

# SHIP STATE LEVEL EVALUATION FACT SHEET

## Number of patients interviewed



- 1143 patients
- 74% female
- Average age 43 years
- Of the 1,143 patients interviewed; 70% of patients came from urban counties, 23% from rural counties and 7% from frontier counties

## Number of clinics interviewed



- 92 clinics from the three cohorts participated in patient interviews
- 127 clinics from the three cohorts participated in the clinic interviews
- 25% (23) are in rural counties
- 65% (60) are in urban counties
- 10% (9) are in frontier counties

## Top 3 things patients want from their primary care team



1. Listen to Patient Concerns: 43.6% (498) patient responses



2. Confirm that Patient Understands Care: 28.2% (322) patient responses



3. Schedule Follow-Up Appointment and Care Coordination: 15.5% (177) patient responses

## Top 3 things clinics want to work on in the future



1. Performance Measures and Quality Improvement



2. Care Coordination and Care Transitions



3. Care Management and Support

**Note:** The final state level evaluation report will be available after January 31, 2019. For questions, please contact [JanetReis@boisestate.edu](mailto:JanetReis@boisestate.edu) or [ann.watkins@dhw.idaho.gov](mailto:ann.watkins@dhw.idaho.gov)

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## What was learned from Goals 2 & 5 Use Cases?

- Establishment of connectivity of 92% (152) SHIP clinics by January 31, 2019
- Use cases in Public Health Districts 6 and 7 underscored the importance of small, rural clinic staff being knowledgeable in measure knowledge and EHR knowledge domains
  - Majority of staff had beginner's understanding of Excel, data management, and clinical quality measures

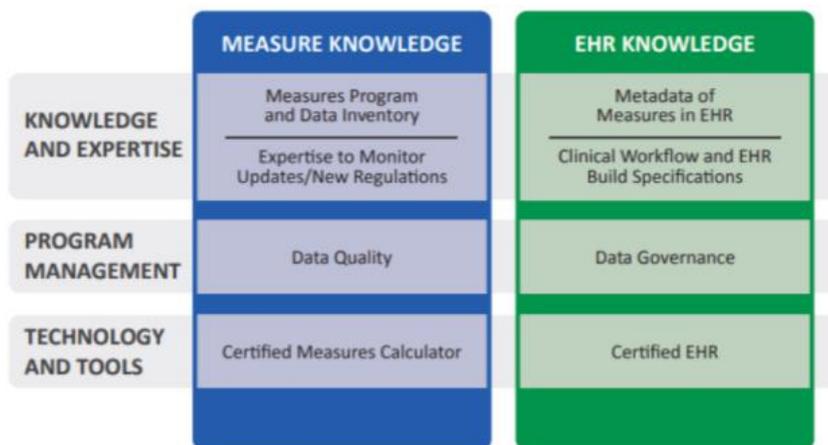
## How can clinics use this information to improve their practice and engagement with patients?

1. Improve Data Entry
  - Understanding the necessity of correct placement of information in Electronic Health Record (EHR) and using correct type of information
  - Clinic staff responsibilities in workflow for patient care
  - The recording of those responsibilities in an EHR as appropriate
  - The generation of a clinical quality measure from the accumulated, specified codes for that measure
2. Define Measures and Measure Specification
  - Understanding the necessity of matching clinical workflow for a measure with the official measure specification and the EHR measure version reporting capability used by a clinic.

## How is information used for curriculum development?

- Module Development
  - Specific to clinical staff to provide them with an interactive way to further understand role within data validation and data capturing
- A core of learning and skill development with clinic staff and BSU health science graduate students
- Understand the necessity of correct placement of information in EHR records and using correct type of information
- Understand the necessity of matching clinic definition of measure with measure specification and measure definition available in version of EHR
- To measure knowledge and EHR knowledge domains

*Example:*



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