

**MaineHealth ACO Measure of the Month for September 2017:
Conducting Annual Wellness Visits (AWV) & Improving Clinical Documentation**

AWV Includes Initial Preventive Physical Exam (IPPE or Welcome to Medicare visit), Initial Annual Wellness Visit, and Subsequent Annual Wellness Visit

AWVs:

- Reinforce the role of the PCP in overall care management
- Encourage utilization of preventive services and advance care planning
- Avoid costly hospitalizations and unnecessary or duplicative procedures
- Ensure accurate clinical documentation

Top Tips To Achieve Success

Define Core Workflow

- Create a process for identifying patients who are eligible for AWVs and conduct patient outreach
- Develop scripts as a resource for schedulers to promote the value of AWVs and include cost related to visit
- Let patients know what to expect and how to prepare for their visit; ask that they plan to:
 - Bring current medications (including vitamins);
 - Provide information on care they've received from other providers;
 - Complete a health risk assessment;
 - Bring a copy of their living will, also known as an advance directive
- If possible, schedule the next annual visit during check out

Clinical Competencies

- Documentation should include all diagnoses that impact medical decision making
- Ensure thorough documentation by using **M.E.A.T.** language: Monitor, Evaluate, Assess and Treat
- Review commonly **L.O.S.T.** diagnoses such as limbs, organs, secondary diagnoses, tubes/tummy (any '...ostomy', morbid obesity)

Shared Innovation from the Field

MMP Falmouth Family Medicine participates in MaineHealth's Operational Excellence program, and in an effort to improve Annual Wellness Visits, developed a Key Performance Indicator (KPI) with the goal that "100% of eligible patients will have an annual Medicare Wellness Visit and Physical Exam". The KPI enlisted all members of the care team, and included:

- Education for front desk staff and development of scheduling guidelines
- Training for clinical staff on required elements of an AWV, including health risk assessment questions
- Utilization of the EHR to assist with clinical documentation and ensure that providers have information they need to complete the visit

They also run clinical quality analytics and track elements of the AWV on a daily basis. For more information, contact [Kerri Porter](#).

Resources

- ACO Performance Team, [email](#) us for assistance
 - Additional resources, trainings and materials
 - Quality improvement support
 - Data analysis
- <http://mainehealth.org/awv>

