



Quatris Healthco Customer Profile

LAWRENCEVILLE FAMILY PRACTICE

THE BASELINE

Lawrenceville Family Practice, a suburb of Atlanta, Georgia was founded in 1995 and continues to provide high-quality care for the residents of the community from birth through geriatrics. Today the practice has three physicians and three mid-level providers and cares for approximately 80,000 patients per year. The practice implemented Centricity Practice Management in 2008 and Centricity EMR in 2010.

In 2017 Paige Stover, the Practice Administrator and the physicians decided they wanted to participate in MIPS. They knew it would be challenging for a small primary care practice but were committed to the MIPS journey. Early on the practice would call Quatris Healthco Support with their MIPS questions but found it to be time-consuming and challenging to do without ongoing guidance. “Just taking a deep dive into one measure can seem overwhelming at times,” said Stover.

In 2017 Quatris Healthco saw customers struggling to keep up with all the twists and turns of the quality reporting programs. Practices were being penalized needlessly both in the clinical and financial areas because of the time and expertise necessary to keep up.

THE PROCESS

Because Lawrenceville Family Practice was committed to the MIPS journey, they wanted to fully understand the process and how to choose the right measures to ensure success in meeting the MIPS requirements.

Soon after the practice was introduced to Quatris Healthco’s Quality Consulting Services team. “The Quality Consulting Services team was created to deliver programs to solve tough problems predictively and cost-effectively – always ensuring a high return on investment,” said Mike Keller, Program Manager, Clinical Consulting at Quatris Healthco. The Team was able to help guide the practice through the MIPS reporting process and obtain a more detailed understanding.

“We meet with our staff to be sure they understand the measures and get input as to how we can make things better. We view our MIPS journey as an overall team effort and share the results with our teams, so they know where we stand throughout the year. We even started a provider challenge, which is both fun and competitive, and it enables us to track improvement activities,” said Stover.

The practice submitted individually in year one and year two via the group. They are currently working through their third year of MIPS and have been fortunate to add several additional services (i.e., mammography, ultrasound, bone densitometry, etc.) to better serve the patients in their community, strive as a leader for innovative medical practices and keep their patients from having to go to the hospital.

The practice has also been able to identify other means to help collect data in meeting various MIPS measures. One example is with their Phreesia tablets; they collect information via screening forms as it relates to both depression and tobacco.

“From the beginning, our team has used their deep industry expertise, and compassion for their customers to apply a unique Head and Heart partnership. Our customers consistently see measurable benefits, and we are privileged to serve them year after reporting year,” said Keller.

In 2019 Paige Stover was selected to a panelist for CMS webinar: How to Succeed In MIPS for Solo and Small Group Practices, based on the success of their MIPS initiatives.

THE RESULT

“We rely on the Quatris Healthco Quality Consulting Services team to help guide us, and the MIPS support we receive has helped us achieve MIPS success,” said Stover.

As part of the service, Quatris Healthco also provides an Audit Tool Kit. The Tool Kit is easily accessible and includes the necessary screenshots, reports, and other documentation in case the practice is audited not to mention the peace of mind it provides as well.

Location:
Lawrenceville, Georgia

Specialties:
Physical Examinations,
Preventative Healthcare,
Men’s/Women’s Health

Number of Providers:
3 doctors, 3 mid-levels