

Patient Centered Care: Practical Lessons to Head in a Strategically Smart Direction

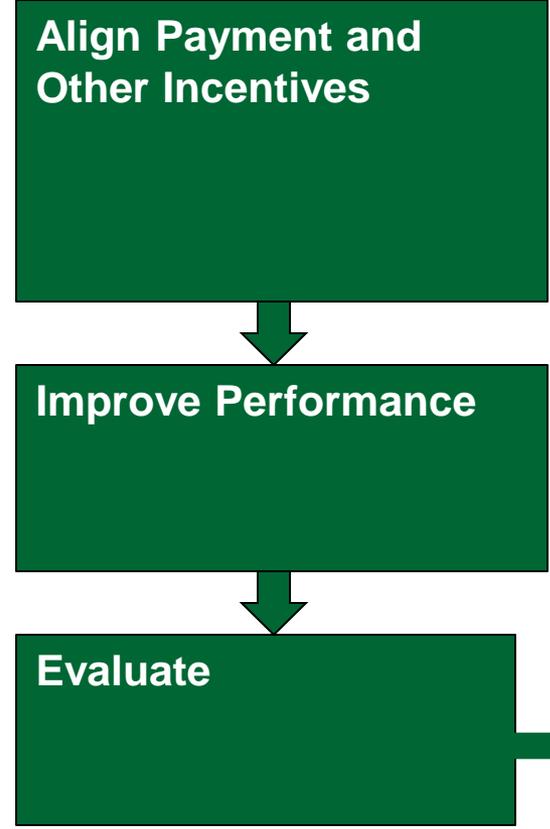
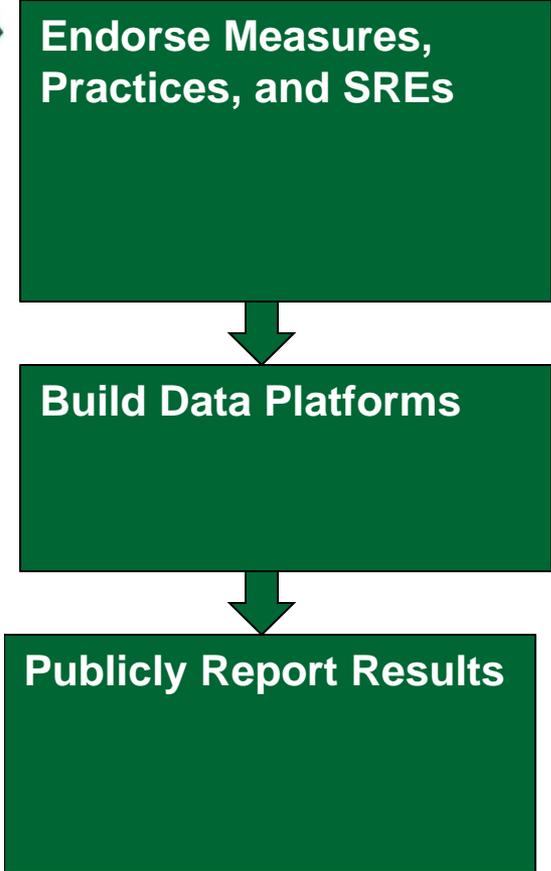
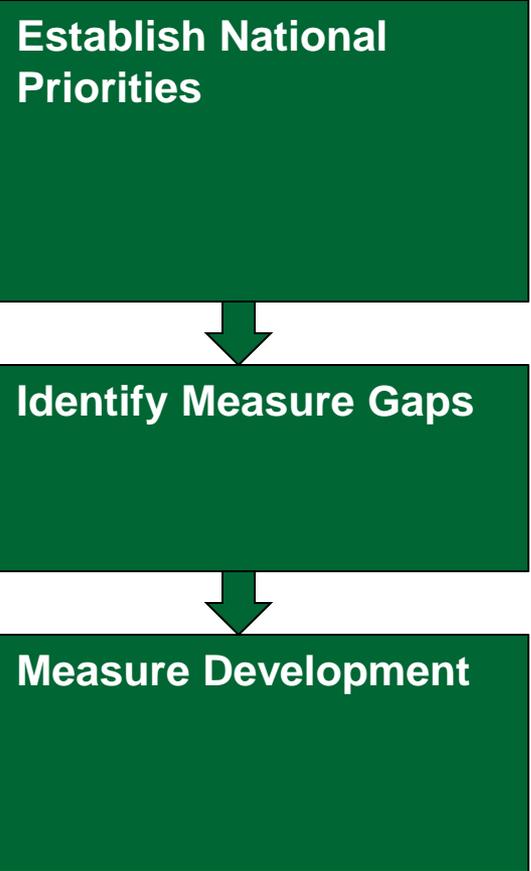
**University of Best Practices
San Diego Right Care Initiative
*June 6, 2011***

