

RIQI/RI-PTN Exemplary Practice Story: Lombardi Medical Associates



Dr. Lombardi is known for excellence in patient centered care. Using patient feedback, he works to foster efficiency and advance our practice

Lombardi Medical Associates is a primary care practice consisting of one provider, Dr. Lombardi, along with a singular front desk staff person. We provide care for around 1500 individuals in our predominantly middle class, white community. The fairly homogenous population we serve is approximately 30% over the age of 65 and includes a smaller cohort of African American and Spanish speaking individuals, as well. Dr. Lombardi has been practicing medicine since 1996. He was a part of the Coastal Medical Group for 18 years and then, in 2014, he decided to open our small practice in his home town of North Providence. With Dr. Lombardi at our helm, we are known for our community oriented, patient focused approach to care. Our high level of engagement in consistently striving to provide the best patient care possible is demonstrated by achievement in our Clinical Quality Measures and in our ongoing innovation and efficiency in practice.

Caring through Connection, Individualized follow-up and Practice Efficiency

A key strength of Lombardi Medical Associates is that Dr. Lombardi genuinely *listens* to his patients. Based on his interactions and patient feedback received via regularly distributed surveys, he targets their unique needs. In many cases, he personally outreaches and takes action to support the individuals in his care. Given this patient centric approach, it is not surprising that we engage patients in additional ways that help us to connect with them outside of their in-person appointments. For example, we provide a patient portal, so our patients are able to easily access their personal health care information from our practice. We also have suggestion boxes available in our waiting rooms, so they can share their ideas and additional feedback they may have. Finally, we provide Choosing Wisely materials for our patients which can help them to understand and engage in their health at a deeper, more meaningful way.

As can be seen in the adjacent table, we perform well above the National MIPS Benchmarks for the *Tobacco Use: Screening and Cessation, BMI Screening and Follow-up Plan and Controlling High Blood Pressure* Clinical Quality Measures. In line with our personalized approach to patient care, we succeed in these measures because we *prioritize* ensuring our patients are being appropriately screened. For patients needing follow-up, Dr. Lombardi makes the time to ensure they are provided with the education and support they need. Further, our solid, Clinical Quality Measure performance is evidence of how we leverage data to improve our quality.

Lombardi Medical Associates Performance Chart			
Quality Measure	Performance Target	Current Performance	National MIPS Benchmark
Prevention			
Tobacco Use: Screening and Cessation Intervention	100%	99%	83%
Body Mass Index (BMI) Screening and Follow-up Plan	22%	27%	45%
Disease Management			
Controlling High Blood Pressure ^a	N/A	88%	62%

^a an additional measure not included in quarterly reporting for CMS

At Lombardi Medical Associates, we demonstrate excellence in our Clinical Quality Measures, and can be seen by the data we report.

Screening for High Blood Pressure and Follow-Up CQM-22 (MIPS-317)
 Domain: Community/Population Health
 Patients 18 years and older
 If patient has high blood pressure during encounter, select at least 1 of the following.

- Y Follow-Up Visit to Rescreen Blood Pressure within 4 weeks
- Y Follow-Up Visit to Rescreen Blood Pressure within 1 year
- Y Lose Weight
- Y Patient Education Dietary Meal Planning
- Y Doctor's Orders: Exercises Prescribed
- Y Anticipatory Guidance: Alcohol Use

Click (N) if no test was performed and then select reason from drop down.

N reported blood pressure check

Lombardi Medical Associates implemented an innovative spreadsheet that simplified our workflow in their EHR

In 2017, Lombard Medical Associates received a neutral adjustment for our MIPS submission and we have continued to *advance* and improve. It can be noted that Dr. Lombardi has been invited to join Accountable Care Organizations, but has opted not to, as he has determined that it is still best for him to continue developing independently in our practice at this time.

It is important to note that our strength also stems from our openness to leveraging new innovations and processes. For example, we successfully implemented an Electronic Health Record (EHR- Intergy Greenway) based workflow to efficiently capture our Clinical Quality Measure data. Through using a newly implemented flowsheet in our EHR to monitoring Blood Pressure and Body Mass Index, we are significantly more efficient and avoid wasting time unnecessarily on EHR documentation.

Conclusion

Dr. Lombardi describes himself as someone who enjoys serving the community where he grew up and who prioritizes the personal relations he has developed with this patients. Many of his patients are people at he grew up with in his community, including patients of friends he went to school with and neighbors that he use to trick or treat with as a child. He believes that, with a small practice, he is able to provide better quality of care for this community. His personal touch to patient care, along with an openness to change and improve has led Lombardi Medical Associates to be exemplary in our Clinical Quality Measures and in our ongoing efficiency and application of innovations in practice.