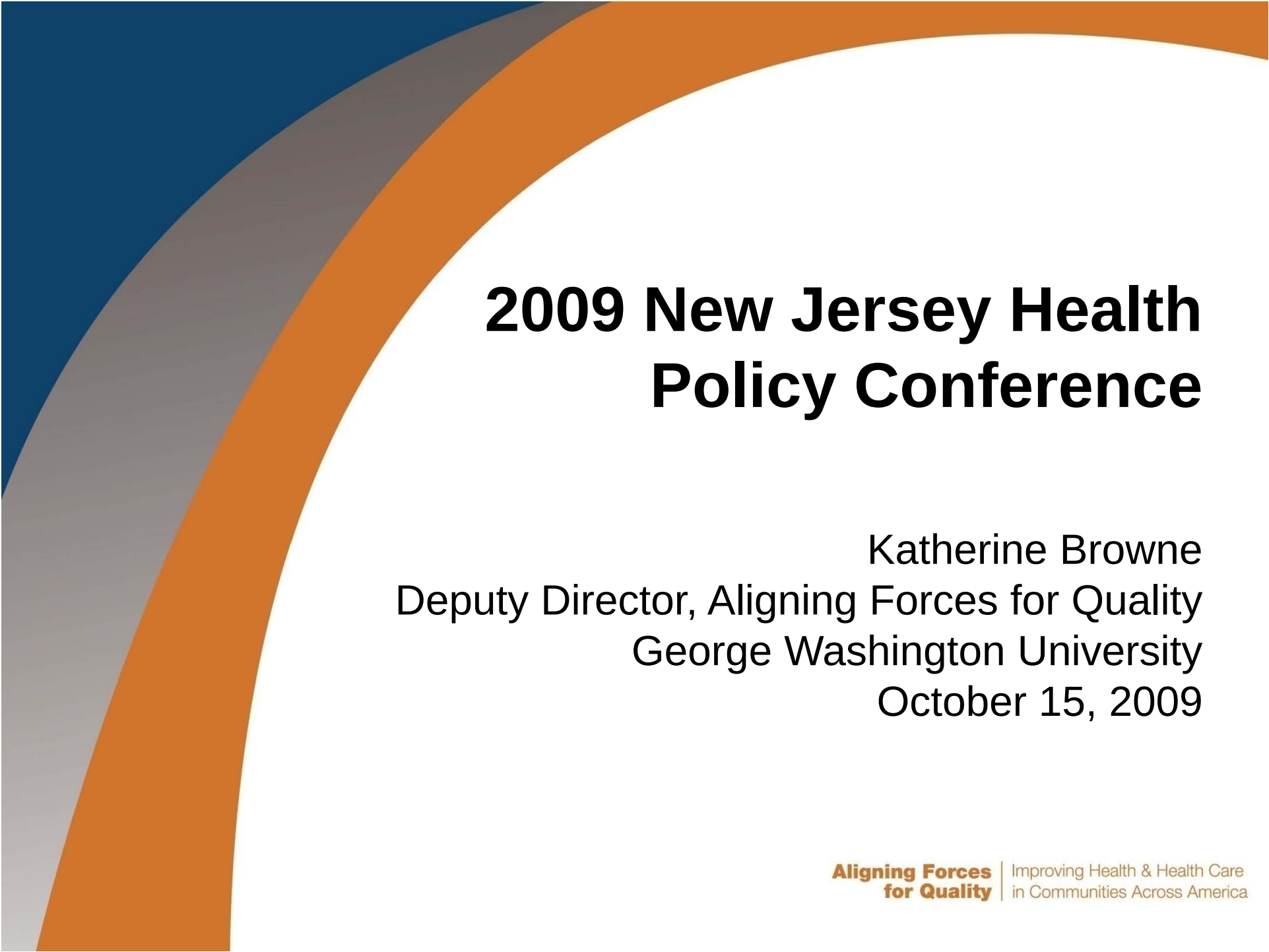




2009 New Jersey Health Policy Conference

Katherine Browne
Deputy Director, Aligning Forces for Quality
George Washington University
October 15, 2009



The State of Health Care Quality

- The US spends more on health care than any other country, but lags behind most major industrialized nations in outcomes and value.
- There are serious gaps between the health care people should receive and the care they actually get.
- Good health care and bad health care are being delivered in hospitals and doctors' offices.
- There is too much miscommunication, there is too much inequity and there are too many mistakes in our health care system.