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*Vice President, Community Alliances***

- About the National Quality Forum
- Smart Strategy: Skating to Where the Puck Will Be
 - Align with National Quality Strategy Priorities
 - Position Yourself to Do Well on National Measures for Public Reporting and Performance-Based Payment
- Practical Lessons from Seattle: Using Measurement to Improve Care for a Diverse Population
 - Actions Taken by Clinic Systems to Apply Communitywide Insight
 - Patient-Centered Care at International Community Health Services

NQF is a nonprofit organization that convenes a wide variety of healthcare stakeholders to improve the quality of American healthcare by:

- Building consensus on national priorities and goals for performance improvement and working in partnership to achieve them;
- Endorsing national consensus standards for measuring and publicly reporting on performance; and
- Promoting the attainment of national goals through education and outreach programs.



NQF Activities that Drive Measurement & Incentives

- Endorsing Measures
 - Filling gaps (e.g., patient-reported outcomes, efficiency)
 - Best-in-class measures
- Input to HHS on Measures for Priorities in the National Quality Strategy
- Input to HHS on Measures for Public Reporting and Performance-Based Payment

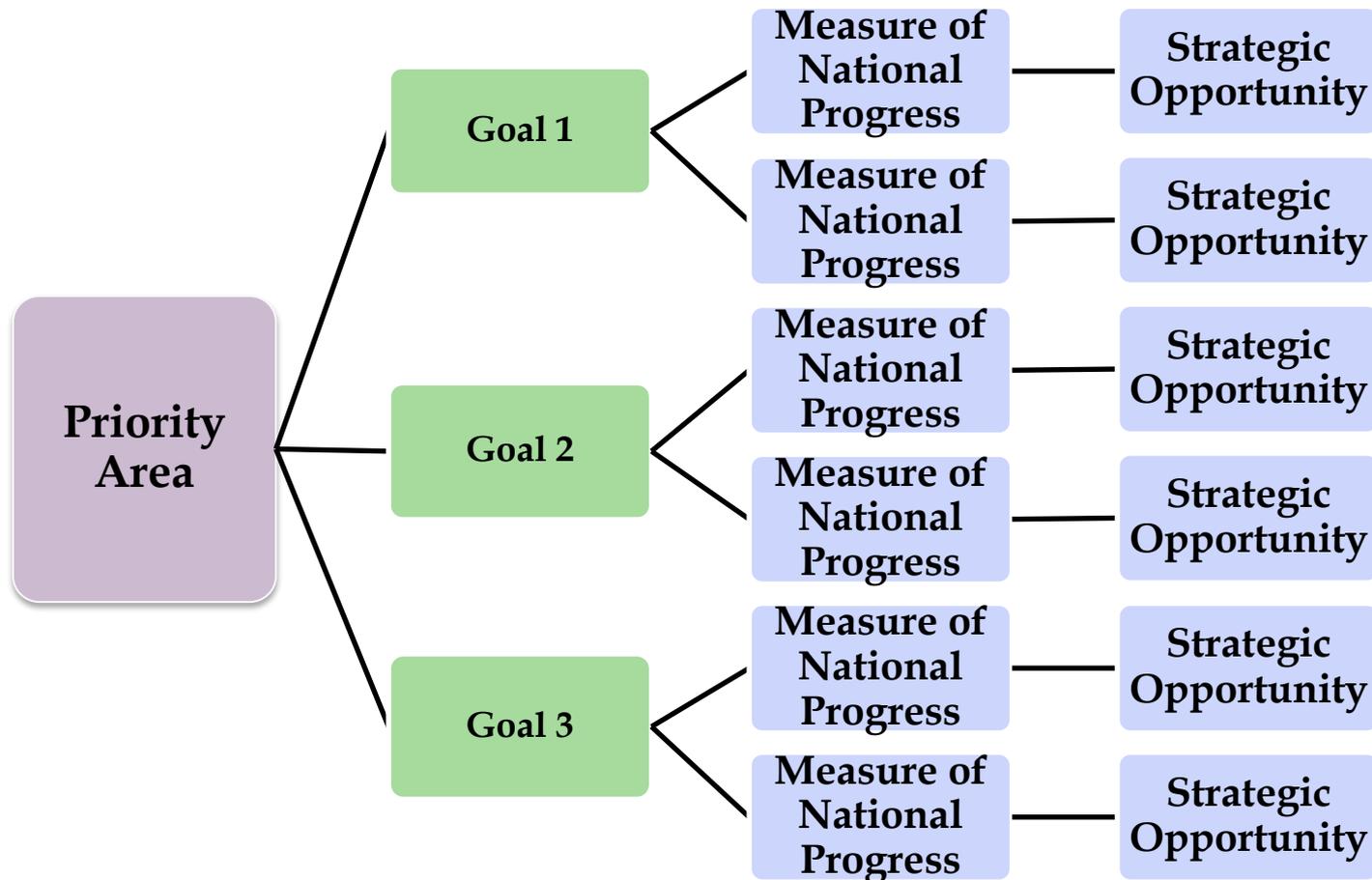


National Quality Strategy Priorities & Principles

1. Make care safer and reduce harm caused in care delivery
