

ABMSCONFERENCE 2019

Leveraging MOC 4 to Advance Quality, Performance, and Patient Outcomes

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ACHIEVING IMPROVEMENT
THROUGH ASSESSMENT
AND LEARNING.
TOGETHER.

Disclosure: No Pertinent Financial Relationships



Disclosure: Unlimited Expenses



Outline

- UCSF's MOC 4 Approval Program – 15 mins
 - Structure
 - Assessment
- Activity – 5 minutes
- Barriers/Challenges – 10 mins
- Activity – 15 mins
- Report Out and Discussion – 10 mins

Background

- Many faculty are not regularly engaged in QI activities within their divisions/departments.
- It is challenging to engage and reward faculty for participating in QI activities.
- We anticipated that awarding Maintenance of Certification Part 4 (MOC4) specialty board credit for faculty engagement in quality improvement projects would support a culture of quality improvement at UCSF.
- UCSF became a Multi-Specialty Portfolio Program sponsor of the American Board of Medical Specialties (ABMS) in 2013 and has been awarding MOC4 credit for physician engagement in QI activities.

MOCAP Org Chart

UCSF Quality Improvement Executive Committee

Executive Sponsor

Robert Baron, MD, MS (Associate Dean for CME and GME)

MOCAP Director

Jeffrey Tabas, MD

MOCAP Program Manager

Joey Bernal M.Ed

QRB Co-Chairs

Jeffrey Tabas MD and Glenn Rosenbluth MD

QRB Members

Sharon Antsey MD – Medicine (Fellow)

Sarah Doernberg MD - Medicine

Weston Fisher MD - Psychiatry

Jin Ge MD– Medicine (Fellow)

Shannon Fogh MD – Radiation Oncology

Esther Kim MD – Plastic Surgery

Linda Liu MD - Anesthesia

Claudia Mooney MD – Family and Community Medicine

Rahul Seth MD- Otolaryngology

Sri Lekha Tummalapalli MD – Medicine (Fellow)



Program Structure

- Solicit applications through quality meeting presentations, faculty development activities, email “advertising”, networking, QRB members as ambassadors
- UCSF MOC Approval program website
- Work with each applicant to complete the application based on verbal interview and any project description
 - A3, presentation, etc..
- Quality Review Board reviews applications – provides feedback
 - Leaders in QI in various specialties throughout institution
 - Unfunded



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Approach

Alignment with GME

- Collaboration with UCSF's Resident and Fellow QI Incentive Program projects.
- Awarded Pediatric and Family and Community Medicine residents and fellows with MOC4 credit for their projects.

Alignment with UME

- Worked with the ABMS to approve innovative umbrella project for faculty who supervise medical student QI activities.



Approach

Alignment with UCSF Health System

- Developed collaboration with UCSF's Center for Healthcare Value, a hospital-wide improvement program, to pilot two of their Value Improvement projects.

Alignment with affiliated hospitals

- Approved 5 projects that were based at or included physicians from Benioff Children's Hospital Oakland (BCHO).

Approach

Supporting UCSF Leaders in Regional and National Initiatives

- Partnered with UCSF faculty leading national and regional improvement efforts to offer MOC4 credit to non-UCSF physician participants.
- Piloted two initiatives to improve community care of asthma and sickle cell patients.
- Included physicians from University of Arizona, UC Davis, University of Colorado, Children's Specialty Center of Nevada, Oregon Health Sciences University, and Seattle Children's Hospital.

Examples of Current Projects

Department / Division	Project Title
Anesthesia	Preventing Residual Neuromuscular Blockade
Hospital Medicine	Decreasing Hospital-Acquired Delirium on the Hospital Medicine Service
Internal Medicine	Intimate Partner Violence Screening and Counseling
Family and Community Medicine	Improve Colorectal Cancer Screening Rates
Pediatrics	Leveraging Clinical Decision Support Tools in Epic to Prevent Therapeutic Duplication
Pediatrics - Neonatology, Infectious Diseases, & Critical Care	CLABSI Reduction at BCH-San Francisco
Palliative Medicine	Goals of Care Documentation in Inpatient Palliative Care Consultations
Internal Medicine	Improving the Safety of Patients at Risk for Opiate Overdose
Dermatology	Reducing Unnecessary Laboratory Costs for Isotretinoin