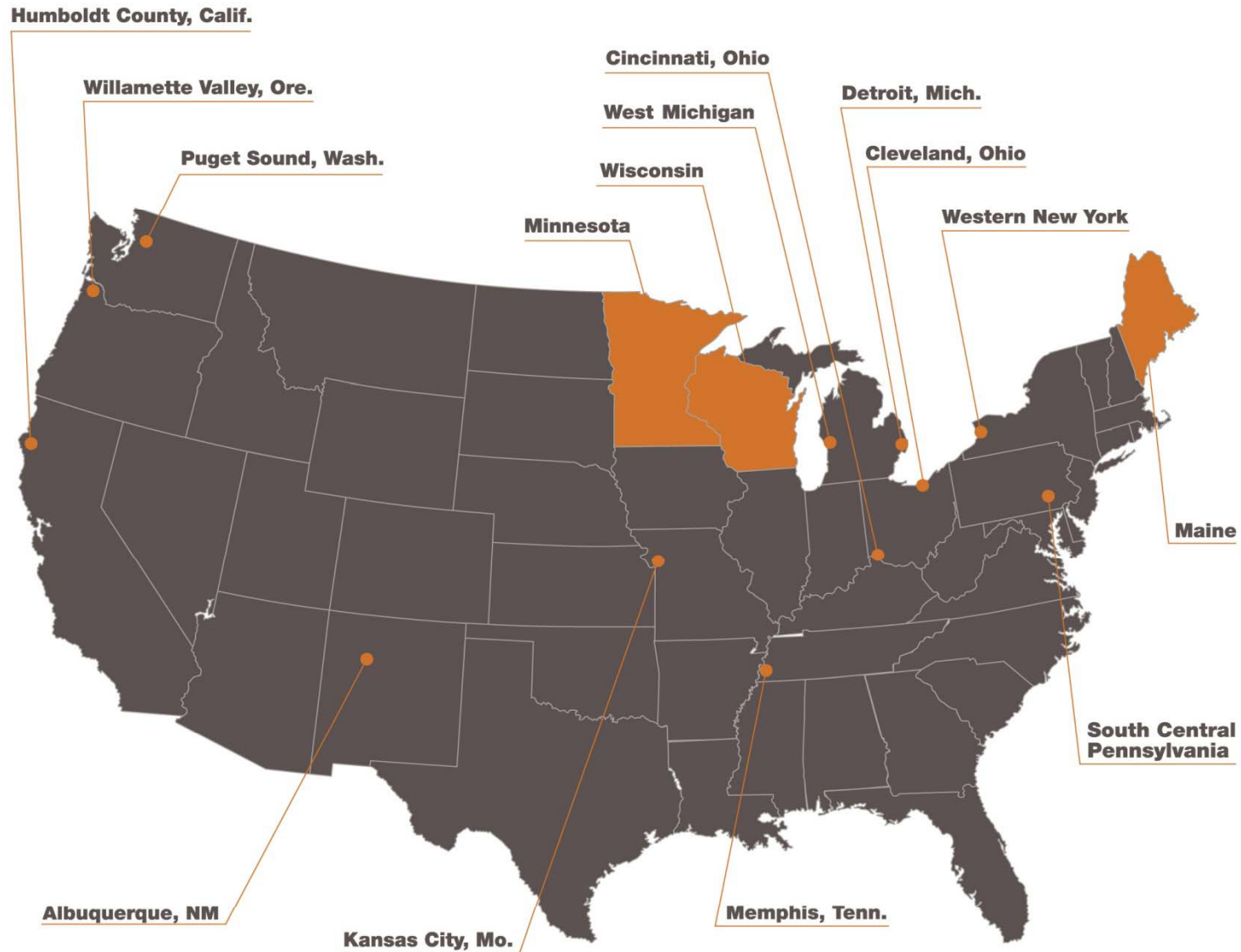


What is Aligning Forces for Quality?

- Robert Wood Johnson Foundation's signature effort to improve the quality of health care Americans receive.
- Quality is a national problem, but health care is delivered locally.
- Aim is to improve the quality of health care in targeted communities, reduce racial and ethnic disparities and provide models for reform.

Targeted Regions will Improve and Sustain High-Quality, Patient-Centered, Equitable Care by 2015

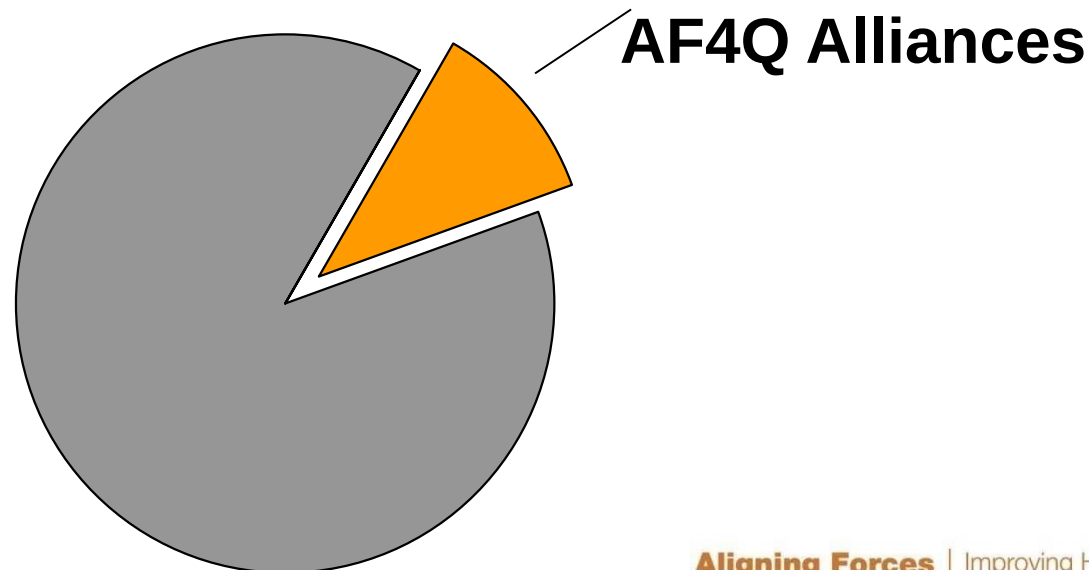
Aligning Forces Communities



**Aligning Forces
for Quality** | Improving Health & Health Care
in Communities Across America

What is Aligning Forces for Quality?