2. Ensure individuals and families are partners in their care
3. Promote effective communication and care coordination
4. Promote effective prevention and treatment for leading causes of mortality, *starting with cardiovascular disease*
5. Work with communities to promote wide use of best practices to enable healthy living
6. Make care more affordable for individuals, families, employers, and governments by developing new health care delivery models



Request for Input on the National Quality Strategy: Goals, Measures & Strategic Opportunities



Example: Healthy People/Communities

Proposed goals and measure concepts

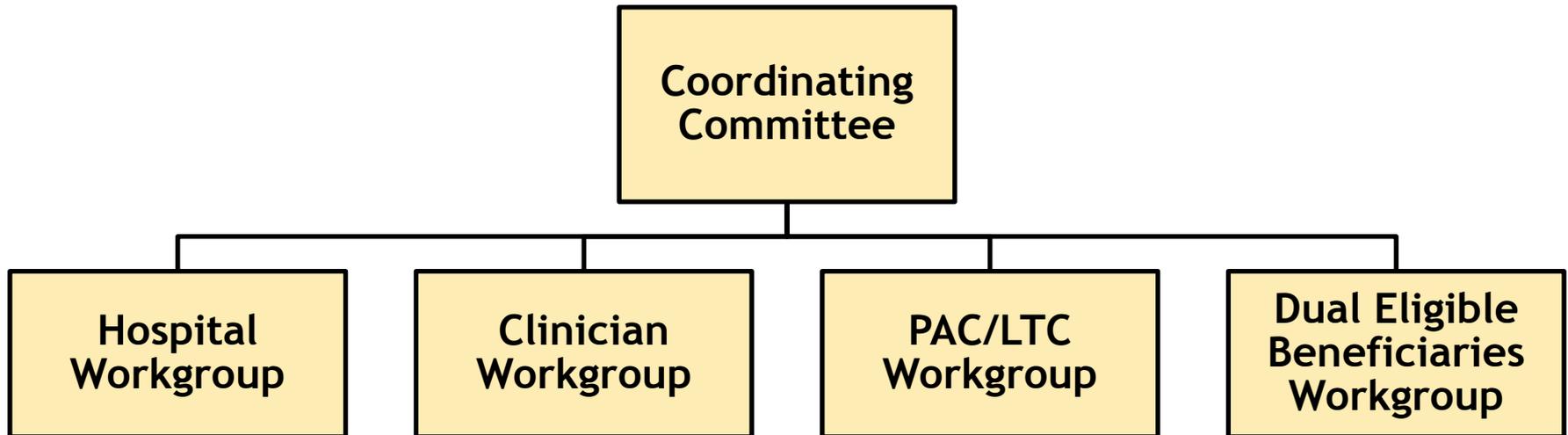
Priority: *Promote the most effective prevention, treatment, and intervention practices for leading causes of mortality, starting with cardiovascular disease.*

- Promote cardiovascular health through community interventions that result in improvement of social, economic, and environmental factors.
 - Availability of healthy food options
 - Physical environment/open space
- Promote cardiovascular health through interventions that result in adoption of the most important healthy lifestyle behaviors across the lifespan.
 - Smoking and tobacco use
 - Healthy diet/nutrition
- **Promote cardiovascular health through effective clinical preventive services across the lifespan in clinical settings and the community at large.**
 - **Blood pressure**
 - **Cholesterol level**

