Southern Maine Medical Center (SMMC) is featured as a high performer in cardiovascular care, identified by NCQA. This project is in support of Million Hearts® and funded by the CDC’s Division for Heart Disease and Stroke Prevention. High performer provider practices were identified based on performance in NCQA’s HSRP. Practices selected also had NCQA’s PCMH Recognition. We interviewed practice leadership to learn what they do to achieve good results.

The table shows HSRP 2011 results for the clinicians participating in the HSRP program.

### Overview

SMMC PrimeCare Physicians is a multispecialty group practice that offers care to urban and rural areas of Southern Maine.

### Strategies

**Practice Activities and Helping Patients Maintain Health**

SMMC providers review their statistics and goals for patients in the NCQA HSRP and Diabetes Recognition Program (DRP); each provider receives a list of patients who did not meet the target. Medical assistants contact patients who need care management for diabetes and cardiovascular disease.

The practice compares past and current patient statistics to analyze trends in the patient population.
Data transparency fosters competition among providers to improve quality scores. A team-based model allows high-quality care to be shared among physicians, a registered nurse and support staff. The practice’s community care team works to bring community resources to the practices’ patients.

SMMC is committed to transparency on quality results and using the information to drive improvements in care. Quality managers and physicians have access to data for analyzing performance, and quality managers compare the performance of their local office with other offices in

<table>
<thead>
<tr>
<th>Standards*</th>
<th>Michael Albaum</th>
<th>Nathan Wilson</th>
<th>Christine Handanos</th>
<th>Paul Laprise</th>
<th>Stephen Doane</th>
<th>Nicholas Handanos</th>
<th>Steven Cutone</th>
<th>Jennifer Cutone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of Patients With BP at Goal</td>
<td>96</td>
<td>91</td>
<td>100</td>
<td>90</td>
<td>94</td>
<td>86</td>
<td>91</td>
<td>84</td>
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<tr>
<td>Percentage of Patients With Complete Lipid Profile</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>96</td>
<td>100</td>
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<tr>
<td>Percentage of Patients With LDL at Goal</td>
<td>84</td>
<td>96</td>
<td>86</td>
<td>87</td>
<td>87</td>
<td>85</td>
<td>84</td>
<td>91</td>
</tr>
<tr>
<td>Percentage of Patients of Using Aspirin or Another Antithrombotic</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>92</td>
</tr>
<tr>
<td>Percentage of Patients With Documented Smoking Status and for Those Who Are Current Smokers, Cessation Advice or Treatment Given</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>96</td>
<td>96</td>
<td>92</td>
<td>88</td>
</tr>
</tbody>
</table>

*Each physician submitted data on a random sample of 25 or more patients. Assigned points depended on whether the maximum percentage of patients in the sample achieved the desired threshold, as specified in the various indicators used in the program.
The support staff team reviews and analyzes data to ensure that the practice follows quality performance guidelines. When a patient comes in for an office visit, staff check the registry to see if the patient is due for a test or lab work—this helps the practice manage care proactively.

the practice. An interviewee noted: “… we made a decision to show each other’s numbers fairly regularly … that [is] part of why this is successful.”

Patient Registry and Electronic Health Record System
SMMC relies on its EHR eClinical Works system to track its patient population and generate registry and population lists by disease category.

Patient Education, Risk Factor Management and Physician Feedback
At the time of the interview, SMMC did not describe its practice activities with regard to patient education, risk factor management and physician feedback.

Physician Incentive Programs and Strategies to Improve Care
SMMC participates in performance incentive programs and in Maine Health Management Coalition’s performance incentives. As part of a multispecialty group, SMMC PrimeCare Cardiology shares information from its EHR system, enhancing communication between the primary care physician and cardiologist for comanagement of patients with cardiovascular disease.

Lessons Learned
A team-based patient outreach strategy allows SMMC to review point-of-care quality results and set appropriate goals tailored to each patient. Medical assistants and physicians discuss results from lab and point-of-care testing, and medical assistants follow up with patients to ensure that lab tests are completed.

SMMC’s culture of data sharing at the physician and practice levels spurs data transparency and performance improvement. An open, competitive spirit allows physicians to learn best practices from each other.
**Success Factors**

SMMC identifies the following as key success factors for strong performance on quality indicators related to cardiovascular disease:

- Using a patient-centered, team-based approach to wellness and to preventive and inpatient care.
- Spurring coordination between primary care physicians and cardiologists.
- Sharing data among clinicians in the practice to foster healthy competition to improve quality scores.
- Using the EHR to track patient populations, medication use and medical needs.
- Having a community care team that communicates and coordinates activities and outreach between the practice and other providers in the community.
- Integrating support staff into patient care as part of the care team.