



# The Complete Guide to OPPE: Strategies for Medical Staff Professionals, Physician Leaders, and Quality Directors

By HCPro, Evalynn Buczkowski RN BSN MS, Wendy R. Crimp BSN MBA CPHQ, Valerie Handunge MA

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*The Complete Guide to OPPE* provides medical staff leaders, medical staff professionals, and the quality team with the tools and strategies they need to effectively carry out OPPE. Authors **Evalynn Buczkowski** and **Valerie Handunge**, and contributing author **Wendy R. Crimp** deliver practical guidance to build and implement an OPPE process in your institution. They provide how-to approaches to help you:

- Create and implement a comprehensive and compliant OPPE policy
- Select meaningful indicators and gather appropriate data
- Establish thresholds to identify opportunities for performance improvement
- Assess performance and help evaluators and practitioners interpret OPPE reports
- Intervene on practitioners with improvement opportunities and performance concerns

Targeted for Joint Commission accredited organizations, *The Complete Guide to OPPE* offers best practices for all hospitals, regardless of their accreditation provider. It walks you through the steps to develop, implement, and maintain a strong OPPE program, including:

- Developing a framework for OPPE and defining the scope of the program
- Creating a communication plan for implementing the program
- Evaluating potential indicators for fairness and feasibility of collection
- Determining who should share perceptions of practitioners and how their perception data should be interpreted
- Selecting thresholds based on indicator types and using thresholds to interpret variation
- Solving data integrity issues and minimizing data collection errors, such as attribution

- Structuring and staffing the OPPE review
- Preparing for and carrying out critical practitioner conversations about performance improvement

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## **Who should read OPPE?**

*The Complete Guide to OPPE* is the perfect companion for medical staff professionals, physician leaders, quality directors, medical executive committee members, credentials committee members, vice presidents of medical affairs, chief medical officers, and risk managers.

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## **Editorial Review**

### **About the Author**

**Evalynn Buczkowski, RN, BSN, MS (Author)**, is regional director, clinical performance support at Henry Ford Macomb Hospitals in Clinton Township, MI. She provides leadership for the clinical and operational aspects of clinical quality, clinical informatics, public reporting/pay for performance, accreditation, medical affairs including credentialing and peer review, case management, utilization review, social work, and infection prevention. She has 25 years of healthcare experience in management, accreditation and regulatory compliance, and quality and performance improvement.

**Valerie Handunge, MA (Author)** is a senior healthcare strategy and operations consultant with Deloitte Consulting, specializing in care delivery quality, utilization effectiveness, and physician alignment. Prior to joining Deloitte, she played an instrumental role in developing the service model for the Advisory Board Company's Crimson ongoing professional practice evaluation module resulting in documented work-flow efficiencies and time savings. She has expertise in physician performance improvement, clinical integration and surgery, and emergency department operational efficiencies. She has presented at numerous national conferences on OPPE best practices.

**Wendy R. Crimp, BSN, MBA, CPHQ, (Contributing Author)** is the consulting practice director for The Crimp Resource Group. She has more than 30 years of experience in the healthcare industry and is a content expert in the areas of clinical quality improvement, credentialing, privileging, and peer review. She has authored numerous articles published in a variety of trade journals and Web resources, including HCPro's Credentialing Resource Center, and is co-author of the fourth edition of *Core Privileges for Physicians* from HCPro.

## **Users Review**

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