Health reform legislation, the Affordable Care Act (ACA), requires HHS to contract with the consensus-based entity (currently NQF) to **“convene multi-stakeholder groups to provide input on the selection of quality measures” for public reporting, payment, and other programs.**

HR 3590 § 3014, amending the Social Security Act (PHSA) by adding § 1890(b)(7)

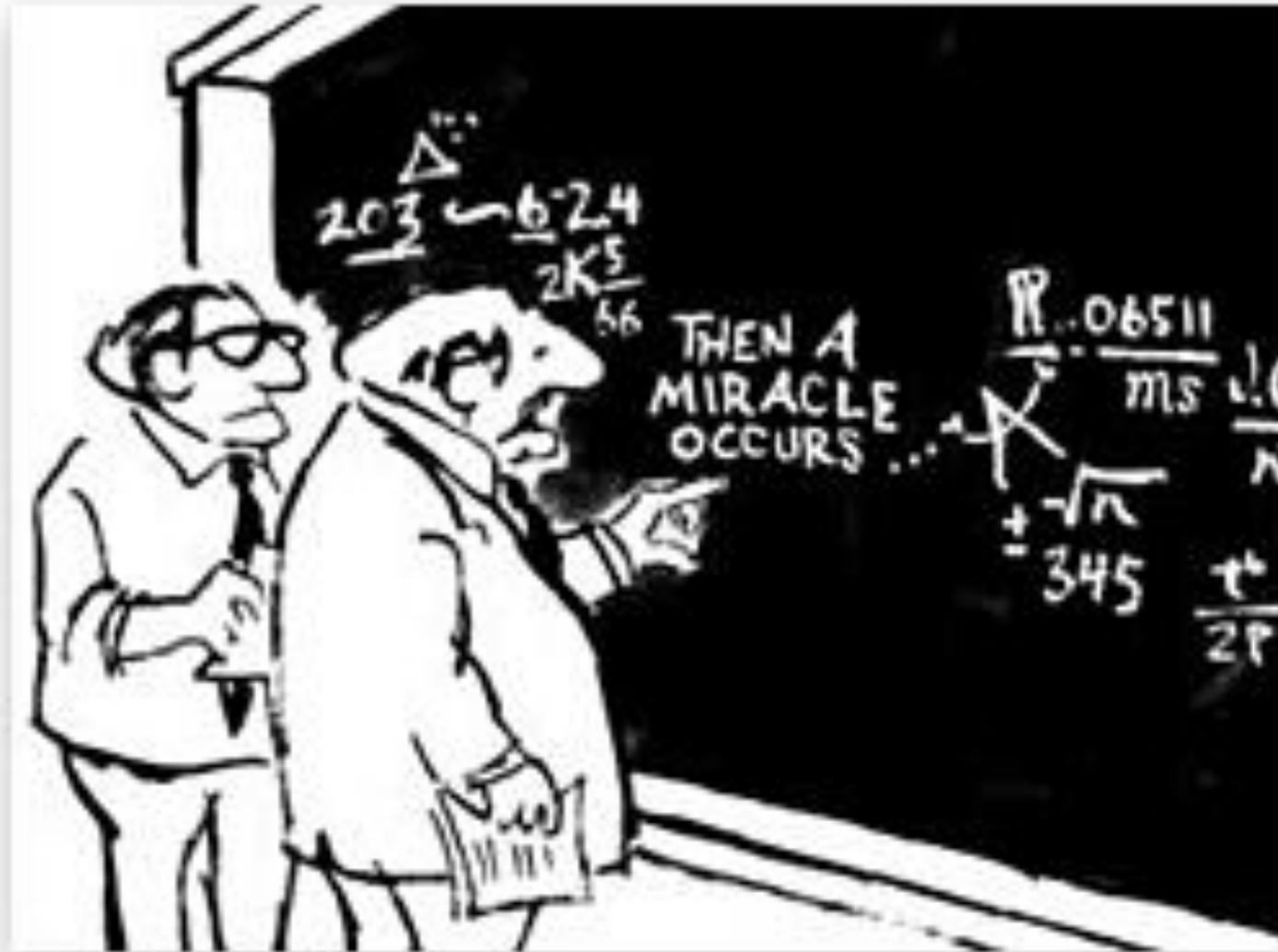
- >100 Stakeholders Involved in Two-Tiered Structure



Ad hoc workgroup on Healthcare Acquired Conditions and Readmissions;
Alignment Across Public and Private Payers

- Purpose
 - Identify *best available measures* for use in public reporting and performance-based payment
 - Identify *gaps* in measures (spur them to be developed and eventually endorsed by NQF)
 - Provide input to HHS / CMS on measures for public reporting and performance-based payment
 - Encourage alignment in use of measures across public and private sector programs

How Will This Play Out In the Real World?

