

## CLINICAL POPULATION MANAGEMENT

### PHASE TWO | STEP 4

#### **Establish a protocol for monitoring status of assessments.**

This step is simply about repeating Steps 3 and 4 on a consistent basis. Regularly monitoring your registry's overdue assessment data is the key to achieving, and then maintaining, on-time assessments across your patient population. This is one of the most important impacts of implementing Clinical Population Management – that you now have the capacity to track the timeliness of assessments across your entire population.

*Note: Since your registry population will change as patients are added and removed, it's important to monitor percentages rather than actual numbers. The goal is to bring the percentage of overdue assessments down and on-time assessments up.*

You'll want to establish a consistent interval for printing a new work list and working your way through it. We suggest weekly, but at minimum this should be done monthly. Also, many practices find it more feasible to spend a little time working through their overdue list each day rather than trying to tackle the entire task at once.

You may be encouraged to know that when practice teams focus on improving on-time assessments their whole assessment process inherently becomes more efficient and effective. They're also able to provide much more consistent care, which effects all aspects of practice performance.

#### **SETTING A REALISTIC "ON-TIME PERFORMANCE" TARGET**

While working to increase on-time assessments, you'll quickly discern that many "overdue factors" can be resolved, but a few can't – such as the subset of patients who are unable or unwilling to follow through with care. So what is a realistic performance target? Most measures of clinical quality improvement top off at 80 to 90 percent of the population, which is realistically attainable for on-time disease activity assessments as well.

Lack of progress toward this goal over time is an indication that practice workflow improvements are needed; these will be addressed in Phase Three.