A Message from John Albertini, MD, Quality Council Chairman

In January, the Quality Council set an ambitious agenda to develop our priorities for quality metrics in 2019-2020. As the year draws to a close, I'm proud to report that we've made significant headway in many of our key focus areas and are on track for continued progress.

One of our initiatives is to enhance provider collaboration, communication and education. To help meet that goal, we recently created an online Provider Education Folder that is accessible to all QualDerm providers. For security purposes, this folder can only be accessed via a QualDerm-networked computer; browse the QDP Shared Drive to find the Provider Education Folder. This new tool allows us to share ideas and learn from each other so we can give our patients the best care possible. See below for another exciting announcement about how we plan to foster additional collaboration across the QDP network in the coming year.

Also, QualDerm's new website went live this fall. The site is designed to better highlight our quality and includes the recently-published work of many QDP-affiliated physicians. Please send your newly-published work to the email address below so it can be added to the site.

Each of us has a responsibility to keep quality as our core focus. We encourage you to submit any suggestions that can help us stay true to our mission to quality@qualderm.com.

Thank you for your hard work and dedication. I wish each of you a wonderful holiday season and a happy New Year.

Highlights from the Literature

Quality Matters is a platform for all of us to exchange ideas to enhance the quality and safety of the care we deliver.

We'd like to share your published work. Please forward any of your published articles or presentation materials from speaking engagements that we can feature in Quality Matters to quality@qualderm.com.

A more efficient and accurate total body skin exam (TBSE)

In last month’s JAAD, a dermatology team from Hershey Medical Center reported on their research to establish an optimal and efficient format for total body skin exam (TBSE) that most accurately examines all skin surfaces with minimal movement, time and effort by both the provider and patient.
I would encourage all QDP providers to review this article and the editorial in the November 2019 edition of Dermatology World.

In regards to the question we all face about who needs a skin check, Dr. Lorraine Rosamilia from Geisinger writes, “...Johnson et al in 2017 outlined the best available survival data in concert with the USPSTF statement to arrive at judicious dermatology-specific skin cancer screening recommendations. They concluded that high risk patients, namely those with history of skin cancer, immunosuppression, indoor tanning, and/or many blistering sunburns, as well as several other genetic parameters, would benefit most from at least yearly TBSE. (*)”

To Err Is Human: Building a Safer Health System was a report issued 20 years ago (November 1999) by the U.S. Institute of Medicine that has increased awareness of U.S. medical errors and emphasized patient safety. Clearly, all of us have made mistakes and have missed an abnormal mole or skin cancer during a full body skin exam. Dr. Jeff Miller, the study’s senior author, recalls his particular scenario of missing a melanoma on the flank. He notes that establishing a standardized and validated TBSE that minimizes missed skin/body parts could help reduce these human errors. A best practice TBSE could also be taught in medical school and dermatologic residency programs and allow for better study and correlation of outcomes so that TBSE would gain the endorsement of the US Preventive Services Task Force. We all believe that ‘our way is the best way’ but I would encourage everyone to review this framework for the exam and consider incorporating the basic methodology to ensure that our QDP patients receive a thorough, extensive and accurate skin exam that reduces the risk of human oversight.

Delasco Supply Initiative

Earlier this year, the QDP Quality Council reviewed and endorsed our transition from multiple individual practice contracts to a unified and exclusive vendor relationship with Delasco to provide medical and surgical supplies. This relationship allows for standardization of inventory, better controls, more efficient ordering and accounting, and dedicated account managers. There are significant direct cost savings on exactly matching products. Delasco also offers additional opportunities for savings through their propriety brands of suture, instruments and other supplies. In an effort to reduce overall healthcare costs, the surgical literature supports the concept of increasing physician awareness of supply costs so that smarter decisions can be made. Importantly, there has been no evidence of inferior outcomes or reduction in quality when providers are better informed with scorecards/feedback on supply costs or when supply chains are streamlined.


Healthcare Finance. Nov 13, 2019. Jeff Lagasse. Unnecessary healthcare supply chain spending reaches almost $26 billion; savings opportunities remain. Lower supply spending doesn’t have to translate to lower-quality care, an important consideration as providers look to tighten up supply chains.
https://www.healthcarefinancenews.com/node/139421

AHRQ Patient Safety Culture Survey – PA, GA, TN

The Quality Council would like to thank all the staff members from our PA, GA and TN practice sites for their overwhelming support. We had 100% participation in the second round of our survey that examines the culture of quality care and patient safety in our QDP clinics. As we found last year with NC and OH, there were many areas that demonstrated a strong culture of teamwork and commitment to quality and safety. We also identified several areas for improvement, for which the physician leadership and management and operations teams are developing action plans.

The Quality Council will also be hosting a company-wide Town Hall event in Q1 2020 to further encourage an open dialog about our QDP vision for quality and safety. Look out for more information in the near future.

