



# Clinical Quality Nurse Visits

Health Plan of NV and Sierra Health and Life is now offering a program where a Clinical Quality Nurse (CQN) will come to your office and provide recommendations, advisement and coaching to assist in meeting compliance and closing gaps in care. The goal of the program is for the CQN to provide concurrent HEDIS® consulting to address members identified with gaps in care (GIC) in real time during the members' office visit. Therefore, creating learned behaviors that will be sustainable after the CQN is no longer present. Collaboration between the provider and office staff with the CQN can promote overall compliance, providing a streamlined approach to the member's standard of care and increased documentation compliance.

Upon prior approval and scheduling, the nurse will arrive at the clinic and may perform a preliminary chart review to determine which measures that day's members may be eligible for based on their age, health history, etc. Then suggestions and recommendations may be provided based on the findings, eligibility of the member and the current workflow of the practice. To help improve continuity and coordination of care, nurses can provide as an example:

- ✓ Recommendations
  - When screenings or preventative modalities may be indicated:
    - Colonoscopy, Cologuard® and/or FOBT
    - Mammography
    - Pap Smear and/or HPV testing
    - Immunizations
- ✓ Teaching/coaching
  - How to perform an appropriate blood pressure screening and when to repeat if indicated
  - What elements may be necessary to complete measure compliance
    - Point of care testing and/or recommendations for lab orders
    - Obtaining height or weight for BMI calculations
- ✓ Advisement
  - Documentation elements that may have been captured during visits
    - History taking and recording; Medical, Surgical
    - Problem List updating; current vs historical
    - Diagnosis/Assessment awareness
  - Coding for capturing compliance
- ✓ Specialty Visits
  - Primary Care / Family Medicine
  - Pediatrics
  - Women's Health
  - Cardiology
  - Endocrinology
  - Nephrology
  - Urgent Care Clinics