

RIQI/RI-PTN TCPI Exemplary Practice Story: New England Pulmonary Medicine

NEW ENGLAND PULMONARY MEDICINE INC
PULMONARY DISEASE

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New England Pulmonary Medicine is a very small practice, consisting of a single provider, Dr. Bilbeisi, and one staff person. At our office in North Smithfield, Rhode Island, we provide care for approximately 2,108 patients, mostly ranging in age from 40 to 95 years old, with a variety of ethnic backgrounds. Given our northerly location in the state, our patients come from somewhat rural towns, such as Pascoag, as well as the more urban city of Woonsocket, where Dr. Bilbeisi also provides treatment for patients at Landmark Hospital.

A clear strength of our practice is the excellent engagement that our team boasts. Kayla Houle, a Medical Assistant, also serves effectively as our Office Manager. Being highly competent, she handles scheduling and front desks duties along with rooming tasks and the completion and editing of dictation (using Dragon). Working hand in hand with Dr. Bibeisi, we are a very effective team and benefit from the agility that our small size affords. Importantly, given the high level of complexity common to our patient population, the cooperative efforts our team demonstrates in managing patient issues and needs is critical to our strong patient engagement, care and overall achievement in our Clinical Quality Measures.

Centering Patient Care on the Patient

Dr. Bilbeisi is an extremely dedicated clinician who prioritizes patient care and takes the time needed to provide optimal care for each, individual person he treats. He does not share call with other clinicians and he makes himself available to his patients 24 hours a day, 7 days a week. Each of our patients has an individualized care plan that centers on their unique diagnoses and includes a risk level assessment and designation. Using this information, we can be sure to provide an appropriate level of care and address each individual’s specific needs. This level of dedication and Patient and Family Engagement (PFE) translates to overall excellence in patient care and satisfaction within our small, busy practice. We regularly offer opportunities for patients to complete surveys regarding our care so we can receive regular feedback and target areas for improvement. We are proud to note that our patients’ feedback has been unanimously positive and revealed an *exceptionally* high level of satisfaction in the care we provide at New England Pulmonary Medicine. For example, in our 2017 patient satisfaction surveys our practice conducted, one patient described that New England Pulmonary Medicine has the “most caring and professional doctor and office staff we have ever met.”

Excellence in Patient Care Supported by Innovation and Efficiency

Dr. Bilbeisi’s excellent Clinical Quality Measures are yet another reflection of the strong clinical care provided by our team at New England Pulmonary Medicine. As can be seen in our data (included to the right), our current performance in all measures we

New England Pulmonary Medicine Performance Chart			
Quality Measure	Performance Target	Current Performance	National MIPS Benchmark
Prevention			
Tobacco Use: Screening and Cessation Intervention	100%	100%	83%
Body Mass Index (BMI) Screening and Follow-up Plan	75%	92%	45%
Documentation of Current Medications in the Medical Record*	N/A	91%	89%
Disease Management			
Controlling High Blood Pressure ^a	N/A	46%	62%
^a an additional measure not included in quarterly reporting for CMS			

At New England Pulmonary Medicine, success in our Clinical Quality Measures, such as seen in our performance in the Tobacco Use: Screening and Cessation, BMI Screening and Follow-up Plan and Documentation of Medications categories, is a reflection of the excellent care provided at our practice.

Screening for High Blood Pressure and Follow-Up CQM-22 (MIPS-317)
 Domain: Community/Population Health
 Patients 18 years and older
 If patient has high blood pressure during encounter, select at least 1 of the following.

- Y Follow-Up Visit to Rescreen Blood Pressure within 4 weeks
- Y Follow-Up Visit to Rescreen Blood Pressure within 1 year
- Y Lose Weight
- Y Patient Education Dietary Meal Planning
- Y Doctor's Orders: Exercises Prescribed
- Y Anticipatory Guidance: Alcohol Use

Click (N) if no test was performed and then select reason from drop down.

N reported blood pressure check

At New England Pulmonary Medicine, we worked with our billing company to design and implement an innovative spreadsheet that simplified our EHR workflow

track exceeds the National MIPS Benchmarks. Most importantly, the success demonstrated by our scores reflects our excellence in the associated clinical care. For example, given our specialty, it is imperative that we screen *each and every* patient we treat regarding their tobacco use. For patients who smoke cigarettes, ensuring vital follow-up is completed is integral to the overall treatment we provide. Our performance of 100% in this measure is indicative of our efforts and the emphasis we place on ensuring this is done.

Along with our strong clinical care, New England Pulmonary Medicine’s status as a RI- PTN TCPI Exemplary

Practice also is earned through our overall efficiency and innovative approach to our processes. We have solid EHR workflows and have worked hard to ensure we are as efficient as possible. To maximize our efficiency, we partnered with our billing company to design and implement a customized flowsheet in our EHR (Greenway/Intergy) where we can document our

Clinical Quality Measures. Along with providing a means to greater efficiency and time savings, this improvement also led to increased joy in our work as we were more reliably able to capture (*and get credit for*) the clinical work that we do. Greenway/Intergy shared this flowsheet with other practices with a similar specialty so they could also benefit from this improved, innovative design.

Conclusions

At New England Pulmonary Medicine, it is clear that a focus on excellence in patient care drives our small practice in every way. We have an innovative, improvement focused mindset that has led to finding unique solutions and efficiencies. Given this, we are successful in our clinical quality measures and patient engagement and can be seen as true leaders in transformation.