- Over 12% of all MDs in the U.S.
- 14% of all RNs in the U.S.
- Nearly 11% of U.S. hospitals







So what's happening?

- Increased transparency
 - Inpatient & ambulatory performance measurement
 - Cost & efficiency
 - Patient Experience
- Information is being used by:
 - Consumers to inform decision making
 - Purchasers / employers / plans
 - Providers to improve



Optional: Search of

[View Results](#)

Maine Hospital Ratings

Blue Ribbons

Sort by:

Highest Rated

Name

City

[view Specialty Hospitals »](#)

« Hospital Ratings Explained

page last updated Jan 2009



Patient Experience

Patient Safety

Select Clinical Quality

Miles Memorial Hospital

35 Miles Street, **Damariscotta** 04543 • [view map](#)



Overall

Recommend



Medication Safety

National Survey



Heart Attack



Heart Failure



Pneumonia



Surgical Infection

Mayo Regional Hospital

897 West Main Street, **Dover-Foxcroft** 04426 • [view map](#)



Overall

Recommend



Medication Safety

National Survey



Heart Attack



Heart Failure



Pneumonia



Surgical Infection

St. Joseph Hospital

360 Broadway, **Bangor** 04401 • [view map](#)



Overall

Recommend



Medication Safety

National Survey



Heart Attack



Heart Failure



Pneumonia



Surgical Infection

Eastern Maine Medical Center

489 State St., **Bangor** 04401 • [view map](#)



Overall

Recommend



Medication Safety

National Survey



Heart Attack



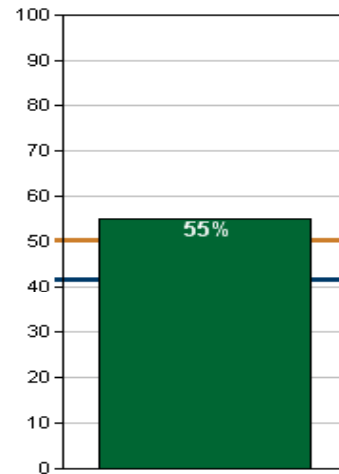
Heart Failure



Good Control over Blood Sugar Levels (A1C) - Below 7%

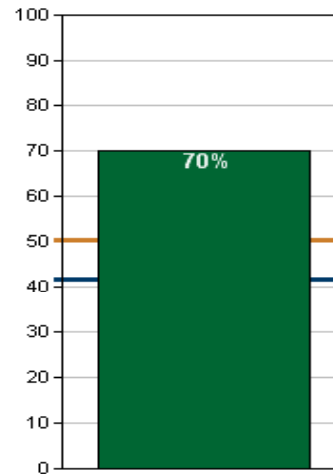
▲ For this indicator, a higher percentage (rate) is preferred

Adams Cumberland Family Medici



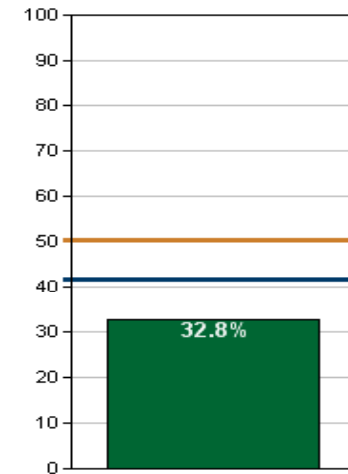
■ National Avg - 41.8%
■ Community Avg - 50.3%

Brockie Internal Medicine Cons



■ National Avg - 41.8%
■ Community Avg - 50.3%

Hanover Family Practice Associ



■ National Avg - 41.8%
■ Community Avg - 50.3%

About the benchmarks

Community average is the average of all the practices in the area who reported on this indicator.

National average is from the National Committee for Quality Assurance (NCQA), a nonprofit organization dedicated to improving health care quality. It is a well respected organization that provides national benchmarks for comparison of clinical quality information. These benchmarks make it possible for us to compare the health of people with diabetes in our local medical practices with the health of people with diabetes in medical practices across the nation.



What Patients Say About Their Doctors

From survey by.

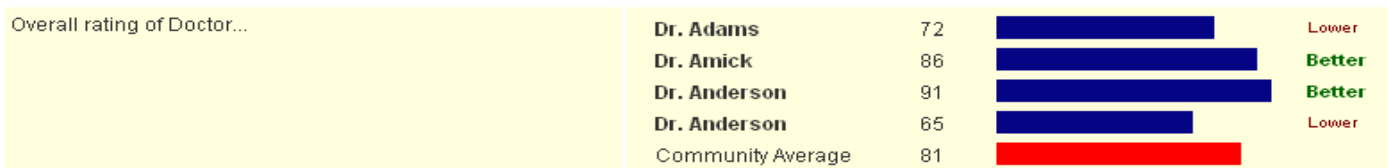


[Click here to return to other doctors.](#)

[Click here for what it all means, and survey methods.](#)

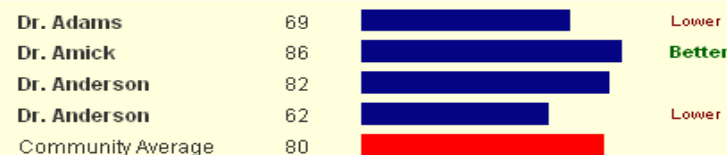
Comparison of: **Dr. Tamerut Adams**
Dr. John Amick
Dr. Douglas Anderson
Dr. Douglas Anderson

