



**Northwest Texas
Healthcare System**



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™

School of Medicine
Office of Strategic Initiatives



RHP 12 Collaborative Update

DSRIP Performance: Challenges, Successes and Lessons Learned

September 30, 2019

Agenda

Northwest Texas Healthcare

Texas Tech Health Science Center – School of Medicine

Q&A



Northwest Texas Healthcare

Northwest Texas Healthcare System, a 495-bed acute care medical center in Amarillo, Texas, is the safety net hospital for the Texas panhandle and rural patients from New Mexico, Colorado, Kansas and Oklahoma. Primary and specialty care is provided by 498 physicians at numerous facilities. NWTHS is the primary teaching hospital for TTUHSC in Amarillo, providing training to residents in pediatrics, internal medicine and obstetrics.

Mission Statement

We are committed to providing safe, superior quality healthcare services that:

- Patients recommend to family and friends
- Physicians prefer for their patients
- Purchasers select for their clients
- Students and residents excel within
- Employees are proud of
- Our community values



DSRIP Challenges

- Manual Data
- Customizing EMR
- Standardized Provider Documentation
- Baseline Corrections (6/9)

DSRIP Successes

- Achieved 100% earnings for DY7 and DY8
- Successfully defended 2 audits
- Solved manual data and provider issues for Maternal Care bundle
- Palliative care new in DY7, performing near 100% in DY 8
- G1-361- Bowel Regimen given with Opioid

G1-361: Patients Treated with an Opioid who are Given a Bowel Regimen

Measure Description:

Percentage of vulnerable adults treated with an opioid that are offered/prescribed a bowel regimen or documentation of why this was not needed

Policy: All inpatients with a prescribed opioid will automatically receive a bowel regimen order if one is not already prescribed.

- Executive Medical Committee approved the use of Docusate
- Pharmacists will order unless contraindicated by specified conditions.

Palliative Care Achievement

BSL **59%** DY7 **83%** DY8 **90%**

Inpatient Population Achievement

BSL **34%** DY7 **46%** DY8 **48%**

DSRIP Lessons Learned

- Celebrate team success often. Remember your place on the team.
- Humanize your auditor. Talk to them on the phone.
- Don't expect anyone else to be the expert on your measure bundle/metrics.
- Don't blindly accept ruling from HHSC. If you don't agree with the interpretation, politely argue your case.

The **Devil** is in the details,
so is **Deliverance.**

-Melissa Matlock



Texas Tech Health Science Center – School of Medicine



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Who We Are

A teaching organization comprised of approximately 550 practicing physicians working in 15 clinical departments. We provide services to West Texas with a patient population of approximately 125,000. Our clinics offer both primary care and specialty care.

Our Mission

To improve the health of people we serve with a SPIRIT of compassion and knowledge.

Our Vision

Texas Tech Physicians of Lubbock will be a top tier medical practice nationally recognized in quality patient care, satisfaction and value.

DSRIP Challenges

- Getting the data right
- Educating Clinical Teams
- Securing Buy In
- Measure Specifications vs. Caring for Patients

DSRIP Successes

- Workflow Technology
- Patient Navigator Team
- Dedicated DSRIP Team
- Proactive Outcome Reporting
- Achieved 100% earnings for DY8

DSRIP Lessons Learned

- Understanding Measure Specifications isn't as easy as it looks.
- Sharing outcomes and the dollars at risk make a difference.
- Clinical education and training must occur throughout the year.
- It takes a village...

Q&A

