

The Kirklin Clinic Clinical Practice Committee

At its October meeting, The Kirklin Clinic® (TKC) Clinical Practice Committee:

- Heard a report from TKC Chief of Staff Nancy Dunlap, MD, PhD, regarding the Blue Cross/BlueShield (BCBS) business community initiative, which resulted in the formation of the Quality Collaborative Committee. The potential physician clinical quality indicators were presented.

- Objective

- Implement a healthcare quality and patient safety forum that reinforces open, non-punitive examination, discussion, and support of initiatives that improve health outcomes and efficient delivery of care.
- Improve quality and patient safety through transparency.
- Develop format to further quality initiatives by actively engaging all participants: businesses, patients, providers, payors.
- Begin with process measures with the plan to transition to outcome measures.

- Participants

- BCBS.
- Hospitals – Flowers, Providence, Coosa Valley.
- Physicians - Pam Varner, MD, Nancy Dunlap, MD, PhD, Juan Johnson, MD, and Mark Williams, MD.
- Businesses - Alabama Power, Protective Life, and Regions Bank.

- Timeline

Activity	Completion Dates	
Complete Quality Reporting Vendor Selection	August 31, 2008	✓
Conduct First Taskforce Meeting	September 30, 2008	✓
Select Key Quality Indicators	October 31, 2008	On track
Data Extract to Vendor	November 30, 2008	
Vendor Testing	December 31, 2008	
Data Analysis	January-March 2009	
Physician Rollout/Validate	April 15 to June 30, 2009	
Public Reporting	July 1, 2009	

- Reviewed TKC clinic-specific Tracer scores for physician indicators, which have not improved significantly. Recommendation: encourage TKC physicians to routinely dictate in each clinic note the education physicians provide to patients and families and their understanding of this instruction and/or their engagement.
- Received a pocket version of the TKC Physician Handbook for The Joint Commission.
- Learned that two flu shot stations are now open at TKC: TKC 4th floor (walk-in patients are welcome), and TKC 2nd floor. TKC patients also can receive flu shots at any UAB Health Center (Prime Care satellite clinics). When a flu shot is given, it will be documented on the Patient Summary List.
- Reviewed the list of TKC Press Ganey Honorable Mentions for physicians and staff who were mentioned by name in the patient satisfaction surveys.
- Received a copy of the TKC Strategic Plan for 2009.
- Learned that:
 - The UAB Health System plans to develop an employee handbook and also plans to identify dashboard indicators.
 - TKC administration is developing a walk-in clinic for all UAB employees who have a physician in our system, with care to be provided by a Prime Care nurse practitioner. More information will be forthcoming soon.

If you would like more information concerning any of these items, contact the TKC Clinical Practice Committee representative from your department.