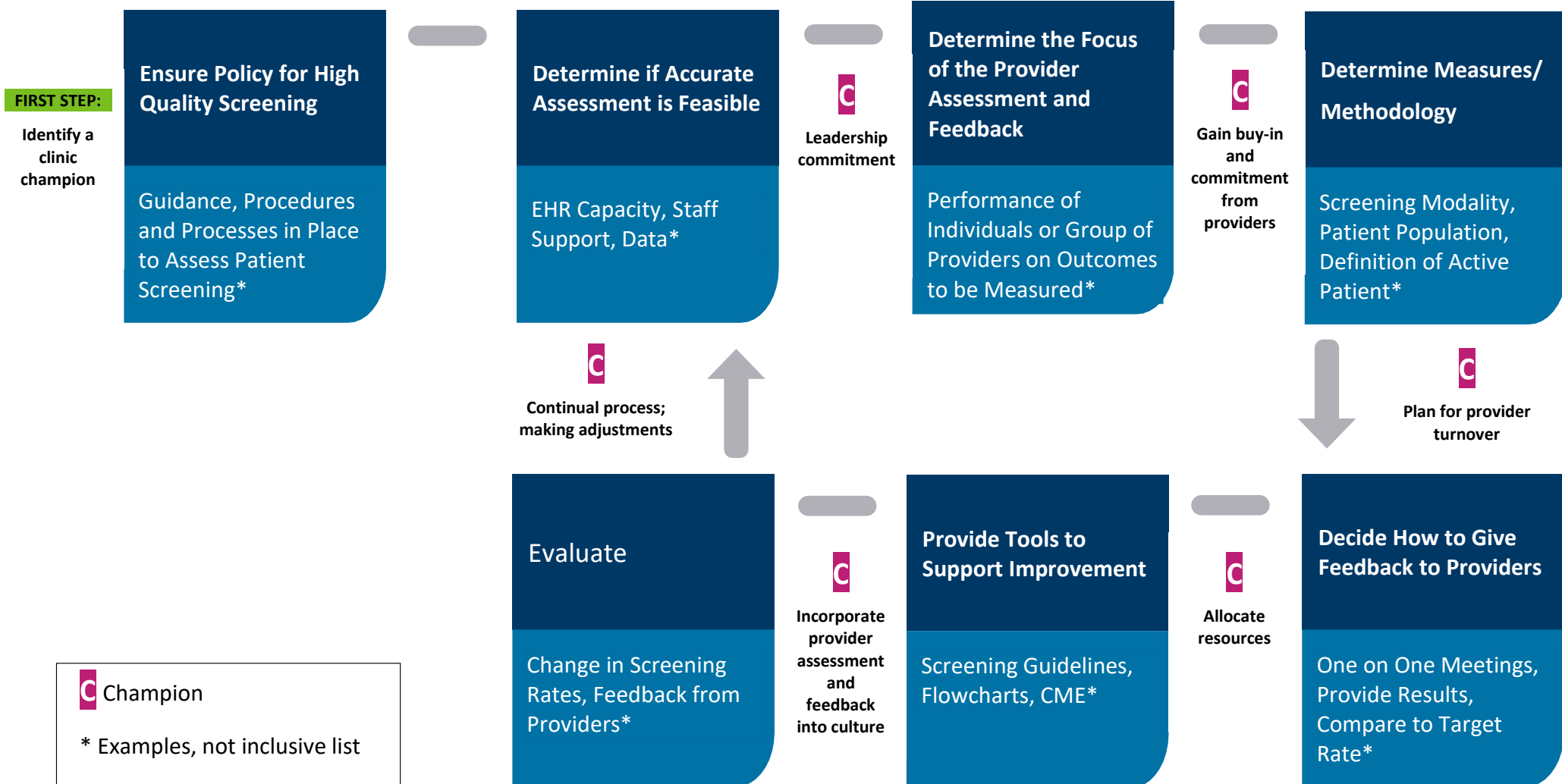# PROVIDER ASSESSMENT AND FEEDBACK PROCESS: AT A GLANCE

The Community Preventative Services Task Force recommends the use of provider assessment and feedback to increase breast, cervical, and colorectal cancer screening. Provider assessment and feedback interventions evaluate provider performance in delivering or offering screening to patients (assessment) and present providers with information about their performance in providing screening services (feedback).

