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RAPID

Reporting Assistance and Process Improvement Discussion

Session 4

UDS
Uniform Data System

Roadmap for Today

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PART 1:
Review Action Work

PART 2:
Understanding Data Quality

PART 3:
Understanding Measure Specifications for UDS Reporting

PART 4:
Measure FAQs

PART 5:
Action items to complete prior to next session

Session 1, June 2025: Understand your Own UDS Reporting

Session 2, July 2025: Understanding your Measure of Focus

Session 3, Aug. 2025: Working Towards Your Goal

Session 4, Sept. 2025: Making and Sustaining Progress on Your Goal

SME Session: Data Governance

SME Session: Workflow Mapping

Agenda

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- **Review August Activities**
  - Process Mapping Session
  - Action Work from Last Session
- **Collaboration on Planning**
  - How will efforts evolve?
  - Considerations for validation and piloting/ small tests of change
  - Measurement and implementation
- **Action Work following this Series**
  - Go forth with your selected improvement!
  - Monitor progress on your SMART goal
- **Success session in 3 months**

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You joined a SME session focused on Process Mapping, which focused on:

- Sustainable change
- Process maps (process flows and workflows) as an opportunity for improvement
- Data governance role in sustaining and monitoring change

You completed the following Action Work and submitted it via email:

Get together with your team. Start with the concrete action step identified in your action work before this session and discuss what it would look like to make this improvement.

Scope the improvement into something that can be planned and tested out in about 4-6 weeks.

Work through the SMART Goal worksheet, to fully document the improvement and related goal.

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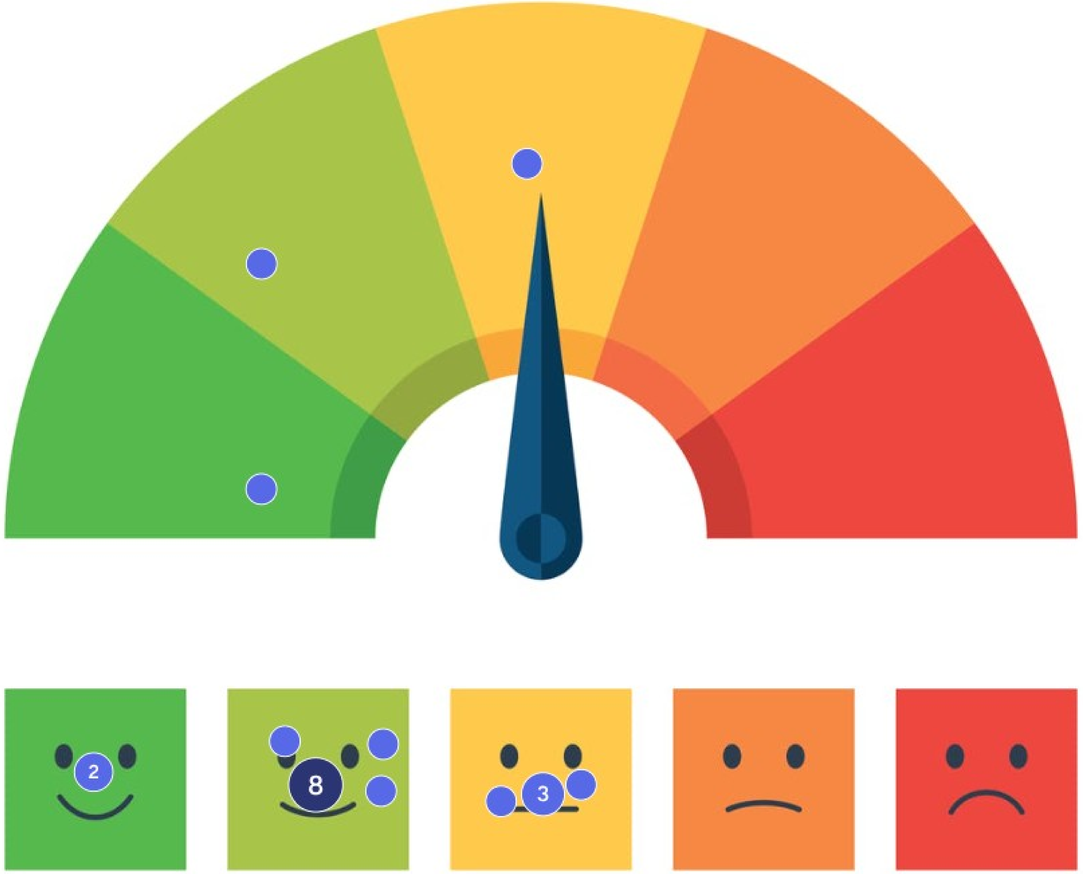
How did selecting your change/ improvement go?