I read a recent article in Harvard Business Review about how to maintain an engaged and enthusiastic workforce. Nowhere is this more important than in healthcare, where it is well established that best outcomes occur with strong teamwork around the whole patient experience. “Purpose is key to motivation and motivated employees are key to realizing an organization’s purpose.” This symbiosis helps everyone best address the underlying question of ‘why are we here?’ Please continue to share ideas that support our QDP mission of quality and safety at quality@qualderm.com.

QDP Virtual Journal Club Coming Soon!

The Quality Council is very pleased to announce an exciting initiative -- a Virtual Journal Club for all QDP providers. Dr. Rutledge Forney of GA is leading this initiative. Currently, the Quality Council is reviewing this proposal and fully anticipates approval and implementation immediately. Please review the Outline below. We will provide further details in the coming weeks.

Thank you to Dr. Forney and everyone else who signs up to participate in another program for QDP providers that demonstrates our commitment to high quality, up-to-
**Goal:** To enable any interested physicians and NPPs to reduce the number of publications that they need to review monthly and to ensure that no important information is missed.

**Structure:** All physicians and NPPs will be invited to participate. For those who choose to participate, we will divide the annual number of issues for all dermatology publications (except JAAD and JAMA Dermatology) by the number of participants. That will determine how many issues the members of the VJC will need to review in the next year. Then the members of the VJC may sign up for the issue(s) they want to review. Each month, by mid-month, those who have signed up for that month's publications will send an email to the VJC coordinator with a BRIEF report on important news from that publication or, if none, report the same. The VJC coordinator will amass the information and forward the info to all members via email.

**Suggestion from Quality Council last summer:** The journal report done by each journal club member could be archived on a QDP website so that all could access. The issue is that if anyone can access the journal reports, it is likely that few will volunteer to review an issue and simply access the information without doing any work. The only solution is that only members of the Virtual Journal Club could access the previous reports recognizing that any member could share the journal review with others.

**Publications**

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<td>Dermatology Surgery</td>
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<td>Cutis</td>
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<td>Dermatology Times</td>
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<td>Practical Dermatology</td>
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<td>Dermatology World</td>
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<td><strong>Total</strong></td>
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<td>If 50 people join</td>
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**Launch Proposal:** That each member of the QC takes one issue from December, prepares a journal report by January 10 and forwards to Dr. Forney. She will package the reports as a Virtual Journal Club for December.

In early January, all MDs, DOs, and NPPs in QDP will receive a notification of the establishment of a VJC within QDP. In mid January, all will receive a copy of the December Virtual Journal Club by email. At that time, each practitioner will be invited to join the VJC by the end of January and sign up for an issue of one of the journals. If all of the January journals are not taken by new members, the members of the QC would be asked to find someone to cover all of the January journals. The reports on January journals will be due by February 10, at which point Dr. Forney will package and distribute by February 20 via email to all who have agreed to be a part of the VJC by signing up for an issue. Practitioners can join at any time, but those who don’t join at the beginning will be assigned their journal to ensure that each month’s journals are covered.

**Patient Care**

**Tips for better medical photography**

The dermatology literature is replete with data demonstrating the importance of biopsy site photography to reduce wrong site surgery, since patients have a high error rate in identifying their biopsy site. Wrong site surgery ranks near the top of reasons for lawsuits against dermatology providers. QDP endorses the standard of care recommendation that all biopsy sites be photographed to reduce this risk and to ensure accurate and optimal treatment of skin lesions, dysplastic nevi and skin cancers. As a Mohs surgeon who depends upon these photos many times every day, I hope you all recognize the importance of this seemingly mundane task.
Our Mohs nurses and Dr. Kevin Stein from QDP-NC have provided the following tips and pearls for better biopsy site photography. Optimizing the images obtained in your practices, often by ancillary clinical staff, will benefit you, your patients and the Mohs surgeons to whom you refer your patients. Please review these tips with your staff and champion this effort for the sake of everyone. These images will be archived in the QDP Provider Education Folder as well.

If you have other pearls, please share them at quality@qualderm.com.

The QualDerm Quality Council

The physician-led QualDerm Quality Council was created to help promote and advance the clinical excellence throughout QualDerm and our affiliated practices. Patient safety, clinical quality, clinical risk management and patient satisfaction are a few of the areas the Council helps oversee. The Council also works to facilitate the development of industry best practices among all QualDerm-affiliated practices. Only physician members have Council voting privileges. The Quality Council members are:

- John Albertini, MD, The Skin Surgery Center in North Carolina (Chairman)
- Julie Countess, MD, Cumberland Skin Surgery and Dermatology in Tennessee
- James San Filippo, MD, Center for Surgical Dermatology & Dermatology Associates in Ohio
- David Brodland, MD, Zitelli & Brodland in Pennsylvania
- Rutledge Forney, MD, Dermatology Affiliates in Georgia
- Deepa Lingam, MD, Center for Surgical Dermatology & Dermatology Associates (Cosmetics Advisor)
- Omar Sangueza, MD, The Skin Surgery Center (Dermatopathology Advisor)
- Bill Southwick, QualDerm CEO
- Todd Falk, QualDerm COO