

# Data Minded: A Review of APP Quality Care

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# Disclosures

- Course Director: AAPA Executive Leadership Conference

# Objectives

- Discuss how to build trust in APPs within your facility or healthcare system
- Understand the steps to take to develop high quality APPs
- Know the importance of using data to show success of your APPs
- Know how to develop a program to monitor quality care in providers

“Quality means doing it right when no one is looking.”  
~Henry Ford~



# Steps to Achieve High Quality APPs

- Hire the right providers for your team
- Educate, educate, educate
- Offer tools for success
- Build effective Physician-APP teams
- Develop a broad scope of practice
- Quality review is critical
- Discuss the data
- Reevaluate and adapt as needed



# Recruiting

New grads vs.  
experienced  
providers

Medical Skills

Cultural fit

# USACS ED APP Orientation and Onboarding Academy

- Administrative
- Educational
- Patient Care
- EM Procedures
- Risk Management

## WELCOME

- Orientation - Corporate, Site Hospital EMR
- Review Documentation Manual
- Compliance Training
- Clinical Management Tools in Litmos
- Failsafe Policies in Litmos
- Risk Management Modules in Litmos

## CLINICAL ONBOARDING

- Mentored Shifts
- Fundamentals of EM in Litmos (if applicable)
- USACS Emergency Medicine Education Curriculum:
  - EKG/Dyspnea & EM Skills Modules in CEME
  - APP Advanced Education in Litmos
- EM Boot Camp (if applicable)

## EARLY USACS PRACTICE

- EM Skills Lab
- High Risk Emergency Medicine Course
- Efficiency Academy
- Provider Engagement & Patient Experience Academy

## CERTIFIED USACS APP

- Yearly Evaluation
- High Risk Diagnosis Chart Audit (annually)
- Updated Risk Management Modules as assigned
- Advanced APP Education (6x per year)
- License-Required Ongoing CME Education



# Education Courses

- Risk Management Modules
- Litmos learning management system modules
- EKG Training
- Patient Experience Course
- High Risk Emergency Medicine Course
- Efficiency Training
- Cadaver Skills Lab





# Quality and Risk Tools

## Clinical Management Tools

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- ✓ Improved quality
- ✓ Reduced resource utilization
- ✓ Reduced practice variation
- ✓ Reduced risk

## FailSafe

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- ✓ 24/7/365 live physician support
- ✓ 8 defined high-risk complaints
- ✓ 15,000+ consults & **ZERO claims**

# Advanced APP Education



- Bimonthly Advanced education topics
- Material chosen based on quality reviews and high-risk topics
- Examples: Dizziness, Sepsis, Atypical Chest Pain, Spine x-ray interpretation

# Build Effective Clinical Teams

- Collaboration
- Trust
- Understanding



# Develop a Broad Scope of Practice



Site

Individual

# Overview of APP Quality Program

1/2020



USACS PRE-CERTIFIED APP			USACS CERTIFIED APP	
	Category A: USACS New Graduate APP (New to EM)	Category C: 1-5 years of EM Experience	Experienced APP Current USACS Employee APP Advanced Scope of Practice Training Program	Advanced Scope of Practice
	Category B: New to EM Medicine or <1 yr. Experience	Category D: More than 5 years of EM Experience		
EDUCATION	See "New Hire APP Training and Steps" Document	See "New Hire APP Training and Steps" Document	See "New Hire APP Training and Steps" Document	CME
MENTORED SHIFTS	See "New Hire APP Training and Steps" Document	See "New Hire APP Training and Steps" Document	See "New Hire APP Training and Steps" Document	None
INITIAL CHART AUDIT	1 month of employment	1 month of employment	None	None
COLLABORATIVE PEER REVIEW If applicable at the site/region	Attends	Attends	Attends	Attends
HIGH RISK DIAGNOSIS	Yes, 1x per year	Yes, 1x per year	Yes, 1x per year	Yes, 1x per year
72 HOUR RETURN VISITS	Yes	Yes	Yes	Yes
ADVANCED APP EDUCATION	Every other month	Every other month	Every other month	Every other month

# Quality Review is *Critical*





# Peer Review

- Monthly sessions
- 5 cases per month with peer review scoring
- Physicians and APPs attend

# APP High Risk Medical Record Review

## Goal:

To proactively identify any gaps that may exist between expanding the APP scope of practice and patient outcomes

## Method:

Minimum 5 charts per APP reviewed

## Criteria Used:

High-risk diagnoses in patients over the age of 50

- Abdominal Pain
- Atraumatic Chest Pain
- Shortness of Breath
- Headache
- Dizziness
- Other

# APP High Risk Medical Record Review

Physician Name  
Facility Code  
Visit  
DOS  
Physician Auditor  
Patient Disposition