Example of Project from General Internal Medicine

- **Title - Intimate Partner Violence Screening / Counseling**
- **QI lead - Nicole Appelle, MD**
- **AIM statement - We will increase IPV screening of our patients who have been seen by primary care or urgent care by one year from screening implementation from 0% in October 2017 to 75% by October 2018**
- **# of claimants – 41**



Screening for IPV Annotated Run-Chart

10/17
Begin screening
and educate
providers

12/17
Train MA to
ask about IPV

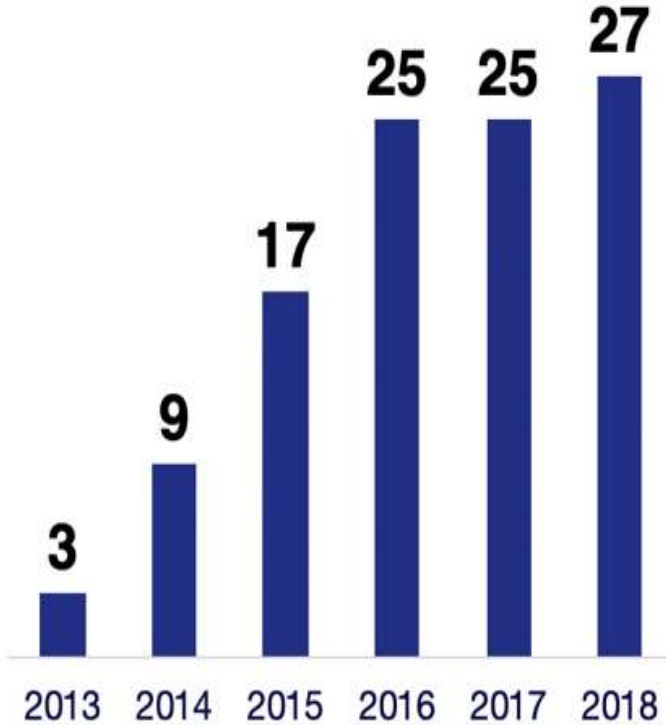
1/18 Alert for provider when
pt screens (+) and smartphrase
created



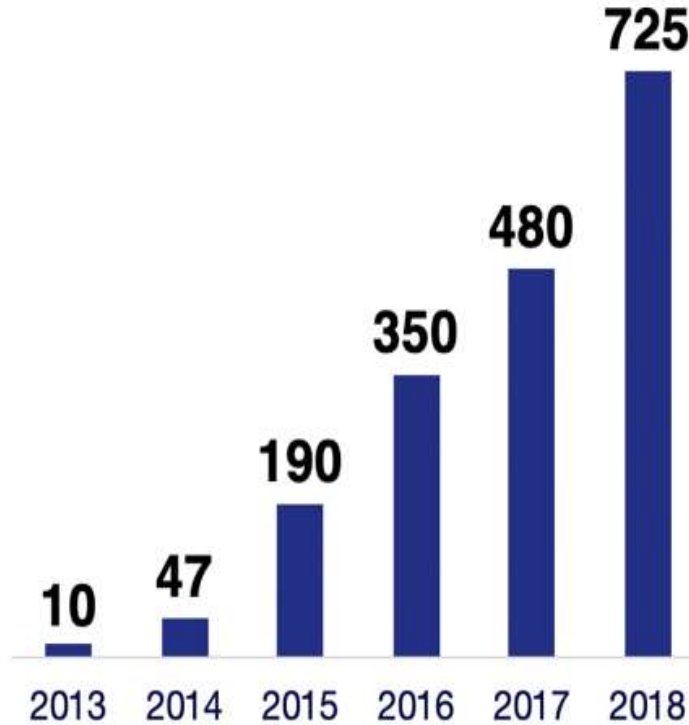
Clinic	Total Screened of patients Seen in Clinic
GEN MED 1	54%
GEN MED 2	67%
GEN MED 1701	67%
SACC	72%
PRIMARY CARE OVERALL	69%

