

# Improving Outcomes Form Compliance by Implementing a Provider Pay for Performance Program

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## Description

In Anesthesia, documenting adverse events via the completion of an outcomes form is an integral part of patient safety. These documentation efforts minimize the potential harm to patients and enhance provider competency and education that will aid in the prevention of future adverse events. Following the implementation of a new outcomes form process at Nassau University Medical Center (NUMC), Mercy Hospital Bakersfield Downtown (MHD) and Mercy Hospital Bakersfield Southwest (MHS), it was observed that all three hospitals were submitting a high percentage of forms with incomplete outcomes sections. To bring awareness to the issue and improve provider education, we developed and launched a pay for performance (P4P) program that holds providers accountable for failing to document adverse events.

## Aim Statement

To reduce the percentage of forms with an incomplete outcomes section to less than 1% after the development and implementation of a P4P program beginning on July 1st, 2020.

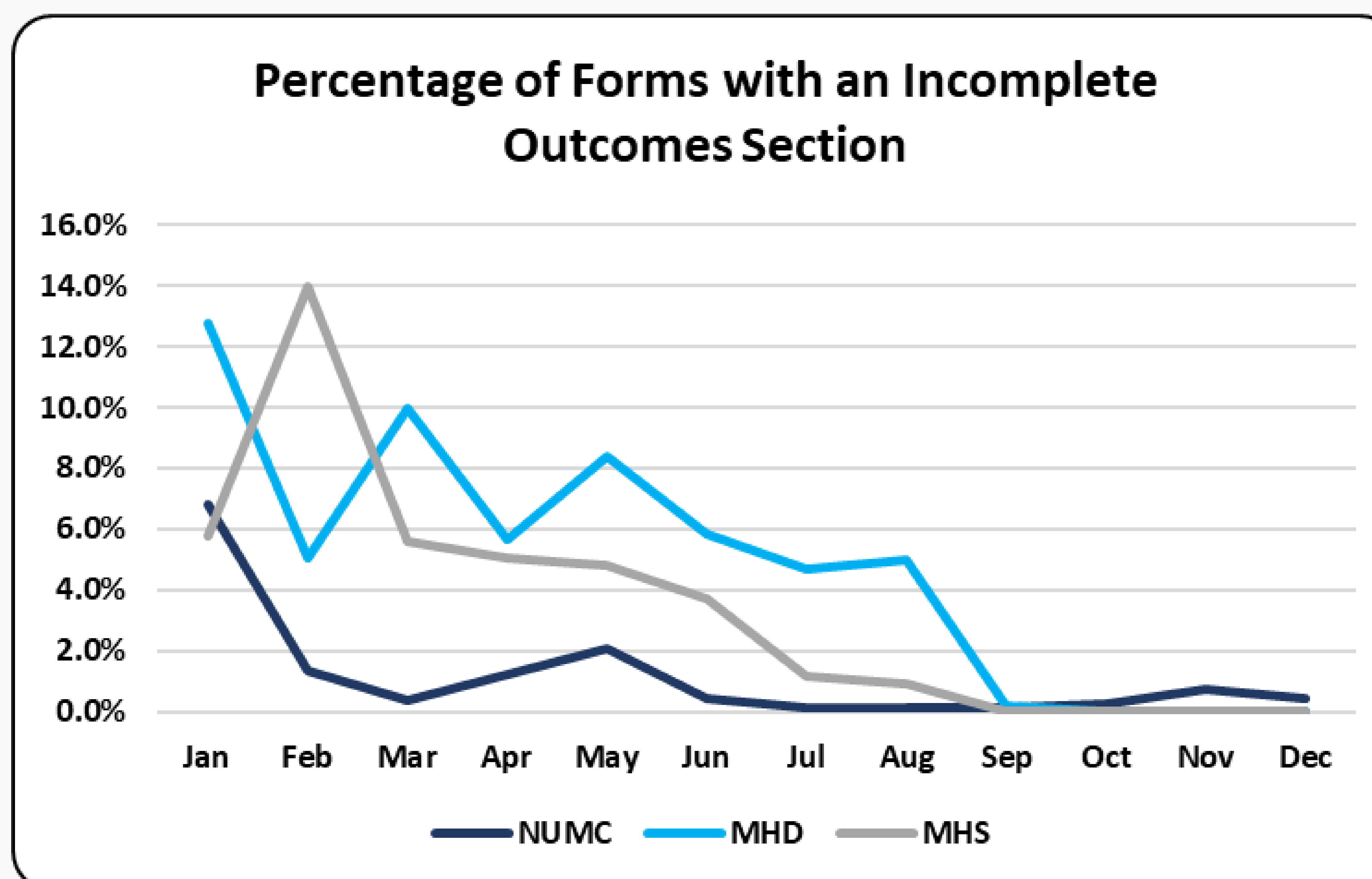
## Actions Taken

A comprehensive and multifaceted provider P4P program was developed to improve patient safety and overall compliance which includes the use of outcomes forms. A draft of the P4P policy was presented to leadership to ensure the metrics were relevant, fair and objective. The final policy was distributed to providers for their reference on the measures and how they would be scored. To ensure familiarity with the P4P program, a course was created on our Learning Management System to offer an interactive way for providers to read the policy and to allow for an electronic attestation of their review. To maintain eligibility, providers are required to report all adverse events. Any provider that fails to report an adverse event will be suspended from the P4P program for a defined period before eligibility will be restored. A Quick Reference Guide and FAQ were developed to offer more resources to the providers. A P4P Committee was established to review all measures and scores, and performance dashboards were created through our data aggregation software to allow providers to periodically monitor their performance.

## Summary of Results

By holding providers accountable for failing to report adverse events, we observed significant reductions in the percentage of incomplete outcomes sections on our forms at all three facilities following provider education and successful implementation of the P4P policy. As demonstrated by figure 1, for the first 6 months of 2020, the average percentage of incomplete outcomes sections at NUMC, MHD and MHS were 2.0%, 8.0%, and 6.5%, respectively. Following program implementation in July and through the end of 2020, the average percentage of incomplete outcome sections at NUMC, MHD and MHS were 0.3%, 1.7% and 0.3%, respectively. Our results suggest that holding providers accountable via a thoughtfully implemented, robust P4P program can lead to enhanced outcomes form compliance which positively impacts patient safety.

Figure 1. Percentage of Forms with an Incomplete Outcome Section



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## Acknowledgements

Somnia, Inc., Harrison, NY  
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Dignity Health Mercy Hospitals - Bakersfield, Bakersfield, CA