Doctors' scores and whether statistically **Better**
or **Lower** than community average



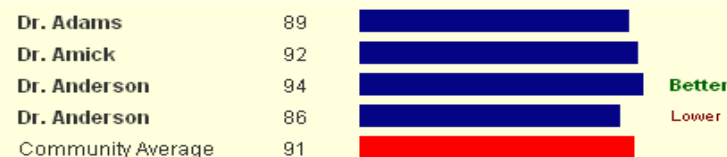
Overall, being able to get appointments and care when needed

[Show more info \(+\)](#)

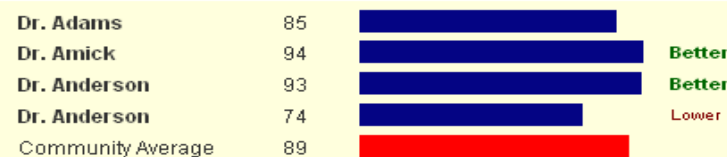


Overall, how well doctor communicates . . .

[Show more info \(+\)](#)

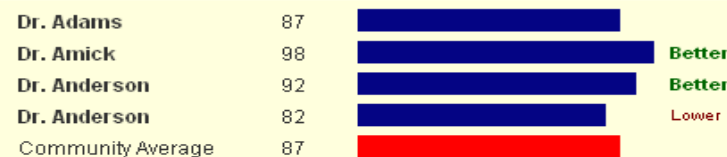


When doctor ordered a blood test, x-ray, or other test for you, how often someone from doctor's office followed up to give you those results . . .

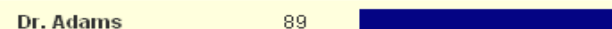


Overall, helpfulness and courtesy of office staff . . .

[Show more info \(+\)](#)



Would you recommend this doctor to your family and friends (or, definitely not)?





share this site

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[VIEW CLINICS](#)

[WHO WE ARE](#)

HOW ARE CLINICS SCORED?

Clinics are given a D5 score by [MN Community Measurement](#) based on the percentage of their patients achieving the D5.

The following data is based on patients with Type 1 or Type 2 diabetes, aged 18-75, who were treated in participating Minnesota or neighboring clinics. Only patients who met all of the following 5 goals are counted toward a clinic's D5 score:

- 1) Control blood pressure less than 130/80
- 2) Lower LDL or "bad" cholesterol to less than 100 mg/dl
- 3) Maintain blood sugar so that A1c level is less than 7%
- 4) Don't smoke
- 5) Take an aspirin daily, for those ages 40 and older



VIEW & COMPARE D5 scores for area clinics

[printer friendly >>](#)

Search by Name:

City:

All Cities

County:

All Counties

[SEARCH >>](#)

WHAT DO THESE NUMBERS MEAN?

19%: The average percentage of patients who achieved the D5 among all clinics reported

Percentage of a clinic's patients who achieved the D5 (all five goals)

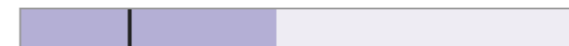
Number of a clinic's patients who achieved the D5 (all five goals)

Fairview Oxboro Clinic

Group: Fairview Health Services, County: Hennepin
600 W 98th St Bloomington MN 55420

45%

546 of 1219 records reviewed



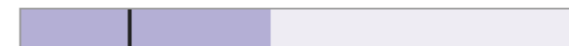
[view historical data](#)

Apple Valley Medical Clinic

Group: Apple Valley Medical Clinic, County: Dakota
14655 Galaxie Ave. Apple Valley MN 55124

44%

388 of 876 records reviewed



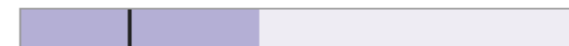
[view historical data](#)

HealthPartners - Inver Grove Heights

Group: HealthPartners Medical Group, County: Dakota
5625 Cenex Dr. Inver Grove Heights MN 55077

42%

149 of 353 records reviewed



[view historical data](#)