FIRST STEP:
Identify a clinic champion

Ensure Policy for High Quality Screening

Guidance, Procedures and Processes in Place to Assess Patient Screening*

Determine if Accurate Assessment is Feasible

EHR Capacity, Staff Support, Data*

C Leadership commitment

Determine the Focus of the Provider Assessment and Feedback

Performance of Individuals or Group of Providers on Outcomes to be Measured*

C Gain buy-in and commitment from providers

Determine Measures/ Methodology

Screening Modality, Patient Population, Definition of Active Patient*

C Continual process; making adjustments

Evaluate

Change in Screening Rates, Feedback from Providers*

C Incorporate provider assessment and feedback into culture

Provide Tools to Support Improvement

Screening Guidelines, Flowcharts, CME*

C Allocate resources

C Plan for provider turnover

Decide How to Give Feedback to Providers

One on One Meetings, Provide Results, Compare to Target Rate*

C Champion

* Examples, not inclusive list

Adapted from the Center for Disease Control and Prevention (CDC) and the New Hampshire Colorectal Cancer Screening Programs

Sage and Sage Scopes Clinic Systems Change Program

Provider Assessment and Feedback Process: At A Glance

This is a step-by-step flowchart that explains the recommended processes for implementing provider assessment and feedback to increase breast, cervical, and colorectal cancer screening. Provider assessment and feedback interventions evaluate provider performance in delivering or offering screening to patients (assessment) and present providers with information about their performance in providing screening services (feedback).

Champion

The first step in the process is to identify a clinic champion. The champion plays a vital role in the process of successfully implementing the provider reminder process. Typically, the champion is responsible for coordinating the project. The clinic champion is the main point of contact with MDH; is particularly dedicated to increasing cancer screening and early detection; is responsible for representing the project; can make decisions or influence the decision-makers within the clinic; monitors and documents progress; and is responsible for recruiting team members and the communication and coordination of team activities.

Between steps in this flowchart, the champion has different responsibilities to complete.

Step 1: Ensure Policy for High Quality Screening

A few examples of how to successfully accomplish this step is to receive guidance from staff members on the current procedures and processes in place that are used to assess patient screening.

Step 2: Determine if Accurate Assessment is Feasible

To successfully determine if accurate assessment is feasible, examples include assessing the current electronic health record (EHR) system capacity; staff support; and using data to make sure the correct patients are flagged.

Following this step, it is important for the champion to gain the commitment of clinic leadership.

Step 3: Determine the Focus of the Provider Assessment and Feedback

A main example is to evaluate the performance of individual or groups of providers on the outcomes to be measured.

Following this step, the champion will want to gain buy-in and commitment from providers.

Step 4: Determine Measures/Methodology

A few examples for this step include defining screening modality, patient population, and "active patient."

Following this step, the champion should plan for provider turnover.

Step 5: Decide How to Give Feedback to Providers

Examples include one on one meetings, provide results, and comparing rates to target rate.

Following this step, the champion will allocate resources.

Step 6: Provide Tools to Support Improvement

A few examples include sharing screening guidelines, flowcharts, and offering CME.

Following this step, the champion will incorporate provider assessment and feedback into the clinic culture.

Step 7: Evaluate

Some examples include the change in screening rate and feedback from providers.

Following the successful completion of step 7, the champion will make adjustments. Because this is a continual process, you may go through steps 2 – 7 again.

Acknowledgement

This process chart was adapted from the Center for Disease Control and Prevention (CDC) and the New Hampshire Colorectal Cancer Screening Programs.

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