Results/Outcomes

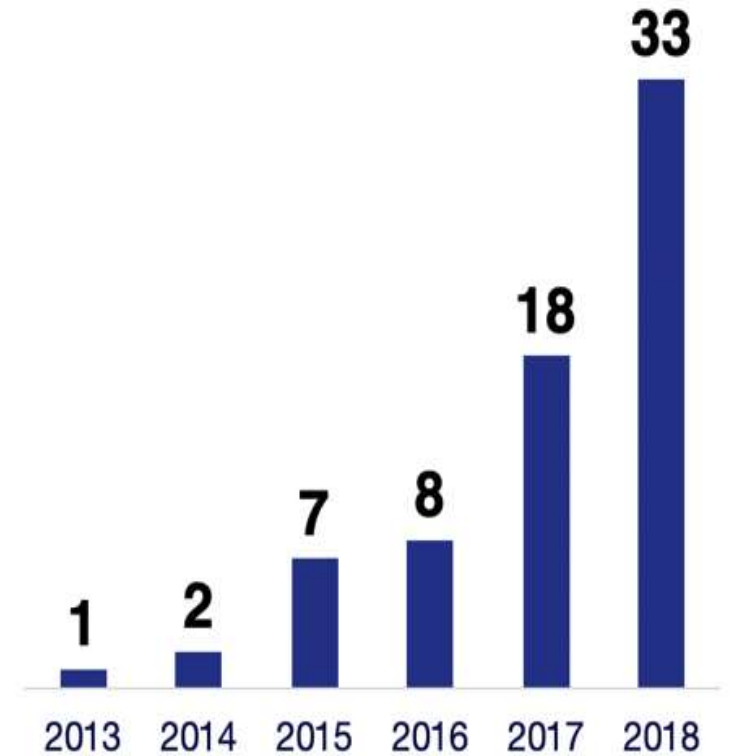
of Projects
Approved for
MOC4 Credit



of Physicians
Awarded
w/ MOC4 Credit



of Divisions
Impacted



Assessment

Survey

- 173 evaluations were sent and 117 (67%) were completed
- 3 focus areas
 - Time saved
 - Money saved
 - Increased Engagement in the QI activity
- Scale of 1 (strongly disagree) to 5 (strongly agree)

Assessment

Physician Survey (1 to 5 scale)

- Made it easier for me to meet my MOC requirements – 4.64
- Made the MOC part IV requirement more meaningful – 4.11
- Increased my understanding of the MOC process – 3.93
- Increased my understanding of my department QI project(s) – 4.19
- Increased faculty involvement in QI projects – 4.38

Assessment

QI Lead Survey (1 to 5 scale)

- Project Application Process – 4.35
- Ease of Navigating Website – 4.18
- Support from MOCAP Staff – 4.88
- Quality Review Board Feedback – 4.29

Assessment

Summary

- MOC 4 encouraged faculty participation in QI activities
- QI leaders found the process to be efficient and did not create additional administrative burden

Next Steps

- Resurvey faculty 2019-2020

Activity

Pair off with a neighbor – 5 minutes

- Introduce yourselves
- Discuss the status of your program (hoping to implement, approved sponsor)
- Discuss one barrier you've encountered
- Discuss one innovation you have done or you plan to do

Resources

Startup

- 1 Administrative FTE
- 0.15 physician FTE

Maintenance

- 0.4 Administrative FTE
- 0.15 physician FTE

Volunteer Quality Review Board

- 10-12 members providing 4-8 hours/year

Barriers/Challenges

- Funding
- QA vs QI project submissions
- Not all boards participate in the ABMS MOC 4 program
- Physicians want credit but not part of UCSF

Innovations to Address Barriers/Challenges

- Populating the application based on an A3, report, or poster presentation
- Web/phone consults with project leaders to draft application
- Streamline attestation process with project summary of project
- Maximize QRB efficiency – online forum for asynchronous review with live meeting/zoom

Activity

Small Group Discussions – 15 minutes

- 3 to 5 groups
- Barriers to implementation at your site...
- Best practices of marketing your program to QI leaders
- Funding your program
- Report Out

Summary

- Many faculty are not regularly engaged in QI activities within their divisions/departments.
- It is challenging to engage and reward faculty for participating in QI activities.
- Awarding Maintenance of Certification Part 4 (MOC4) specialty board credit for faculty engagement in quality improvement projects supports a culture of quality improvement at UCSF.

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