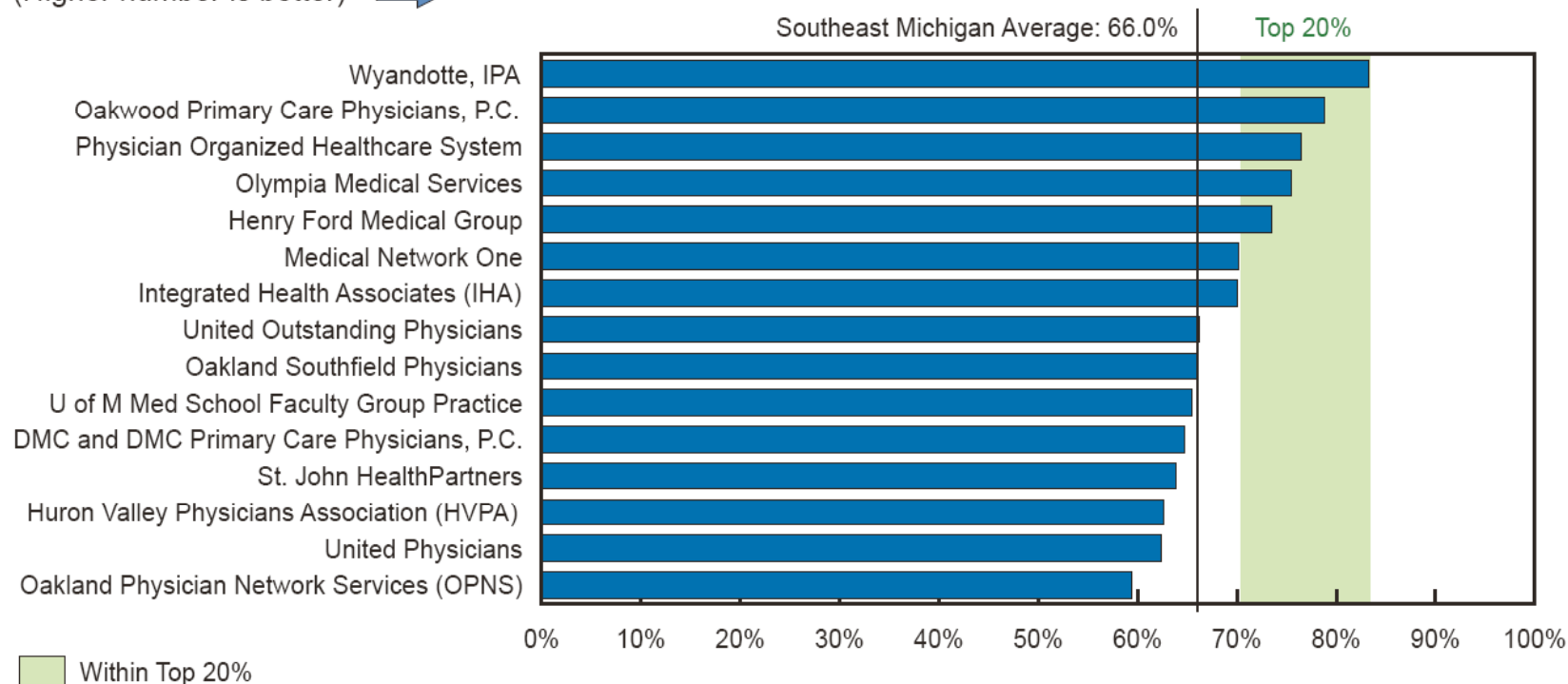
Health Care Performance Report

Knowing Makes A Difference



Use of Generic (Non-Brand) Medications—Calendar Year 2007 Performance

(Higher number is better) →





When Health Care Improves, Everyone Wins.

Cost Report Info:

Total health care costs are a product of the amount paid for a service and how many services are used. Here we show the payment amount for physician services, which includes how much a health plan pays for a procedure or office visit plus what the health plan tells the physician to collect as a copayment from the patient.

The amount you'll pay depends on the details of your health plan coverage. Please talk to member services at your health plan for specific details. The contact information is on your insurance card.

Cesarean delivery

Routine obstetric care with a cesarean delivery, including care before, during and after delivery

[read more ►](#)

[Hide Legend](#)

What do these numbers mean?

Sample Medical Group

(click name for detailed profile)

Sampleville 56303

City Zip

Average Cost of Procedure Per Medical Group

\$53.00

Click for detailed profile

[view profile >](#)

The lowest average cost per procedure

The highest average cost per procedure

Line represents the median cost of the procedure through all medical groups.

[Sort by Name ▲](#)

[Sort by Cost](#)

Women's Health Consultants	Minneapolis	55402	\$2709		view profile >
Western Wisconsin Medical Associates	Hudson	54016	\$3434		view profile >
Western Ob/Gyn	Waconia	55387	\$2707		view profile >
University of Minnesota Physicians	Minneapolis	55414	\$2782		view profile >
Stillwater Medical Group	Stillwater	55082	\$2670		view profile >
St. Mary's/Duluth Clinic Health System	Duluth	55805	\$3534		view profile >
St. Cloud Medical Group	St. Cloud	56303	\$2816		view profile >
Southdale Ob/Gyn Consultants	Edina	55435	\$2793		view profile >
Sanford Clinic	Sioux Falls	57109	\$3524		view profile >



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Welcome to our Performance & Progress Report

View Reports by **Provider
Type and Region(s)**

TYPE OF PROVIDER

- ☐ Physician Group
☐ Hospital
☐ Health Plan

- All Regions
Central
Fox Valley
North Eastern
North Western
South Eastern
Southern
Western

View Map of
Regions



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[Episodic Care](#)

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NEW!

[WCHQ population
results](#) **Updated**

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[Women's Health](#)

INSTITUTE OF MEDICINE CATEGORY*

[Safety](#)

[Timeliness](#)

[Effectiveness](#)

[Efficiency](#)

[Patient-Centeredness](#)

