

MENU OF QUALITY IMPROVEMENT ACTIVITIES

PATIENT MANAGEMENT

- Care Management referrals for high risk patients
- Outreach to new patients to establish care
- Outreach to pediatric patients to enhance well-child visit rate
- Transitional Care Support
- Chronic Disease self management program- “Living Healthy” and “Living Healthy with Diabetes” classes (see website for ongoing schedules)

EDUCATIONAL AND PROFESSIONAL SUPPORT SESSIONS

- Behavioral Health Lunch n Learn Opportunities with Network Psychiatrist (topics: Chronic Pain, ADHD, Insomnia, Depression, Anxiety)
- PDL Education (and Navigation Tips) from our Network Pharmacist
- Peer to Peer visits-targeted conversation with one of our Medical Directors
- Advanced Care Planning education with Spiritual Care Coordinator

HEALTH IT

- Provider Portal Access, Training and Utilization
- NC HIE (Health Information Exchange) - Information & Assistance

PRACTICE LEVEL DATA FEEDBACK

- Key Performance Indicator Report-Going “Greener” over time
- Quarterly claims-based quality measures

QUALITY IMPROVEMENT SUPPORT

- Practice QI Process Development
- AHEC Practice Support
- PCMH Support
- Utilizing Care alerts from Provider Portal to improve population management (Behavioral Health, Diabetes, Congestive Heart Failure, Asthma, Health Maintenance)

Community Care of Wake and Johnston Counties

Website address: www.ccwjc.com

Contact a Provider Services Representative email:

ProviderServices@wakedocs.org

or call (919)896-1805 for more information