

E-Consult Metrics Crosswalk

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blue  of california
foundation



Crosswalk of PRIME, GPP, WPC and BSCF eConsult Metrics

Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Time frame	Owner	Definition	Why measure this?
CORE METRICS									
Financial	X		X	# specialty touches/ population referred to specialty care - (Pilot - Rheumatology)	eCR platform & health system metrics	June 1 2016-Aug 31 2016	Smart Referral	in-person specialty visits or eConsults (all back-and-forth included in one eConsult)/# of patients for whom a specialty referral was ordered	indirect measure for business case; access to specialty care; look at trends and whether supply induces demand for consults
Population Health	X		.	Time to third next available new in-person appt for eConsult specialties pre- and post- implementation	health system metrics	June 1 2015-Aug 31 2015 vs. June 1 2016-Aug 31 2016	Smart Referral	third next available new patient appointment if patient calls to make appointment	access to specialty care; direct measure of impact
Population Health			X	Demographics of the population served	health system metrics	FY 15-16	Prime	insurance status of total referrals ordered	generalizability
Population Health			X	Demographics of patients who received an eConsult	eCR platform & health metrics	June 1 2016-Aug 31 2016	Prime	insurance status of patients who received at least one eConsult	Program reach; impact on equity
Population Health	X	X	X	% of patients who received specialty expertise via eConsult	eCR platform & health metrics	June 1 2016-Aug 31 2016	Smart Referral	number of patients who had an eConsult (regardless of management strategy)/total referred patients	Program reach
Population Health			X	PCP ability to manage eConsult specialty conditions	PCP survey	administered summer 2016	Smart Referral	% of PCPs who self-report satisfaction with the program on a survey	effectiveness of eConsult; indirect measure of program impact
Population Health	X	X		eConsult management	eCR platform	June 1 2016-Aug 31 2016	Smart Referral	% of eConsults that result in in-person visit/total eConsults (per specialty); % of eConsult that are never scheduled/total eConsults (per specialty)	effectiveness of eConsult; direct measure of impact
Population Health				# of specialties offering eConsult and what they are	eCR platform	June 1 2016-Aug 31 2016	Smart Referral	raw number of specialties offering eConsult	Access to specialty care; direct measure of impact
Population Health	X		X	Unclosed loop by PCP	eCR platform	June 1 2016-Aug 31 2016	Smart Referral	# of specialist responses that are not read by PCP/total number of specialist responses via eConsult	patient safety; unanticipated impact
Population Health			X	Unclosed loop by specialist	eCR platform	June 1 2016-Aug 31 2016	Smart Referral	# of eConsults that did not receive a specialist response/total number of eConsults	patient safety; unanticipated impact
Population Health	X		X	Average time to referral response	eCR platform	June 1 2016-Aug 31 2016	Smart Referral	average lapsed number of days between time eConsult was generated and time specialist responded	Access to specialty care

Crosswalk of PRIME, GPP, WPC and BSCF eConsult Metrics (Cont'd)

Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Time frame	Owner	Definition	Why measure this?
CORE METRICS									
Care team experience			X	PCP satisfaction/dissatisfaction	survey	administered summer 2016	Smart Referral	% of PCPs who report satisfaction with the program on a survey distributed 6 months after eConsult initiation (survey topics include questions about work flow, eConsult process, educational materials, eConsult templates)	program sustainability
Care team experience			X	Specialist satisfaction/dissatisfaction	survey	administered summer 2016	Smart Referral	% of specialists who report satisfaction with the program on a survey distributed 6 months after eConsult initiation (survey topics include questions about work flow, eConsult process, educational materials, eConsult templates)	program sustainability
Care team experience			X	MEA/RN/referral coordinator satisfaction/dissatisfaction	survey	administered summer 2016	Smart Referral	% of non-MD team primary care team members who report satisfaction with the program on a survey distributed 6 months after eConsult initiation (survey topics include: eConsult work flow, process, eConsult templates)	program sustainability
SUPPLEMENTARY METRICS									
Patient experience	X			Satisfaction (vs. unsatisfaction) with access to specialty care in general	focus groups	summer 2016	Smart Referral	patient self-report	Generalizability
Patient experience			Concern re: limitations in care	Smart Referral					
Patient experience			Patient acceptability of having an eConsult	Smart Referral					
Patient experience	X		Travel/time saved by patients for avoided clinic visits	Smart Referral					

** All systems should strive to report on the following health system characteristics:

Salaried vs. FFS specialist providers

Existence of referral coordinating center or referral managers for PCCs

Demographics (MD vs. NP) of primary care providers in the system

Characteristics of PCP affiliation with specialists; can PCPs refer to outside specialists?

Baseline PCP referral rates/standardized panel size