*Aims for Improvement



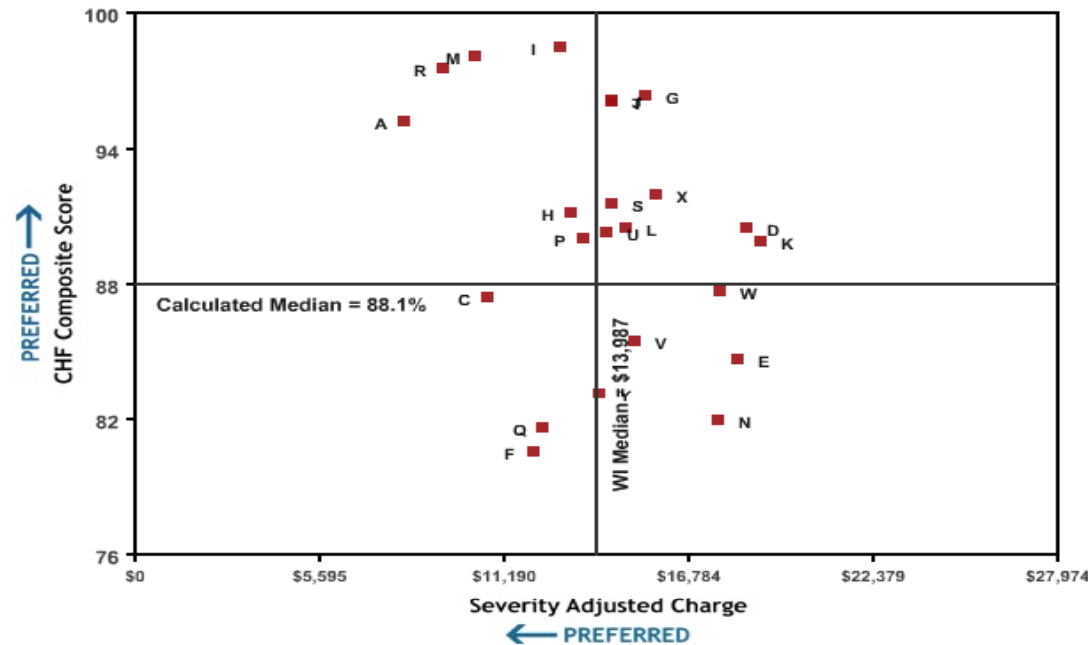
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YOU SELECTED: • Efficiency • All Regions [Change Selection](#)

MEASURES	CLINICAL TOPIC	MEASURE TYPE	INSTITUTE OF MEDICINE CATEGORY
HOSPITAL			
Heart Attack Care Hospital Charges and Quality Comparison  	Heart Care	Hospital	Efficiency
Heart Attack Care Hospital Length of Stay and Quality Comparison  	Heart Care	Hospital	Efficiency
Heart Failure Care Hospital Charges and Quality Comparison  	Heart Care	Hospital	Efficiency
Heart Failure Care Hospital Length of Stay and Quality Comparison  	Heart Care	Hospital	Efficiency
Pneumonia Care Hospital Charges and Quality Comparison  	Pneumonia	Hospital	Efficiency
Pneumonia Care Hospital Length of Stay and Quality Comparison  	Pneumonia	Hospital	Efficiency

HF Charges & Quality



For detailed information on a hospital's performance, click on a letter in the graph or on a hospital name below.

Reporting Period: 2007 1st - 4th Quarter

Hospital name	Letter used in graph	Severity Adjusted Charges	CHF Composite Score
Appleton Medical Center (Appleton)	A	\$8,175	95.3
Bellin Hospital (Green Bay)	C	\$10,658	87.5
Columbia St. Mary's Hospital (Columbia & Milwaukee)	D	\$18,555	90.6
Columbia St. Mary's Hospital Ozaukee (Mequon)	E	\$18,268	84.8
Community Memorial Hospital (Menomonee Falls)	F	\$12,069	80.7
Franciscan Skemp Medical Center (La Crosse)	G	\$15,457	96.4
Froedtert Memorial Lutheran Hospital (Milwaukee)	H	\$13,211	91.2
Gundersen Lutheran Medical Center (La Crosse)	I	\$12,860	98.5
Luther Hospital (Eau Claire)	J	\$14,440	96.2
Mercy Hospital (Janesville)	T	\$14,434	96.1





Institute for Clinical Systems Improvement High-Tech Diagnostic Imaging

- Rapid growth of utilization in High Technology Diagnostic Imaging (HTDI)
 - Medicare expenditures rose from \$3.6 billion to \$7.6 billion between 2000-2006 (CT, MRI, nuclear medicine incl. PET); 17% increase; MN increase=8%
- No good data on “appropriateness” in MN
- Potential overuse:
 - Ordering scans of low diagnostic value
 - Patient exposure to unnecessary radiation
 - Unsustainable increases in costs



High-Tech Diagnostic Imaging (con't)

- MN health plans establish prior notification programs
 - Fewer HTDI test, but more appropriate?
- Alternative approach: ICSI Pilot
 - GOAL: Test a model that addressed 90% of the ordered CT, MRI, PET, nuclear cardiology tests using appropriateness criteria* at point of service.

