

## Using Quality Corp Reports to Improve Care

Quality Corp (Q Corp) strives to produce reports that are useful for improving patient care. Here are a few suggestions for using Quality Corp reports, based on feedback from providers:

- Compare your clinic and provider scores to national benchmarks and the Oregon Achievable Benchmark of Care (ABC benchmark) – a measure of high quality care that is actually being attained by peers in your region.
- Medical group administrators can use Q Corp reports to identify variations in care within and across clinics. This information can help to identify best practices that lead to high performance and can be spread across clinics.
- Using patient-level data available over Q Corp’s secure web portal, providers can contact patients who are in need of a recommended service, such as breast cancer or cervical cancer screenings.
- Q Corp reports can help clinics identify patients with asthma based on their history of filling asthma medications or visiting the ER. Clinics can also assess patient compliance with filling asthma medications.
- Using patient-level data available over Q Corp’s secure web portal, clinics can begin to build or enhance a patient registry.
- Providers can help patients conserve health care dollars by monitoring the proportion of prescription drug fills that are generic.

“ We take diabetes patients off our registry if they are getting care from an endocrinologist. And so we weren’t able to identify patients that weren’t getting this care until we got our reports. We were able to send that information to the primary care provider and reestablish that care. ”

Susan Clack, MD  
Pacific Medical Group

“ When I get reports a couple of times a week from one insurance company or another, or packets and packets telling me what to do, it’s not useful. It’s all so fragmented that we just can’t sort out signal and noise. The more these groups work together and give us consolidated reports like these, the more useful it is. ”

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