



# North Carolina

## Improving Performance in Practice

Let us help you take your practice to new heights!

### A proven approach to practice-based quality improvement

Get started today:

[www.ahcqualitysource.com](http://www.ahcqualitysource.com)

#### DESIGNED TO MEET YOUR NEEDS

Are you challenged by multiple competing demands of our complex and rapidly-changing healthcare system? Do you recognize the need for change, but like many primary care providers, lack resources and infrastructure to implement new systems and workflows, even though you suspect doing so would free you to focus more fully on your patients and ultimately help you improve care?

Improving Performance in Practice (IPIP) aims to transform primary care by helping physicians adopt proven tools and systems that support the delivery of consistently high quality care to all patients all the time. IPIP is a national initiative available via state- and local-level agencies and implemented in primary care practices like yours. In North Carolina, IPIP is offered through your regional AHEC at no charge to your practice.

North Carolina  
AHEC

The mission of the North Carolina AHEC Program is to meet the state's health and health workforce needs by providing

educational programs in partnership with academic institutions, health care agencies, and other organizations committed to improving the health of the people of North Carolina.

#### FEATURES

- Improves care for your patients
- Designed and driven by physicians
- Aligned with national efforts to transform health care including EHR Meaningful Use, Maintenance of Certification Part IV and NCQA recognition programs
- Preserves or improves your practice's bottom line
- Promotes responsible stewardship of health care resources and reduction of unnecessary health care expenses

#### HOW IPIP WORKS

When you participate in IPIP, a skilled AHEC Quality Improvement Consultant (QIC) works on-site with you to improve quality of care, practice efficiency and satisfaction for you, your patients and your practice team. Your QIC's rich insights about primary care practice and quality improvement combined with your deep knowledge of your practice's unique characteristics, produce a tailored improvement approach based on proven IPIP program elements. With your QIC's help, you develop efficient, patient-centered systems to improve chronic disease care.

#### PARTNERS

- NC Health Quality Alliance
- Community Care of NC
- NC Academy of Family Physicians
- NC DHHS, Division of Public Health
- The Carolina Centers for Medical Excellence
- NC Pediatric Society
- NC Medical Society
- NC Chapter of the American College of Physicians

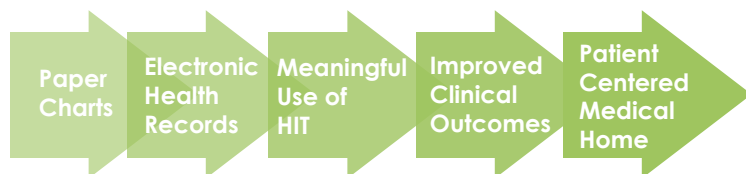
Let us help you take your practice to new heights!

### What You Need to Know

#### PRACTICE REQUIREMENTS

As an IPIP practice, you are expected with guidance and help from an AHEC Quality Improvement Consultant (QIC) to:

- Commit to improving quality of chronic disease care for your patients.
- Identify a practice improvement team that includes a physician champion, a nurse leader and other staff you deem appropriate.
- Assess your practice's capacity to improve clinical quality.
- Measure your practice's quality of chronic disease care each month.
- Develop office systems to track all patients in your practice with specified chronic diseases.
- Conduct at least two small "tests of change" each month.
- Participate 3-4 times per year in structured, facilitated learning-focused sessions with other practices to share data and strategies for improving care.
- Keep other practices' quality of care data confidential.



For more information contact:

Lynne Taylor, BSN, RN, CPHQ  
Quality Improvement Consultant

lytaylor@wakemed.org  
919.350.0489

#### BENEFITS TO YOUR PRACTICE

As an IPIP practice, you receive at no charge to you:

- On-site training and coaching from an expert Quality Improvement Consultant (QIC) employed by your local AHEC.
- Structured, facilitated opportunities to share with and learn from other IPIP practices.
- Dynamic, electronic reports reflecting your clinical performance as measured by nationally-endorsed indicators and based on data you provide each month. Use your data to:
  - track your practice's performance over time.
  - compare your results to other IPIP practices.
  - meet requirements of MOC, NCQA, meaningful use and payer-based programs, etc.
- Professional development for you, your colleagues and staff as you acquire knowledge and skills in:
  - Disease Registries
  - The Chronic Care Model
  - Work Flow Analysis
  - Patient-Centered Medical Home
  - Self-management support
  - Using Data to Drive Improvement
  - Practice Redesign
  - Systems Change
  - Population-based Care Management
  - Team building
- Data and guidance to meet national program requirements for:
  - HITECH Meaningful Use Incentive Payments
  - Maintenance of Certification Part IV credit
  - Category 1™ CME credit
  - NCQA Recognition Programs