Quality Measures	Yes	No
<b>Q#1 Were any of the following a chief complaint?</b>		
Abdominal Pain	<input type="radio"/>	<input checked="" type="radio"/>
Atraumatic Chest Pain	<input type="radio"/>	<input checked="" type="radio"/>
Shortness of Breath	<input type="radio"/>	<input checked="" type="radio"/>
Headache	<input type="radio"/>	<input checked="" type="radio"/>
Dizziness	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input checked="" type="radio"/>
<b>Q#2 Was the care provided appropriate?</b>	<input type="radio"/>	<input type="radio"/>
<b>Please list additional comments in this text box:</b>		
<div style="border: 1px solid black; height: 100px;"></div>		

Exclude Chart From Audit:

**Submit**

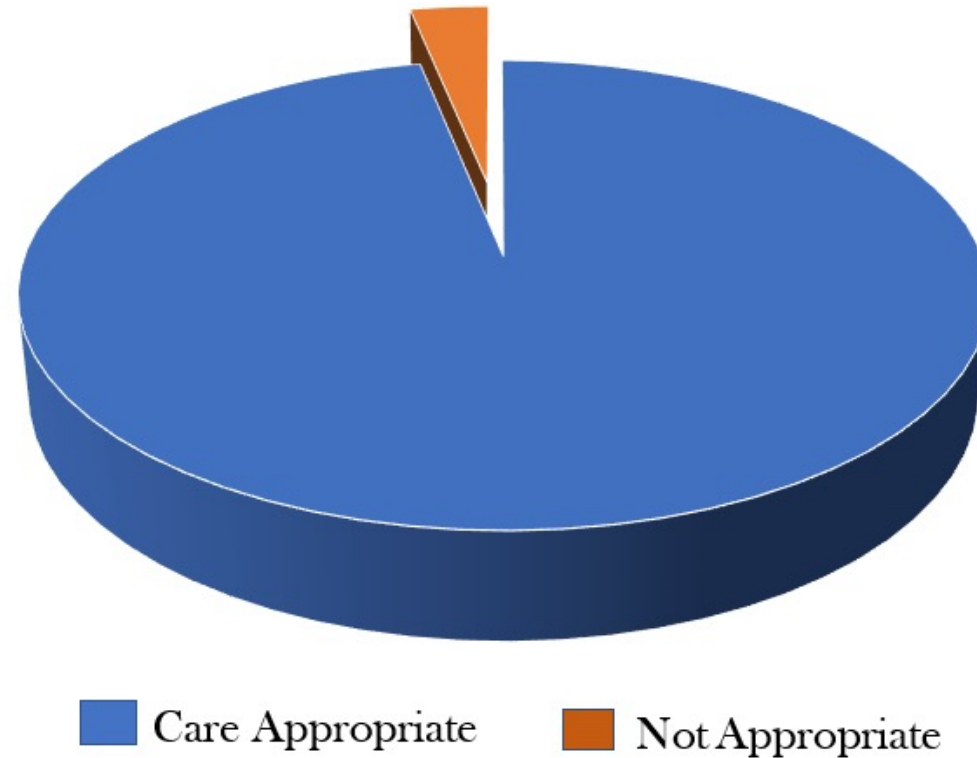
**Cancel**

Click link below to prepare data and create an Incident Form.

[Create Incident Form](#)

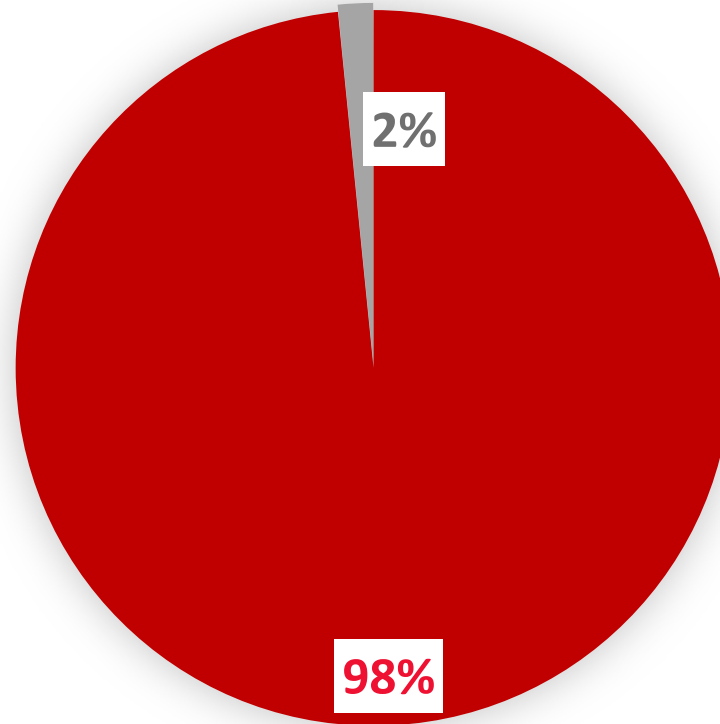
# 2020 APP High Risk Medical Record Reviews

