# Population Outreach Summary

<table>
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<tr>
<th>Population</th>
<th>Hypertension</th>
<th>Diabetes</th>
<th>High Risk Chronic Disease</th>
<th>Colorectal Cancer Screening</th>
<th>Annual Wellness Visit</th>
<th>Well Child Immunizations</th>
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</thead>
<tbody>
<tr>
<td>Run Report to Identify Target Population: Prioritize by Severity</td>
<td>PCSL Hypertension Uncontrolled: Outreach 1: SBP &gt; 180 or DBP &gt; 110 Outreach 2: SBP &gt; 160 or DBP &gt; 100 Outreach 3: SBP &gt; 140 or DBP &gt; 90</td>
<td>PCSL Diabetes Uncontrolled: Outreach 1: HgA1c &gt; 11 Outreach 2: HgA1c &gt; 10 Outreach 3: HgA1c &gt; 9</td>
<td>Outreach 1 PCSL At Risk and Not Seen 6 months: Admitted Outreach 2 PCSL At Risk and No Visit 6 Mo</td>
<td>PCSL Colorectal Cancer Screening Low Risk</td>
<td>PCSL-No Annual Wellness Visit--Medicare</td>
<td>PCSL Children Due for Immunizations: Age &lt; 3, PCSL Children Due for Immunizations: Age 3 to 6</td>
</tr>
</tbody>
</table>

Filter Report to Coordinate Care and Refine Population

- Common filters: Not seen in past 6 (or X) months and / or No apt in next 3 (or X) months

- Conduct Outreach

- Follow Up

- Track Progress

## Proactive Checklists by Population:

### Hypertension

### Diabetes

### High Risk Chronic Disease

### Colorectal Cancer Screening

### Annual Wellness Visit

### Well Child Immunizations
Population Outreach: Hypertension

Date:

Hypertension:

- Run Report:
  - Outreach 1 - PCSL Hypertension Uncontrolled: SBP > 180 or DBP > 110
  - Outreach 2 - PCSL Hypertension Uncontrolled: SBP > 160 or DBP > 100
  - Outreach 3 - PCSL Hypertension Uncontrolled: SBP > 140 or DBP > 90
  - Prioritize: Outreach 1, followed by Outreach 2, followed by Outreach 3

- Filter Report
  - Care Manager
  - Universal Filters
  - MPM Flow sheets
    - NO MPM Flowsheet Data Available - consider engaging Pharmacy or Care Management
    - MPM Flowsheet Data Available - move forward with outreach - consider virtual visit first
  - If required review list with leadership

- Conduct Outreach
  - Outreach scripting Smartphrase:
    - MPM-PCSLHTNOUTREACHMPM
    - Phone-PCSLHTNOUTREACHPHONE
    - Letter-PCSLHTNOUTREACHLETTER
  - Document Outreach efforts

- Follow-up
  - Review MPM in basket
  - Review voicemail

- Track Progress
  - Visits Scheduled
  - Performance
    - PCSL Dashboard-Hypertension Poor Control

Universal Filters

- Not Seen in Past 6 Months
  - Select Filter
  - Choose: Last Office Encounter in Login Dept
    - M-6 excludes patients that have had an appointment within the last 6 months.
    - Check blanks to include patients that haven’t had an appointment.

- No Upcoming Appointments in the next 3 months
  - Select Filter
  - Choose: Next Appt Date (Login Dept)
    - M+3 excludes patients with an appointment in the next 3 months
    - Check blanks to include patients that don’t have an appointment
Population Outreach: Diabetes

Date:

Diabetes:

- Run Report:
  - Outreach 1 - PCSL Diabetes Uncontrolled: HgA1c > 11
  - Outreach 2 - PCSL Diabetes Uncontrolled: HgA1c > 10
  - Outreach 3 - PCSL Diabetes Uncontrolled: HgA1c > 9
  - Prioritize: Outreach 1, followed by Outreach 2, Followed by Outreach 3

- Filter Report
  - Care Manager
  - Universal Filters
  - MPM Flow sheets
    - NO MPM Flowsheet Data Available - consider engaging Pharmacy or Care Management
    - MPM Flowsheet Data Available - move forward with outreach - consider virtual visit first
  - If required review list with leadership

- Conduct Outreach
  - Outreach scripting Smartphrase:
    - MPM-PCSLDMOUTREACHMPM
    - Phone-PCSLDMOUTREACHPHONE
    - Letter-PCSLMDOUTREACHLETTER
  - Document Outreach efforts

- Follow-up
  - Review MPM in basket
  - Review voicemail

- Track Progress
  - Visits Scheduled
  - Performance
    - PCSL Dashboard-Diabetes Poor Control

Universal Filters

- Not Seen in Past 6 Months
  - Select Filter
  - Choose: Last Office Encounter in Login Dept
    - M-6 excludes patients that have had an appointment within the last 6 months.
    - Check blanks to include patients that haven’t had an appointment.

