



**DAO.**

Dao Consulting Services, Inc.

# **INFORMATION BROCHURE**

*QUALITY TRANSFORMATION PROCESS*

[www.daoconsultingservices.com](http://www.daoconsultingservices.com)

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# TRANSFORMING HEALTHCARE

Healthcare systems around the world are experiencing unprecedented changes and new demands impacting quality performance, operational, systems transformation, and strategic alignment.

Transformational solutions are key for healthcare progressive adaptation to change. Targeting cutting-edge practice transformation initiatives, quality improvement accountability, data analytics, population health management, mitigating risk, are just the beginning to transform healthcare.

Over the last decade, Dao Consulting has brought together healthcare experts, clinicians, public health professionals, data management and analytic experts, and healthcare strategist to team up and develop innovative approaches and solutions to address some of the most critical challenges that healthcare systems face today.

Quality Transformation Process is a methodology that focuses on the implementation of change management by empowering leadership and care teams to optimize their skills and capabilities in a way that enhances their respective roles within the organization. To achieve this, we implement a series of multifaceted assessments that cover the spectrum of quality assurance, performance improvement, population health management, and team-based care.

Once the Quality Transformation Assessment has been implemented, we work within the organization at all levels to begin the transformation process.



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## WHO WE ARE

### A New Era in Consulting

Our multi-disciplinary team approach and deep, practical industry knowledge and understanding, skills and capabilities help our clients meet today's challenges and respond to opportunities. We deploy our team of expert advisors to help you identify and implement practical solutions, and to be part of your organization's fabric by engaging you in the process.

## INDUSTRY

We are dedicated to the healthcare industry, implementing system change, practice transformation, quality improvement and new and redesigned business models to sustain revenue growth under changing market conditions.

We help you identify and implement sustainable solutions and translate clinical and social data into actionable initiatives to enhance and improve your patient's well-being and the organization's financial sustainability.

We have made the evolving requirements of "making real sustainable changes" a core part of our consulting practice. Our cutting-edge work is focused on practice transformation and quality improvement accountability, as well as helping our clients develop new care delivery models designed to improve health outcomes and lower costs.

## EXPERTISE

Quality Transformation Assessment™

The Quality Transformation Assessment™ is a process designed by Dao Consulting Services, Inc. for assessing organizational attributes, engaging leadership, care teams, organizational discovery and learning, and continuous exploration the organization's infrastructure to develop a fundamental framework for a sustainable quality program. The methodology focuses on the implementation of change management by empowering leadership and care teams to optimize their skills and capabilities in a way that enhances their respective roles within the organization. To achieve this, we implement a series of multifaceted assessments that cover the spectrum of quality assurance, performance improvement, population health management, and team-based care. Once the Quality Transformation Assessment™ has been implemented, we work within the organization at all levels to begin the transformation process.

## **UNIFORM DATA SET (UDS) REPORTING**

- Assess and update system and clinical tables to ensure clinical data extraction is systematic, optimized, and meet HRSA requirements.
- UDS optimization includes complete UDS preparation, review, and technical assistance throughout the process
- Mapping support for custom data capture
- Data analysis
- Data validation

Provide consultancy and technical support in monitoring the information for accuracy and performing regular audits to ensure compliance with HRSA guidelines.

## **UDS TABLES & CONSULTING TOPICS**

- Validation of all system generated data
- Pre-reporting issues
- Reporting within EHB
- Post-reporting edits and reviewer interaction
- Work with clients to automate the UDS reporting process to meet future HRSA data guidelines

Consultation on utilization of UDS for a health centers clinical quality program for the following:

- Quality Assurance Program & meeting minutes
- Chronic Care management program utilizing UDS reports
- Utilization of UDS to meet NCQA-PCMH standards
- Utilization of UDS to meet HRSA OSV requirements

## **PATIENT CENTERED MEDICAL HOME BACKGROUND**

It is a team-based healthcare delivery model led by a healthcare provider to provide comprehensive and continuous medical care to patients with a goal to obtain maximal health outcomes.

### **Patient-Centered Medical Home (PCMH)**

- Provide consultancy in PCMH reporting, workflows, policies, and procedures to meet NCQA PCMH requirements.
- Facilitate the annual reporting process and application
- Facilitate new application and documentation submission
- Set up and get ready the Q-PASS portal for application and reporting submission

### **Work with the health center to set up PCMH reporting**

- Quality reports
- Clinical reports
- QI projects (i.e., PDSAs, RCA, etc.) reports
- Care coordination/Utilization reports

### **Optimization of the Electronic Health Record Systems (EHR)**

- Coach and building out the EHR capabilities
- Develop an EHR workplan to identify the implementation goals based on a timeline
- Design and development EHR master templates such as quality templates and clinical templates
- Conduct EHR assessments on capabilities and quality reporting (i.e., clinical documentation, quality dashboards, and quality reporting to ensure all data is being captured correctly)
- Design and develop new clinical workflows to ensure full EHR functionality and performance
- Provide EHR technical support to the clinical and financial team

## **HRSA OPERATIONAL SITE VISIT (OSV) BACKGROUND**

The OSV applies to all health centers that apply for or receive Federal award funds under the Health Center Program authorized by section 330 of the Public Health Service (PHS) Act (42 U.S.C. 254(b) (“section 330 “), as amended (including sections 330(e), (g), (h), and (i), as well as subrecipient organizations in Health Center Programs look alike. Look alike do not receive federal funding under section 330 of the PHS Act; however, to receive look alike designation in associated Federal benefits, look-alikes must meet the Health Center Program requirements.

### **HRSA OSV Survey Readiness**

- Conduct a full HRSA OSV Readiness Assessment
- Review of Forms 5A and 5B
- Review all HR, clinical and financial policies and provide feedback and make any necessary revisions.
- Review HRSA OSV program documentation for:
  - Clinical Staff
  - Quality Assurance and Reporting
  - Finance
  - Governance/Administration
  - Clinical and Financial Performance
  - FTCA program
  - Facilitate Trainings
  - Staff Training on HRSA OSV Survey
  - Board of Directors Education – HRSA OSV Survey

## **HRSA Federal Tort Claim Act (FTCA) Background**

The Federally Supported Health Centers Assistance Acts of 1992 and 1995 (FSHCAA) provides that certain persons, referred to as covered individuals (i.e., governing board members, officers, employees, and certain individual contractors) of FTCA covered entities (e.g., health centers that receive section 330 funds and have been approved for coverage or “deemed” as employees of the Public Health Service (PHS) by the Secretary) be treated as PHS employees for purposes of medical malpractice liability coverage.

## **FTCA Application Submission**

- Complete a readiness assessment
- Review policies and procedures, workflows, and supporting documentation prior to submission.
- Review and provide technical assistance with the risk management policies and program.
- Provide technical support in uploading FTCA application to the EHB

## **Healthcare Risk Management Background**

Healthcare risk management comprises the clinical and administrative systems and processes employed to:

- Detect
- Monitor
- Assess
- Mitigate
- Prevent risks

## **Healthcare Risk Management**

- Awareness of common risk seen in the ambulatory space
- Implement risk management assessments
- Identify action steps to manage risk
- Create a culture of safety
- Oversight of risk management program



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***Contact Us For Inquiries***

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