

Five tips for 5-star improvement

Recommendations from successful physicians who care for Medicare patients

Quality leadership

- Establish a quality team within your practice that educates staff, reinforces documentation standards and regularly reviews internal processes for consistency and new quality practices that can be implemented.

Quality meetings

- Regularly schedule internal collaboration meetings to discuss topics that may include action plans, success, needed changes and trending.
- Regularly schedule collaboration with your Humana provider engagement and/or Stars representatives to plan and discuss quality actions such as early interventions, action plans and trending.

Quality measure data/records

- When feasible, establish comprehensive supplemental data and lab data feeds to minimize the need for multiple data submissions.
- Follow Healthcare Effectiveness Data and Information Set (HEDIS®) coding guidelines for care.
- Use quality coding in your billing process, and verify that this coding is being received by Humana through your clearinghouse.
- Send attestation forms for measures not included in data feeds.

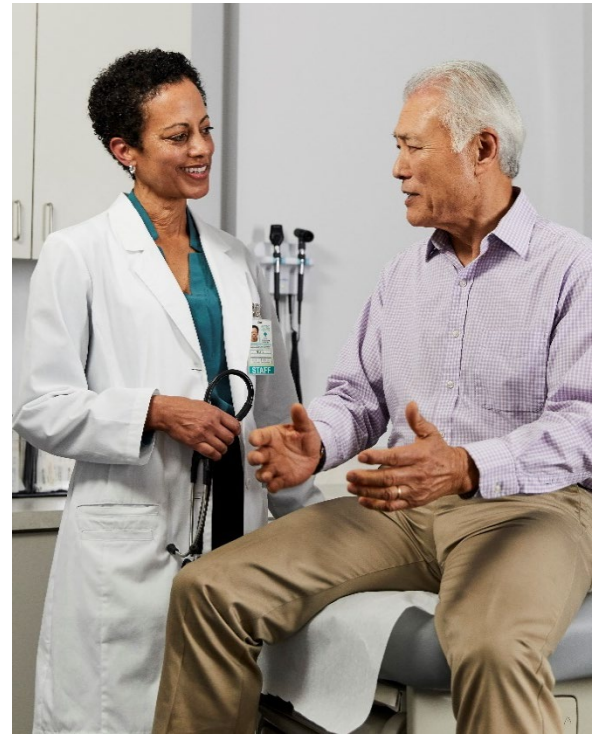
Patient outreach

- Be proactive in reaching out to your patients.
- Establish and follow pre-visit and post-visit routines that help to prepare for your patients' visits and ensure needed follow-up events are scheduled.
- Schedule Annual Wellness Visits early in the year. Include patient experience topics in the Annual Wellness Visit discussion.
- Routinely complete care management outreach for medication adherence. If your facility has an in-house pharmacy, pharmacy staff could support this outreach.

Population Insights Compass

- Use quality reports available through Humana's Compass platform.
- Reconcile information in your electronic medical records (EMRs), and proactively reconcile the data you are sending regarding the care provided to your patients.
- Determine what services may be missing from either system, and look for opportunities to align both.

If your team has additional successful practices, please share them with Humana. We appreciate your collaboration and look forward to supporting your quality practice.



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Great things in
business are never
done by one person.
They're done by a
team of people.

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Steve Jobs