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Let’s Share

Discussing what you have covered since our last session!

Cervical Cancer Screening
Selected Improvement

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Patient Outreach and Engagement

- Proactive communication with patients through postcards, phone calls, and secure messaging systems to remind them about due screenings and help schedule appointments.
- Offering alternative screening methods like self-swab cervical cancer screenings, especially for patients who may be hesitant about traditional methods.
- Educating patients on the importance of screening and lower-cost options.

Workflow and Staff Training Improvements

- Modifying clinic workflows to encourage annual updating of patient history, including external screening documentation.
- Training clinical staff on proper documentation/coding for all required measure elements (e.g. exclusion for hysterectomies)
- Educating staff on how to discuss and schedule pap smears
- Re-educating clinical staff on checking for updated OBGYN details and scheduling follow-up for past-due screenings during every patient encounter.

Data Utilization and EHR Optimization

- Leveraging EHR systems to generate reports for overdue patients, flag patients due for screening, and utilize reminders and reconciliation tools.
- Developing EHR reports to evaluate the implementation and successful receipt of external medical records.
- Conducting records searches in various systems (Cerner, LabCorp, Watershed) for cervical cancer screening results and importing documents into the EHR.
- Using EHR systems to track overdue pap smears and pending requests for surgical reports.

How do you feel about the improvement you've selected?

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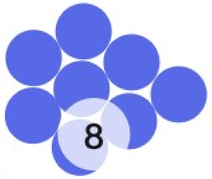
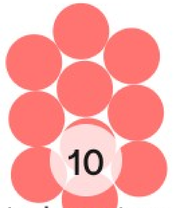
Driving Forces: What forces encourage or support this change?

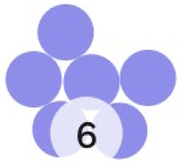


Agreement that it's a solution to our root cause



Leadership buy-in or support

Leverages available staff/ capacity



Fits within existing workflows

Informed by existing data

Restricting Forces: What headwinds or challenges are you likely to face?

Ultimately patient response.

Staff are overburdened already due to high staff turnover

Mistrust towards new procedure (self swab)

provider buy in with already heavy workload

Delay in receipt of surgical records due to poor historians

Staff by-in for the documentation processes and time for processing external dicuments

follow up workflow for abnormal results has not been tested yet

Staff potentially losing momentum in engaging the patients

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Restricting Forces: What headwinds or challenges are you likely to face?

Getting our EMR to collected the data that we are needing. Due to changing to a new EMR and working out the bugs.. As well as getting all clinical staff on the same page as to what needs to be collect

Follow through, making sure we can keep the momentum up.

Under staffed

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Anything you need help on or are blocked by? What could you use your colleagues' advice on?

Work flows that have already developed so I don't have to reinvent the wheel

Education material that has been developed for staff and patients

limitations from emr - open to any resources or advice folks have from using eCW

Anyone successful with finding incentives (gifts, etc.) or funding to encourage patients' participation