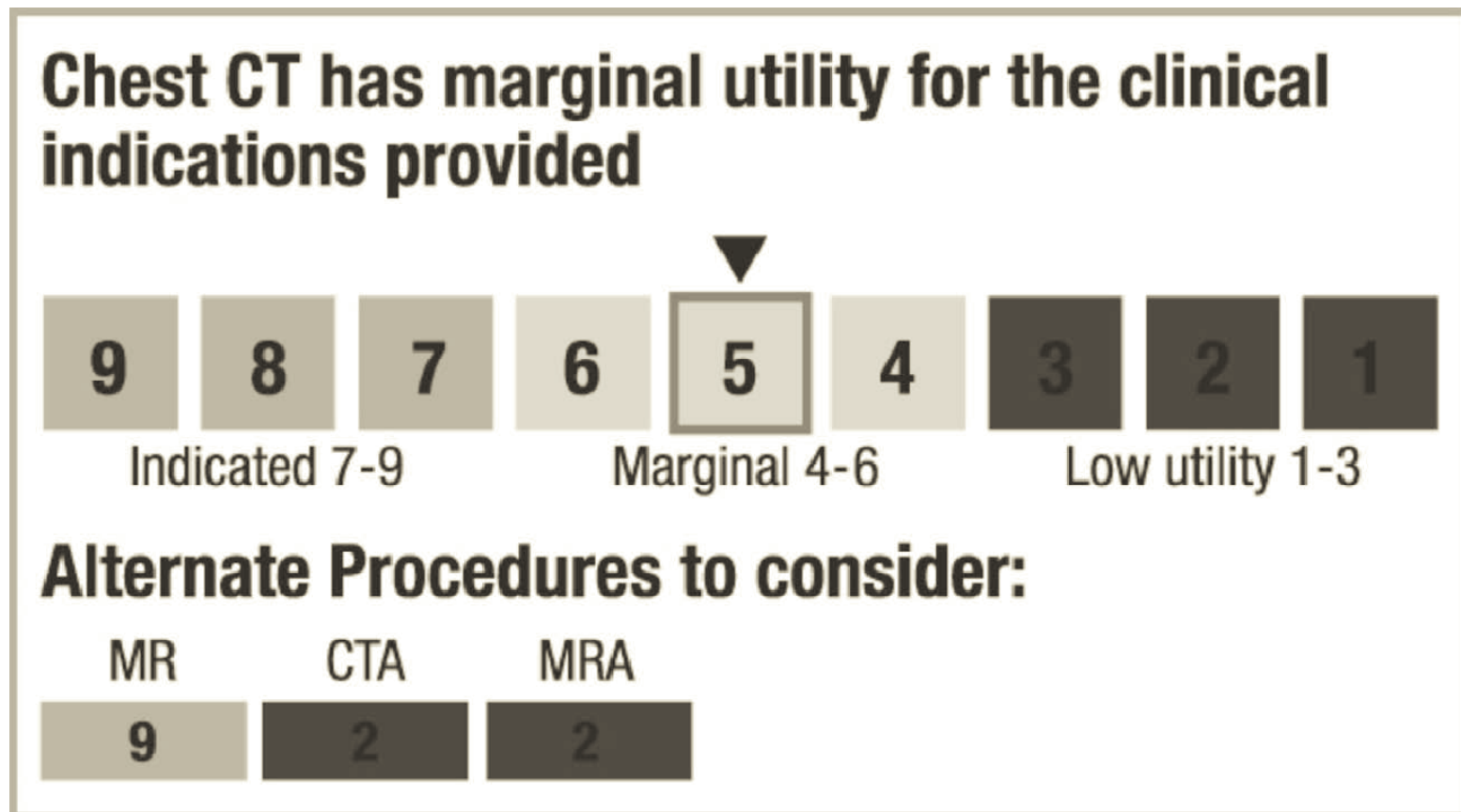
* American College of Radiology has developed appropriateness guidelines/criteria for imaging use which were used in the ICSI pilot as the basis for building the decision support criteria and associate utility score.



The Intervention

- Provider runs patient indications through EMR or Web-based criteria
- See appropriateness of test; possible options
 - Diagnostic imaging orders are considered high, moderate low utility (most appropriate to least).