Care was Appropriate in 96.8% of Cases



# Our well-trained APPs manage high-risk cases with superb quality

Chart reviews performed on 8,754 high-risk cases seen by APPs



■ Appropriate care    ■ Education needed

## APP High Risk Medical Record Review Conclusions

- ❖ The combination of a top notched education program coupled with the USACS Quality and Risk architecture allows for safe autonomous practice.



# Data is Gold....



# APP Productivity Scorecard

APP Scorecard

Service Month 7 of 33

APP Scorecard

Service Month Region VP Site Site Billing Cohort Site Type

Provider Mnem	Provider	RVUs per Hour	RVU Target	Encounters per Hour	Total Encounters	% 99283	% 99284	% 99285	% 99291	Coder Comm % Generated	Hours Worked	% APP Only Patients
<b>Totals</b>		<b>5.46</b>	<b>3.41</b>	<b>1.61</b>	<b>1,244,809</b>	<b>31.47%</b>	<b>39.03%</b>	<b>22.63%</b>	<b>1.32%</b>	<b>1.43%</b>	<b>773,549.48</b>	<b>70.17%</b>
AAROT		3.19	4.80	0.99	948	33.47%	52.59%	13.62%	0.11%	0.42%	958.58	80.46%
ABBOP		5.50	5.86	1.39	1,565	16.13%	40.08%	41.55%	2.05%	1.85%	1,123.17	33.48%
ABDES		5.22	0.83	1.54	1,385	30.69%	43.47%	25.05%	0.43%	3.10%	899.92	97.04%
ABUDA		7.10	5.00	2.36	2,519	42.08%	38.43%	18.02%	0.32%	0.40%	1,067.00	89.56%
ACERB		5.84	5.90	1.52	259	18.15%	37.84%	44.02%	0.00%	0.39%	170.08	42.47%
ADAID		5.70	3.38	1.78	1,260	32.78%	51.79%	14.40%	0.16%	0.24%	707.50	99.60%
ADLEA		6.15	1.458	1.56	1,458	18.46%	38.50%	39.53%	3.29%	0.69%	933.00	92.11%
AGBUD		5.77	6.06	2.08	1,161	47.58%	43.26%	7.34%	0.09%	0.00%	559.50	79.02%
AHMSO		3.56	0.00	0.87	903	0.10%	0.20%	0.00%	0.00%	1.88%	1,041.50	96.86%
AIKEC		5.68	6.50	1.70	68	29.41%	48.53%	20.59%	1.47%	4.41%	40.00	55.88%
AITKA		6.09	4.35	1.92	2,137	39.17%	40.57%	18.67%	0.75%	0.37%	1,113.33	81.80%
AKERK		4.99	1.14	1.33	678	18.91%	41.21%	35.45%	3.55%	0.29%	511.00	79.47%
ALGOK		0.00	0.00	0.00	0	-	-	-	-	-	36.00	-
ALINI		5.91	6.70	1.63	953	26.26%	42.33%	28.68%	2.63%	0.42%	584.33	6.62%
ALLEB		4.86	0.00	1.33	1,186	25.80%	46.88%	24.03%	3.20%	0.51%	895.00	36.09%
ALLEH		2.68	0.00	0.90	52	28.85%	63.46%	7.69%	0.00%	0.00%	58.00	98.08%
ALLMA		5.25	6.22	1.32	1,480	21.64%	39.49%	37.46%	1.22%	1.22%	1,121.50	66.60%
ALLYD		5.81	5.50	2.05	2,090	27.61%	29.29%	6.95%	0.00%	0.24%	1,021.50	97.27%
ALTHR		4.95	0.00	1.35	1,575	23.05%	47.81%	24.83%	4.25%	0.83%	1,163.50	72.00%
ALTOC		-	6.00	-	13	58.33%	25.00%	16.67%	0.00%	0.00%	0.00	16.67%
ALVAH		5.94	-	1.59	1,365	18.70%	47.51%	32.62%	0.59%	1.76%	859.17	82.04%
AMENK		6.94	2.66	2.08	1,312	39.08%	35.57%	22.29%	2.67%	0.00%	630.67	66.41%
AMYOA		7.05	6.50	1.92	2,024	26.73%	36.96%	30.19%	1.53%	0.89%	1,054.50	45.41%
ANASS		2.51	-	0.75	103	23.81%	40.95%	7.62%	0.00%	6.80%	137.50	46.67%
ANDCA		5.16	-	1.51	1,350	29.19%	43.04%	26.44%	0.74%	2.67%	894.75	81.56%
ANDEA		4.64	0.00	1.43	356	31.18%	51.40%	16.01%	0.84%	0.28%	249.75	98.31%
ANDEM		7.07	5.61	2.42	1,972	49.85%	32.91%	15.77%	0.71%	1.57%	814.25	82.00%
ANDRL		5.22	6.00	1.61	734	29.29%	51.63%	17.71%	0.68%	2.59%	455.08	57.90%
ANDRT		5.84	0.00	1.65	1,450	21.86%	47.66%	28.48%	1.45%	2.55%	878.00	74.97%
ANDTI		4.33	0.00	1.37	97	41.24%	43.30%	14.43%	1.03%	0.00%	71.00	21.65%
ANICU		6.55	6.00	1.56	955	0.13%	21.50%	56.21%	2.04%	0.04%	540.50	22.00%