Cost effective patient outreach resources in and outside eCW

Share any workflow that has been developed

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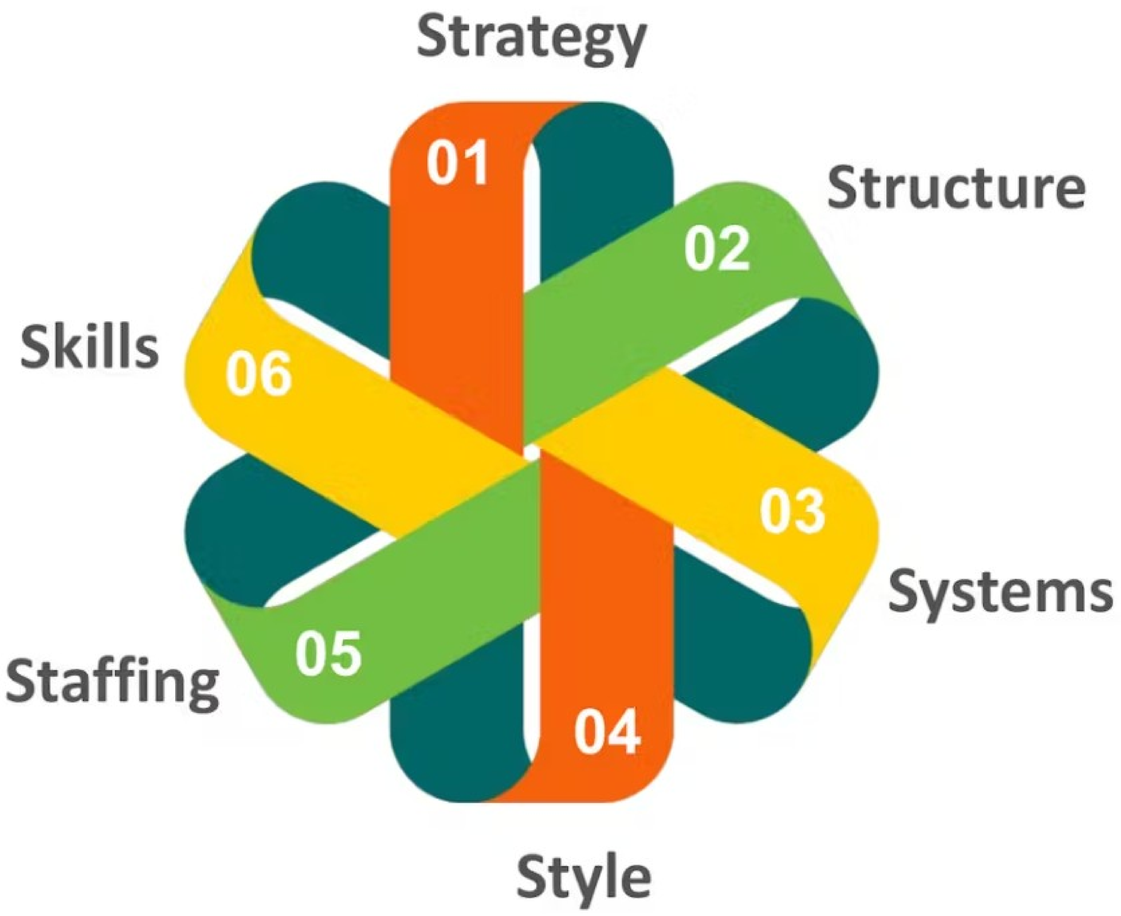
What common features of potential improvements?

From what you considered while doing your action work and what your colleagues have shared, what are the important considerations?



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Key Takeaways and Risk Mitigation

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Communication

It's important to communicate about the improvements you are making, and what you are testing related to that change, and why. Also communicate how broad the test will be and how you'll determine whether it worked.

Validation

All the data used to determine what change is needed or whether the change is working need to be validated -- simply trusting that data reflects the work being done is not enough!

Piloting

If you are familiar with PDSA cycles, you know that the focus is small tests of change. Doing this ensures that you don't make big investments or re-train staff before ensuring that the change works as we hoped.

Storytelling

Many people don't love data and especially don't love data that's used to say how well or not well they are doing. Using patient and staff stories to illustrate the importance of this is meaningful!