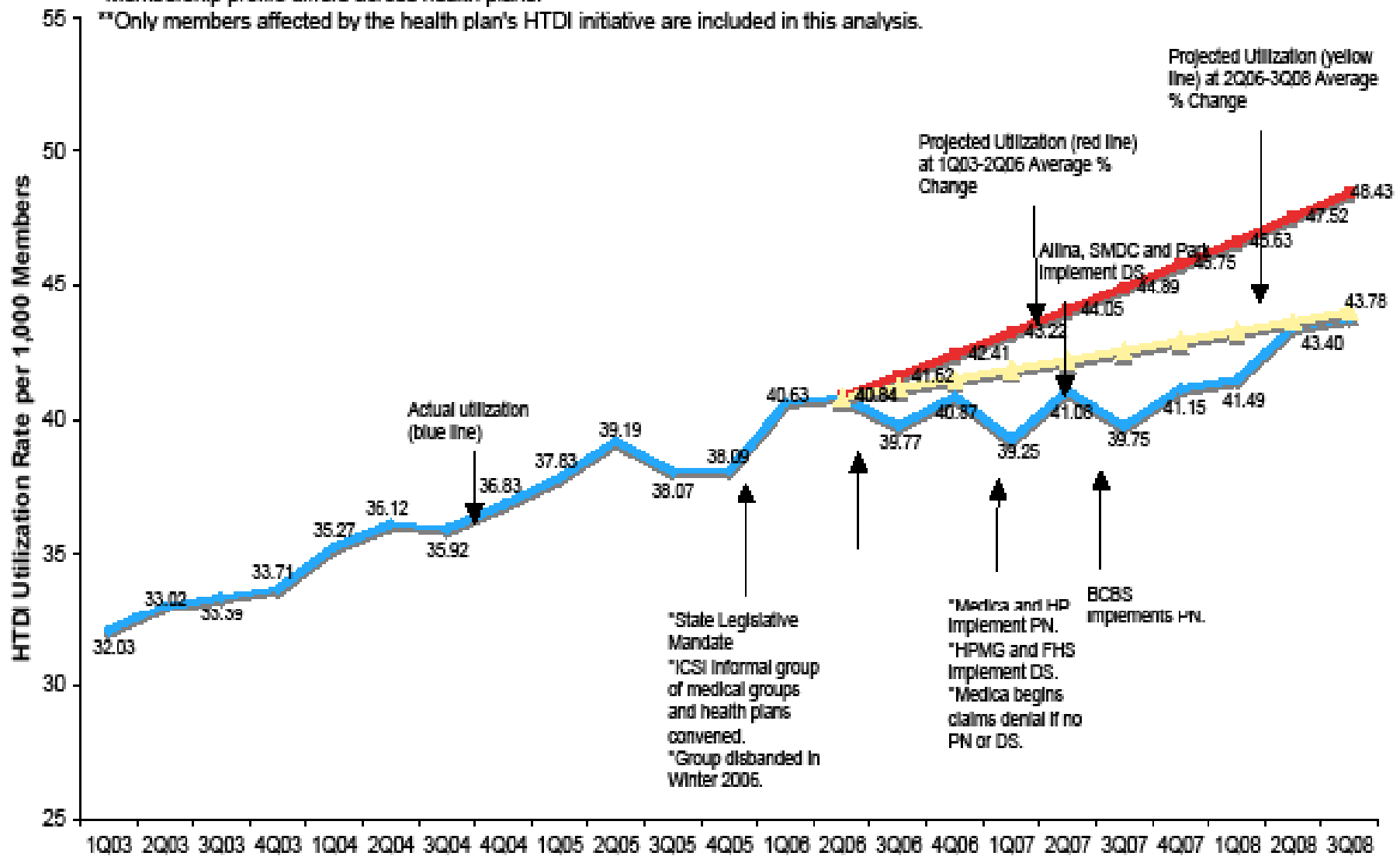
Decision Result Tool Screen



Aggregate HTDI Utilization Rate per 1,000 Members, 1Q03-3Q08
Aggregate Data Include: BCBS, HealthPartners, Medica, UCare and DHS
Claims and Membership Data (Hospital Inpatient and ER Claims)

*Membership profile differs across health plans.

**Only members affected by the health plan's HTDI initiative are included in this analysis.





The Results

- In 2007, HTDI utilization has decreased by 8%. Roughly a 50/50 split between ICSI pilot & prior notification on decrease in number of claims filed for HTDI tests.
- A study of 300 charts showed 10% improvement in appropriate scans ordered when using EMR decision support criteria (79% to 89%).
- HealthPartners data indicates that decision support reduced unnecessary tests by more than \$5.8 million.



Next Steps for Minnesota

- ICSI moving forward to contract with a vendor to provide a common set of appropriateness criteria
- Plans to offer decision-support option to all medical groups
- Minnesota Community Measurement exploring the development of a HTDI composite measure that would be reported at the clinic site level.



Thank you!

Katherine Browne

Katherine.Browne@gwumc.edu

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We are committed to improving the quality of health care for all Americans.

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- > Consumers, Health Care Purchasers, Physicians, and Health Insurers Announce Agreement on Princip...
- > PROMETHEUS Payment Set to Test New Method of Paying Providers for High-Quality Health Care
- > Tracking the Care of Patients with Severe Chronic Illness
- > Disparities in Health and Health Care among Medicare Beneficiaries

Aligning Forces for Quality: Improving Health Care in Communities Across America

Learn more about the Foundation's \$300-million commitment to dramatically improve the quality of U.S. health care.

> Learn more

Promising practices

- > Assessing Risk and Designing Tools to Reduce Falls
- > Reducing Door-to-Balloon Time Through Code Heart
- > Reducing Anxiety and Increasing Patient-Centeredness with a Welcome Video

> View promising practices from the field

Aligning Forces for Quality communities

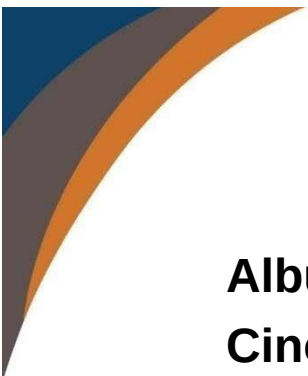
Aligning Forces for Quality

Disparities in the quality of care spur RWJF to attack the problem in 14 communities across America.

> Learn more

Stories from the field

Visit www.rwjf.org/qualityequality/af4q



AF4Q Alliances

Albuquerque, NM: Albuquerque Coalition for Healthcare Quality

Cincinnati, OH: Health Improvement Collaborative of Greater Cincinnati

Cleveland, OH: Better Health Greater Cleveland

Detroit, MI: Greater Detroit Area Health Council

Humboldt County, CA: Community Health Alliance of Humboldt-Del Norte

Kansas City, MO: Kansas City Quality Improvement Consortium

Maine: Maine Aligning Forces for Quality

Memphis, TN: Healthy Memphis Common Table

Minnesota: MN Community Measurement

Puget Sound: The Puget Sound Health Alliance

South Central Pennsylvania: Aligning Forces for Quality—South Central PA

West Michigan: Alliance for Health

Western New York: P2 Collaborative of Western New York

Willamette Valley, OR: Oregon Health Care Quality Corporation

Wisconsin: Wisconsin Collaborative for Healthcare Quality