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## Mission

The Mission of Student Health Services Health Promotion and Outreach Services is to “To promote students’ healthy lifestyles and academic success by providing quality medical, psychological, and wellness services.”

## Learning Goal

To assess Student Health Service medical providers’ compliance with documentation of criteria demonstrating quality medical care provided, in encounter notes of the Electronic Medical Record.

## Learning Objective

Upon completion of the Accreditation Association for Ambulatory Health Care (AAAHC) procedure for Peer Review, providers will be able to:

1. Describe the process of Peer Review.
2. Propose topics for peer review and propose specific criteria for the topic chose for peer review.
3. Propose topics for peer review and propose specific criteria for the topic chose for peer review.
4. Show improvement in Peer Review the quality of care provider to Cal Poly Pomona students.

## Methodology

For the academic years 2014–2015 and 2015–2016, Peer Reviews as required by the AAAHC according to specific mandated procedure were performed. The medical providers met in the fall of the academic year to decide on medical diagnoses for peer review. At the follow up meeting, specific criteria for each medical diagnosis was proposed, discussed and decided by all medical providers. At the end of the academic years, medical visit encounter notes were selected for each diagnosis. Each provider reviewed the charts of their peers using general and specific criteria. Items were marked compliant (C), partially complicant (PC) and non-compliant (NC). All results were compiled and reviewed. This mandatory activity had at 100% participation rate.

## Summary of Results

- **Question #1** – Describe the process of Peer Review.
- **Question #2.** – Propose topics for peer review and propose specific criteria for the topic chose for peer review.
- **Question #3.** – Recognize the value Peer Review for improving the quality of medical care provided and documentation of the quality of care.
- **Question #4.** – Show improvement in Peer Review the quality of care provider to Cal Poly Pomona students.
- **1.** – Providers are able to describe the Peer Review Process, 100% of providers agreed when asked at the fall clinicians meeting.
- **2.** – Providers proposed topics for peer review and these were agree upon, 100% participation by providers.
- **3.** – Providers recognized the value of Peer Review for improving care and medical documentation, 87% of providers agreed when asked at the fall clinicians meeting
- **4.** – Providers showed improvement in percentage of non-compliant items versus compliant and partially compliant as well as a decrease in the total number of criteria items marked non-compliant. Percentage of criteria marked non-compliant was 4.1% in 2014–2015 and decrease to 2.7% in 2015–2016. The absolute number of criteria marked non-compliant in 2014–2015 was 197 and in 2015–2016 was 72.

## Conclusion

The Peer Preview Process required by the AAAHC provides clinicians at Student Health Service to select topics for review and determine specific criteria of review of topics in patient medical care visits. The providers are aware of these criteria when providing medical care.

This allows them to be more cognizant of providing thorough and quality care as well the documentation of providing the care provided. As shown by the results, this allows for improvement in the quality of care provided the Cal Poly Students so they may attain good health and pursue their academic goals.