med.va.gov/reportserver?%2fMgmtReports%2fVATR%2fSAILProd52fSAIL&rs;Command=Rend er