

Metric Champion Worksheet - *Example*

<p>Which metric would your team like to improve upon?</p>	<p><i>Colorectal Cancer Screening</i></p>
<p>Why is this measure important to us and to our patients?</p> <ul style="list-style-type: none"> Who will talk with the team about the why, and when? 	<p><i>CRC screening can and will save lives. Our nursing director will develop an engaging training on what colorectal cancer is, how we can prevent it, and make the content real by giving examples that are relatable.</i></p>
<p>Describe the measure in a simple way.</p> <ul style="list-style-type: none"> Who is included in the denominator? Are there exclusions? What does it take to meet the metric and land in the numerator? 	<ul style="list-style-type: none"> <i>We are focused on all adults ages 50-75 years of age.</i> <i>We will exclude patients with a diagnosis of colorectal cancer or a history of total colectomy</i> <i>Patients must have one of the following: FIT test in the last 12 months, flexible sigmoidoscopy within the last 5 years or a colonoscopy within the last 10 years</i>
<p>Create standard work using a high-level overview.</p> <p>Consider:</p> <ul style="list-style-type: none"> Who will do what, and when? How is the work captured in the electronic health record? Which team members will test the standard work? 	<p><i>In the office (Team A will test this process)</i> <i>MA scrub chart day before appt → MA discuss screening during rooming process and place order in EPIC → provider give the fit kit to the patient and communicate importance → lab tech follow up with patients who have pending fit kit orders</i></p> <p><i>Outreach for gaps in care (Team B will test this process)</i> <i>Panel manager run report for pt due for CRC screening → MA place order for fit kits → panel manager mail fit kits → Panel manager call patient to discuss fit kit</i></p>
<p>Share the knowledge:</p> <ul style="list-style-type: none"> When will standard work training be provided? By whom? How will the team know they're making progress? When will performance be discussed? 	<p><i>Metric champion will coordinate with nursing director and provide standard work training after the "why" behind the metric has been provided.</i></p> <p><i>Metric champion will ask team member for feedback at huddles and answer any questions</i></p> <p><i>Metric champion will report out regarding improvement on the metric at monthly team meetings and provide updates at huddles on the process.</i></p> <p><i>Visual display board will show progress and be updated monthly by team lead. Performance discussed at huddles and monthly meetings.</i></p>