Reminder of SMART Goal

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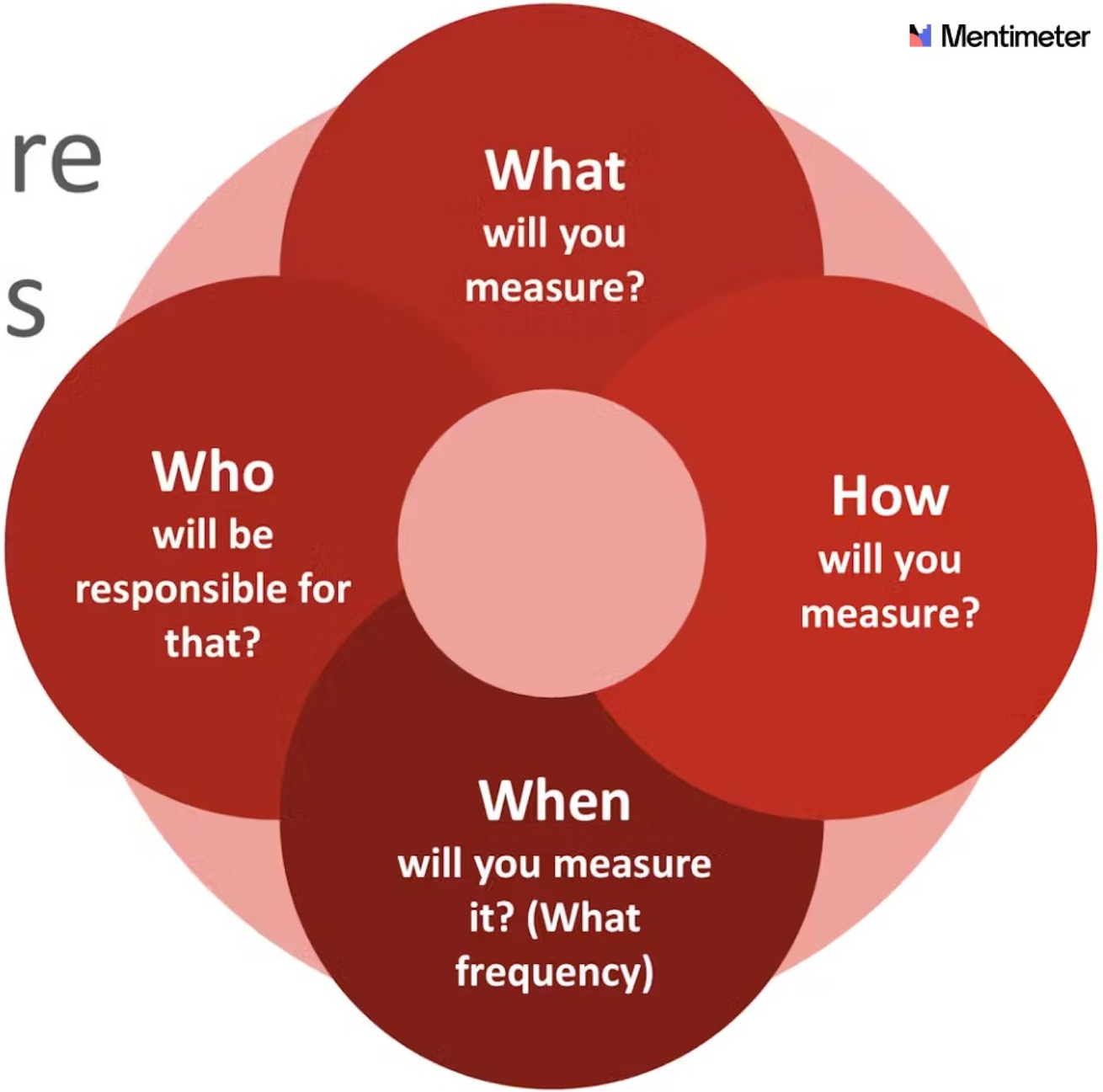
Specific	Reflects an important dimension of what your organization seeks to accomplish.
Measurable	Includes standards by which reasonable people can agree on whether the coal has been met (by numbers or defined qualities).
Ambitious	Challenging enough that achievement would mean significant progress; a “stretch” for the organization.
Realistic	…but not so challenging as to indicate lack of thought about resources or execution; possible to track and worth the time and energy to do so.
Time-bound	Includes a clear deadline

Why is a SMART goal important?

- Ensures a thoughtful, clear goal tied to the planned change.
- A quality goal can inspire a team, set a clear path forward, and show people how their individual work impacts the bigger picture.

How will you measure your change towards your SMART goal?



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How do you see successful change impacting your work?

What comes next?

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Step 1	Step 2	Step 3	Step 4	Step 5
Implement your change! Be sure to include communication, validation, piloting, and storytelling.	Monitor and measure, particularly against you SMART goal.	Review progress with your team regularly.	Iterate as needed based on team response and monitoring results.	Join the Success Session 3 months from now to share how it's going.

Success Session in Three Months!

Action work between now and then is to **go forward with your change**!

Se sure to track progress on your SMART goal as a result of the change you are making, and measure progress along the way!

At the Success Session, we'll:

- Share progress and lessons
- Strategize how to *SUSTAIN* change

Assistance Available

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UDS Support Center

- Assistance with UDS reporting content questions
- 866-UDS-HELP (866-837-4357)
- udshelp330@bphcdata.net

HRSA Call Center

- Assistance with EHBs account and user access questions
- 877-Go4-HRSA (877-464-4772), Option 3
- http://www.hrsa.gov/about/contact/ehbhelp.aspx

Health Center Program Support

- Assistance with EHBs electronic reporting or EHB account issues
- 877-464-4772, Option 1
- http://www.hrsa.gov/about/contact/bphc.aspx

GeoCare Navigator

- Assistance with the online service area mapping tool
- https://geocarenavigator.hrsa.gov/

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Thank You!

Contact:

udshelp330@bphcdata.net or BPHC Contact Form

1-866-837-4357

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