

## BRIDGES TO EXCELLENCE® IN PRACTICE

*Baughman Family Medicine, Harrisburg, PA*



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*Lauren Kropa  
Baughman Family Medicine*

### The Practice

Baughman Family Medicine is a single physician practice providing care to patients in Harrisburg PA since 2000. Dr. Paul Baughman graduated in 1993 from Lycoming College and obtained his medical degree in Philadelphia at The Philadelphia College of Osteopathic Medicine. He did his Family Practice Residency at Pinnacle Health Systems in Harrisburg and practiced on Locust Lane until Feb of 09, when he moved his practice to a larger building on Dover Rd.

### The Program

The Pennsylvania Employee Benefit Trust Fund (PEBTF) and Bridges to Excellence's (BTE) joint Excellence in Chronic Care Management Program. This program is a comprehensive quality scorecard that uses the Bridges to Excellence chronic care metrics in the areas of diabetes, hypertension, CHF, CAD, asthma and COPD.

### The Lessons

According to the practice, the BTE evaluation process "really opened our eyes to some major issues we were missing with certain disease processes. We were completely missing out on doing pulmonary function tests for our COPD and Asthma patients. We were also lacking on urine dips for our hypertensive patients. We had the means to do all of these procedures in the office; we were just not doing it. Once we shared this information with all of our providers and staff at a meeting, the amount of pulmonary function tests we did every week doubled."

### Results and Next Steps

Lauren Kropa at Baughman Family Medicine worked very closely with the practice throughout the baseline evaluation and improvement phase and credits the improvements to team work and process improvements, "Medical assistants started reminding the providers when we were missing pulmonary function tests. We all started working as a team as soon as we had tangible evidence that we were lacking in several areas. It was great to see everyone working as a team to improve our practice, patient satisfaction and patient outcomes. We are all looking forward to see how our scores have improved."

*For more information visit [www.HCI3.org](http://www.HCI3.org).*