- No Upcoming Appointments in the next 3 months
  - Select Filter
  - Choose: Next Appt Date (Login Dept)
    - M+3 excludes patients with an appointment in the next 3 months
    - Check blanks to include patients that don’t have an appointment
Population Outreach: High Risk Conditions

**Date:**

**High Risk Chronic Disease:**

- Run Report:
  - Outreach 1- PCSL at Risk and Not Seen 6 months: Admitted
  - Outreach 2- PCSL at Risk and Not seen
  - Prioritize->Outreach 1, followed by Outreach 2

- Filter Report
  - Care Manager
  - Universal Filters
  - MPM Flow sheets
    - NO MPM Flowsheet Data Available- consider engaging Pharmacy or Care Management
    - MPM Flowsheet Data Available- move forward with outreach -consider virtual visit first
  - Filter out patients with recent outreach
  - If required review list with leadership

- Conduct Outreach
  - Outreach scripting Smartphrase:
    - MPM- PCSLCCOUTREACHMPM
    - Phone-PCSLCCOUTREACHPHONE
    - Letter-PCSLCCOUTREACHLETTER
  - Document Outreach efforts

- Follow-up
  - Review MPM in basket
  - Review voicemail

- Track Progress
  - Visits Scheduled

**Universal Filters**

- Not Seen in Past 6 Months
  - Select Filter
  - Choose: Last Office Encounter in Login Dept
    - M-6 excludes patients that have had an appointment within the last 6 months.
    - Check blanks to include patients that haven’t had an appointment.

- No Upcoming Appointments in the next 3 months
  - Select Filter
  - Choose: Next Appt Date (Login Dept)
    - M+3 excludes patients with an appointment in the next 3 months
    - Check blanks to include patients that don’t have an appointment
Population Outreach: Colorectal Cancer Screening

Date:

Colorectal Cancer Screening

- Run Report:
  - Outreach 1- PCSL Colorectal Cancer Screening Low Risk
- Filter Report
  - Overdue
  - Universal Filters
  - If required review list with leadership
- Conduct Outreach
  - Outreach scripting Smartphrase:
    - MPM- PCSLCRCOUTREACHMPM
    - Phone-PCSLCRCOUTREACHPHONE
    - Letter-PCSLCRCOUTREACHLETTER
  - Document Outreach efforts
- Follow-up
  - Review MPM in basket
  - Review voicemail
- Track Progress
  - Fit Kit Mailed
  - Follow-up to ensure received.

Universal Filters

- Not Seen in Past 6 Months
  - Select Filter
  - Choose: Last Office Encounter in Login Dept
    - M-6 excludes patients that have had an appointment within the last 6 months.
    - Check blanks to include patients that haven’t had an appointment.
- No Upcoming Appointments in the next 3 months
  - Select Filter
  - Choose: Next Appt Date (Login Dept)
    - M+3 excludes patients with an appointment in the next 3 months
Population Outreach: Annual Wellness Visits

Date:

Annual Wellness Visits

- Run Report:
  - Outreach - PCSL No Annual Wellness Visit-Medicare
- Filter Report
  - Overdue
  - Universal Filters
  - If required review list with leadership
- Conduct Outreach
  - Outreach scripting Smartphrase:
    - MPM-PCS LAWV OUTREACH MPM
    - Phone-PCS LAWV OUTREACH PHONE
    - Letter-PCS LAWV OUTREACH LETTER
  - Document Outreach efforts
- Follow-up
  - Review MPM in basket
  - Review voicemail
- Track Progress
  - Appointment scheduled
  - Performance
    - Annual Medicare Wellness Visits-Tableau Dashboard

Universal Filters

- Not Seen in Past 6 Months
  - Select Filter
    - Choose: Last Office Encounter in Login Dept
      - M-6 excludes patients that have had an appointment within the last 6 months.
      - Check blanks to include patients that haven’t had an appointment.
- No Upcoming Appointments in the next 3 months
  - Select Filter
    - Choose: Next Appt Date (Login Dept)
      - M+3 excludes patients with an appointment in the next 3 months
Population Outreach: Well Child Immunizations

**Date:**

**Well Child Immunizations**

- Run Report:
  - Outreach - PCSL Children Due for Immunizations: Age < 3,
  - Outreach- PCSL Children Due for Immunizations: Age 3 to 6

- Filter Report
  - Overdue
  - Universal Filters
  - Adjust Age filters if necessary
  - If required review list with leadership

- Conduct Outreach
  - Outreach scripting Smartphrase:
    - MPM- PCSLWCOUTREACHMPM
    - Phone-PCSLWCOTREACHPHONE
    - Letter-PCSLWCOUTREACHLETTER
  - Document Outreach efforts

- Follow-up
  - Review MPM in basket
  - Review voicemail

- Track Progress
  - **IN PERSON** Appointment scheduled

**Universal Filters**

- Not Seen in Past 6 Months
  - Select Filter
  - Choose: Last Office Encounter in Login Dept
    - M-6 excludes patients that have had an appointment within the last 6 months.
    - Check blanks to include patients that haven’t had an appointment.

- No Upcoming Appointments in the next 3 months
  - Select Filter
  - Choose: Next Appt Date (Login Dept)
    - M+3 excludes patients with an appointment in the next 3 months