# Site Data

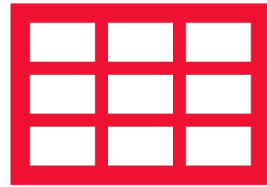
## Analytics

Measures	RVUs per Hour	RVU Target	Encounters per Hour	Total Encounters	% 99283	% 99284	% 99285	% 99291	Coder Comm % Generated	Hours Worked	% APP Only Patients
	5.46	3.41	1.61	1,244,809	31.47%	39.03%	22.63%	1.32%	1.43%	773,549.48	70.17%
	4.81	1.66	1.40	398,968	27.97%	36.91%	23.13%	1.18%	2.11%	285,148.50	80.34%
	5.31	0.00	1.36	30,131	20.70%	36.59%	36.16%	2.78%	1.37%	22,215.08	33.55%
	5.23	0.00	1.40	33,127	26.29%	36.25%	24.51%	0.83%	4.14%	23,602.77	84.59%
	4.22	2.36	1.45	28,956	26.42%	32.55%	12.03%	0.35%	1.10%	19,961.70	62.45%
	0.96	0.00	0.44	3,205	-	-	-	-	0.00%	7,332.28	-
	6.06	0.00	1.93	4,135	46.07%	41.52%	11.61%	0.19%	2.18%	2,145.25	36.24%
	4.95	0.00	1.72	1,250	54.56%	36.64%	7.44%	0.16%	1.20%	727.92	45.68%
	5.61	0.00	1.78	361	49.86%	38.50%	10.80%	0.28%	1.39%	202.75	43.21%
	3.97	0.00	1.57	82	64.63%	31.71%	1.22%	0.00%	1.22%	52.25	62.20%
	5.27	0.00	1.89	409	56.97%	35.21%	6.36%	0.24%	0.73%	216.00	46.45%
	4.69	0.00	1.64	131	55.73%	34.35%	7.63%	0.00%	3.82%	80.00	51.15%
	4.10	0.00	1.47	145	55.86%	33.10%	9.66%	0.00%	0.69%	98.92	48.28%
	4.31	0.00	1.56	122	50.82%	45.90%	2.46%	0.00%	0.00%	78.00	30.33%
	6.03	5.00	1.88	13,122	32.14%	47.31%	19.24%	0.61%	0.34%	6,979.75	53.32%
	6.66	5.00	2.61	7,244	0.00%	0.00%	0.00%	0.01%	2.33%	2,776.50	96.82%
	5.36	4.46	1.66	123,259	34.53%	37.75%	20.17%	1.03%	2.19%	74,030.87	83.87%
	4.69	1.00	1.31	162,850	23.83%	37.46%	23.99%	1.28%	2.00%	124,424.08	91.79%
	3.19	0.00	0.99	20,645	37.04%	34.50%	26.53%	0.51%	1.70%	20,914.00	52.07%
	4.09	3.45	1.30	49,358	32.42%	36.49%	13.64%	0.69%	1.40%	37,901.08	83.34%
	6.37	5.77	1.82	290,872	31.06%	39.05%	26.20%	1.74%	0.66%	159,438.08	52.50%
	6.01	3.86	1.79	282,089	33.41%	41.85%	20.37%	1.14%	1.19%	157,315.98	78.10%
	5.50	5.99	1.67	223,522	35.55%	39.75%	21.96%	1.42%	1.53%	133,745.83	62.19%

# Data.....



Make friends with IT and analytics department



Take an excel course if you don't know how to build spreadsheets



Practice, practice, practice



# Be data driven and data minded



# Create Value for APPs using Data





# Uses of Data



QUALITY



PRODUCTIVITY



VALUE



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