

# MONTEFIORE MEDICAL CENTER ACHIEVES UP TO **100% CORE** MEASURES RATINGS

**Montefiore**  
THE UNIVERSITY HOSPITAL FOR  
ALBERT EINSTEIN COLLEGE OF MEDICINE

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— Maryrose DeFino, RN, MS, CPHQ,  
Manager, Performance Projects,  
Montefiore Medical Center

## CHALLENGE

- Improve and sustain high Core Measures rates
- Provide accurate and timely Core Measures reporting
- Create ad hoc reports to help facilitate internal PI goals

## SOLUTION

- Implement Nuance Healthcare Clintegrity 360 | Quality Measures

## RESULTS

- Established a highly professional Performance Projects staff using Nuance Healthcare tools to help identify improvement opportunities
- Significantly improved Core Measures rates in multiple areas such as smoking cessation, Community Acquired Pneumonia (CAP) and Percutaneous Coronary Intervention (PCI) with the ability to track and trend data

## SUMMARY

Nuance® Healthcare has long been recognized as a leader in developing advanced tools for Performance Improvement (PI) such as Clintegrity 360™ | Quality Measures. This tool helps hospitals cost-effectively manage PI projects, identify opportunities to improve quality of care, and provide accurate Core Measures reporting.

In 2002, The Joint Commission initiated its Core Measures project. In response, the quality leadership at Montefiore Medical Center, conducted a rigorous search to select a vendor that could help the organization reach its PI goals and comply with Core Measures reporting requirements.

Maryrose DeFino, RN, MS, CPHQ was named Manager of Performance Projects for Montefiore in August 2002. Working with leadership, they selected Clintegrity 360 | Quality Measures as their preferred solution.

## CLINTEGRITY 360 | QUALITY MEASURES AT MONTEFIORE

Meeting Core Measures reporting requirements in a large integrated delivery system can prove to be very challenging. Montefiore Medical Center is comprised of four hospitals with almost 1,500 total beds and numerous outpatient facilities that serve more than two million residents of the Bronx and nearby Westchester County, New York.

“Managing performance projects is a full-time job for our healthcare professionals,” said Maryrose DeFino. “We have a defined group of interdisciplinary personnel who conduct PI projects. Part of our duties each day is reviewing records for the Core Measures project. The rest is concentrated in performance improvement activities, based on the results of our chart reviews. Clintegrity 360 | Quality Measures is a very user friendly tool. That was evident from the beginning. It’s easy to learn, easy to navigate, and the report features are an extremely helpful component.”

Clintegrity 360 | Quality Measures is a Web-based Core Measures solution that enables hospitals to efficiently collect data that helps them comply with Joint Commission Core Measures, Centers for Medicare and Medicaid (CMS) and Hospital Quality Alliance measures, as well as The Leapfrog Group and other reporting programs. Cases are quickly, easily and accurately abstracted, and all patients are posted to the Clintegrity 360 | Quality Measures website within 24 hours of receipt of the uniform bill. The quarterly data are submitted to The Joint Commission and to CMS with a 99.8 percent transmission success rate.

“Using Clintegrity 360 | Quality Measures, we have the flexibility to track information for projects hospital-wide and at the unit level,” DeFino said. “Montefiore submits over 900 records per quarter, and our Core Measures rates remain high or improve quarter-to-quarter.”

## MONTEFIORE MEDICAL CENTER AT A GLANCE

- **IDN with 4-hospital network**
- **Total beds: 1,491**
- **Annual inpatients: 93,000+**
- **Annual outpatients: 2,500,000+**
- **Annual ED visits: 290,000+**

## THE RWJ FOUNDATION GRANT

“Expecting Success: Excellence in Cardiac Care,” was an initiative funded through grants by the Robert Wood Johnson Foundation. Montefiore Medical Center was one of only 10 healthcare organizations selected to receive a grant for the initiative, which was conducted from 2005 through 2008.

There were three primary goals established for the initiative:

- Analyze racial and ethnic disparities in cardiac care
- Improve care to African American and Hispanic/ Latino populations
- Develop effective, reliable Quality Improvement (QI) strategies, models and resources for cardiac care, and share them with other institutions and clinical arenas

“As part of the grant initiative, we modified and streamlined our registration system to better capture accurate and timely patient demographics for race, ethnicity, and preferred language,” DeFino said. “Additional customized fields were added to the software enabling us to evaluate and track the quality of care.”

Montefiore produced impressive results. Smoking cessation improved from 71 percent in 2007 to 100 percent in 2008, and has been sustained thereafter. Improvements were achieved in all “measures of ideal care,” i.e. Aggregated Core Measures for each clinical condition.

Maryrose DeFino noted Montefiore continues to collect and review all types of data to measure its ongoing performance. “We now have the ability to monitor care and treatment across race and ethnic groups, assuring we deliver equitable care.”

## CORE MEASURES RESULTS

In particular, two Core Measures ratings are representative of the great strides Montefiore has made in performance improvement.

For Community Acquired Pneumonia, the rate was 79 percent in the third quarter 2009. By the end of the first quarter 2011, our data indicated an increase from 79 to 96 percent. During that period, Montefiore Infectious Disease and ED staff created a “CAP-kit” with appropriate antibiotic regimens as a bundled set accessible by an automated dispensing system in the ED. They also developed a CAP-decision algorithm (flow chart) for ED staff reference and guidance, and created a QI check of the dispensing log to monitor appropriate use of antibiotics and review care to patients who are given alternate therapy.

The results for primary PCI patients are even more impressive. The Core Measures rate was 55 percent in the fourth quarter 2006, increasing to 100 percent as of the fourth quarter 2010, and sustained in 2011. Concurrently, ambulance staff began EKG identification of patients with a high potential for heart attack. The ED and cath team started using a dedicated phone network with internal text paging for activation. Medication and equipment were located in a “STEMI-kit” bundled packet accessible to ED staff via an automated dispensing system. This process reduces the time from triage to PCI balloon intervention.

Montefiore Medical Center and Nuance Healthcare have formed a long-term relationship that has produced valuable data and customizable reports to help the Performance Projects team achieve the organization’s performance improvement goals.

Maryrose DeFino summed up by saying, “We chose Nuance Healthcare’s Clintegrity 360 | Quality Measures for our Core Measures software and choose to continue with them. Clintegrity 360 | Quality Measures is a useful and reliable asset for our PI activities. We rely on this tool.”

## ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides solutions and services that improve the entire clinical documentation process—from capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance’s award-winning voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow on any device.

**To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please visit us at [www.nuance.com/healthcare](http://www.nuance.com/healthcare).**