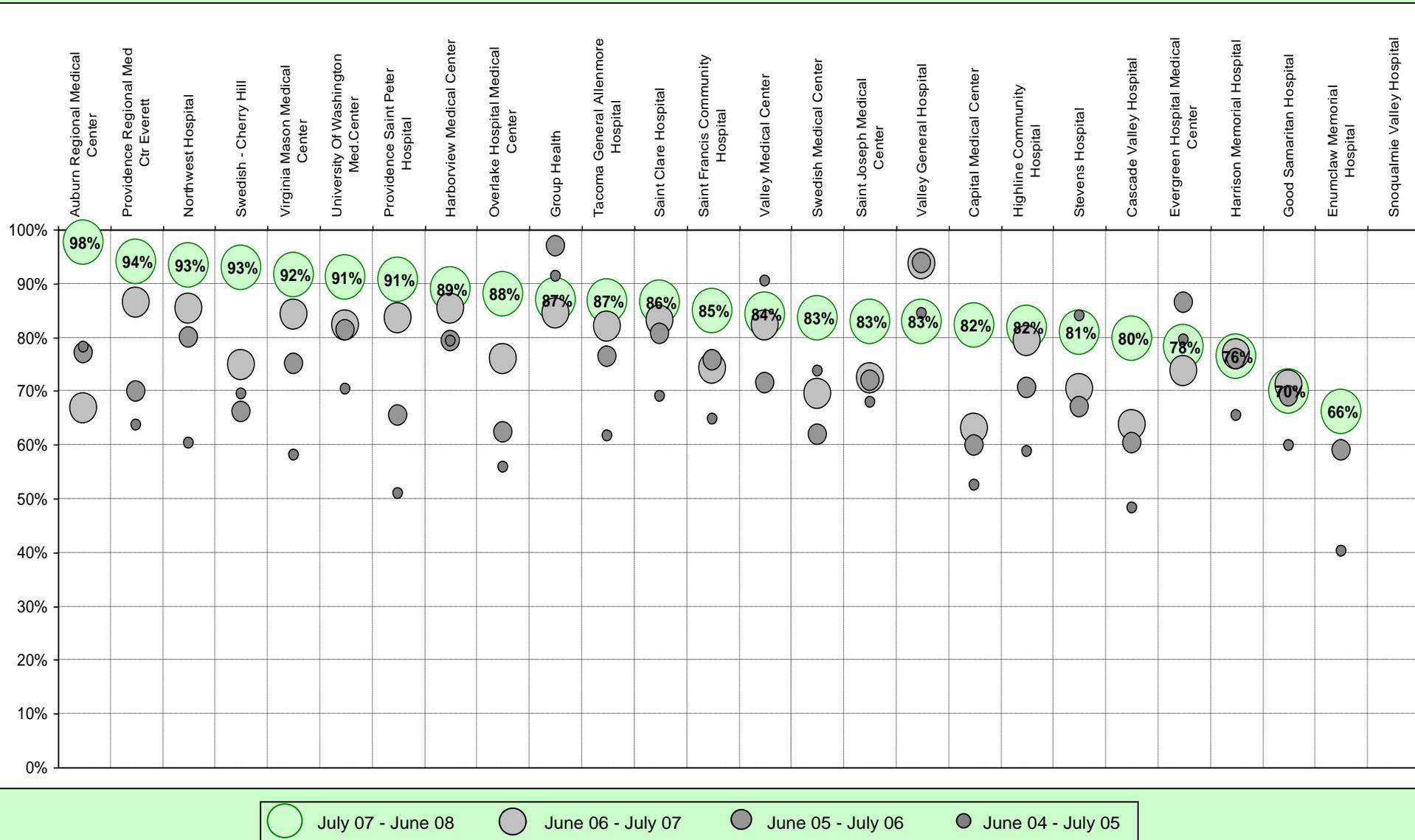




Using Measurement to Improve Care for a Diverse Population

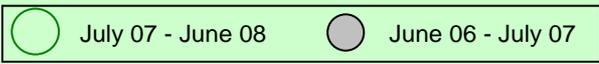
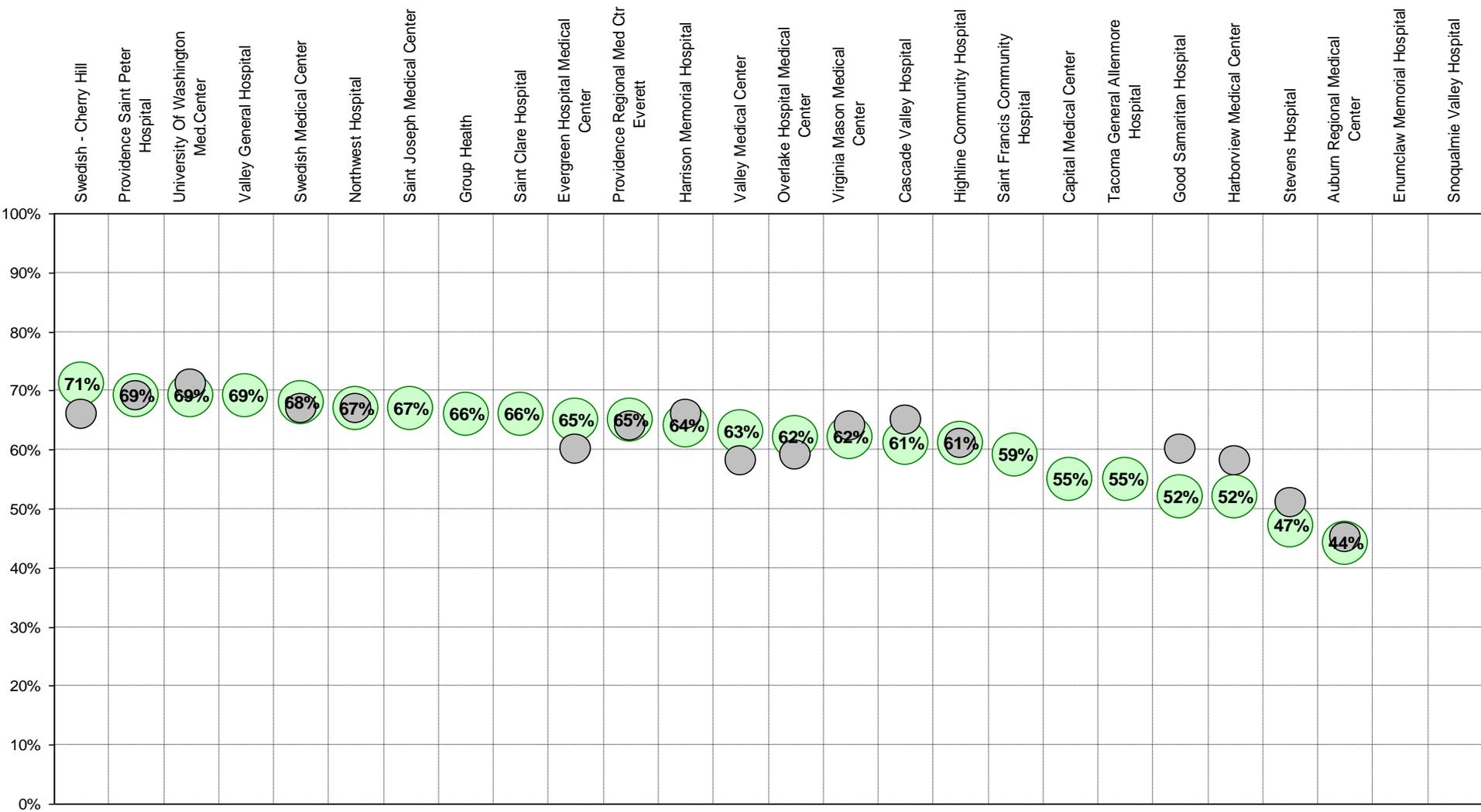
- Puget Sound Health Alliance, a multi-stakeholder collaborative
 - Focus: heart disease, diabetes, depression, etc.
 - Hospital and ambulatory care
 - Strong employer interest in cost reduction, too
- Using available data, looked at hospital performance over time
- Pulling together payor data, looked at medical group performance

Communitywide: Hospital Care for Heart Failure



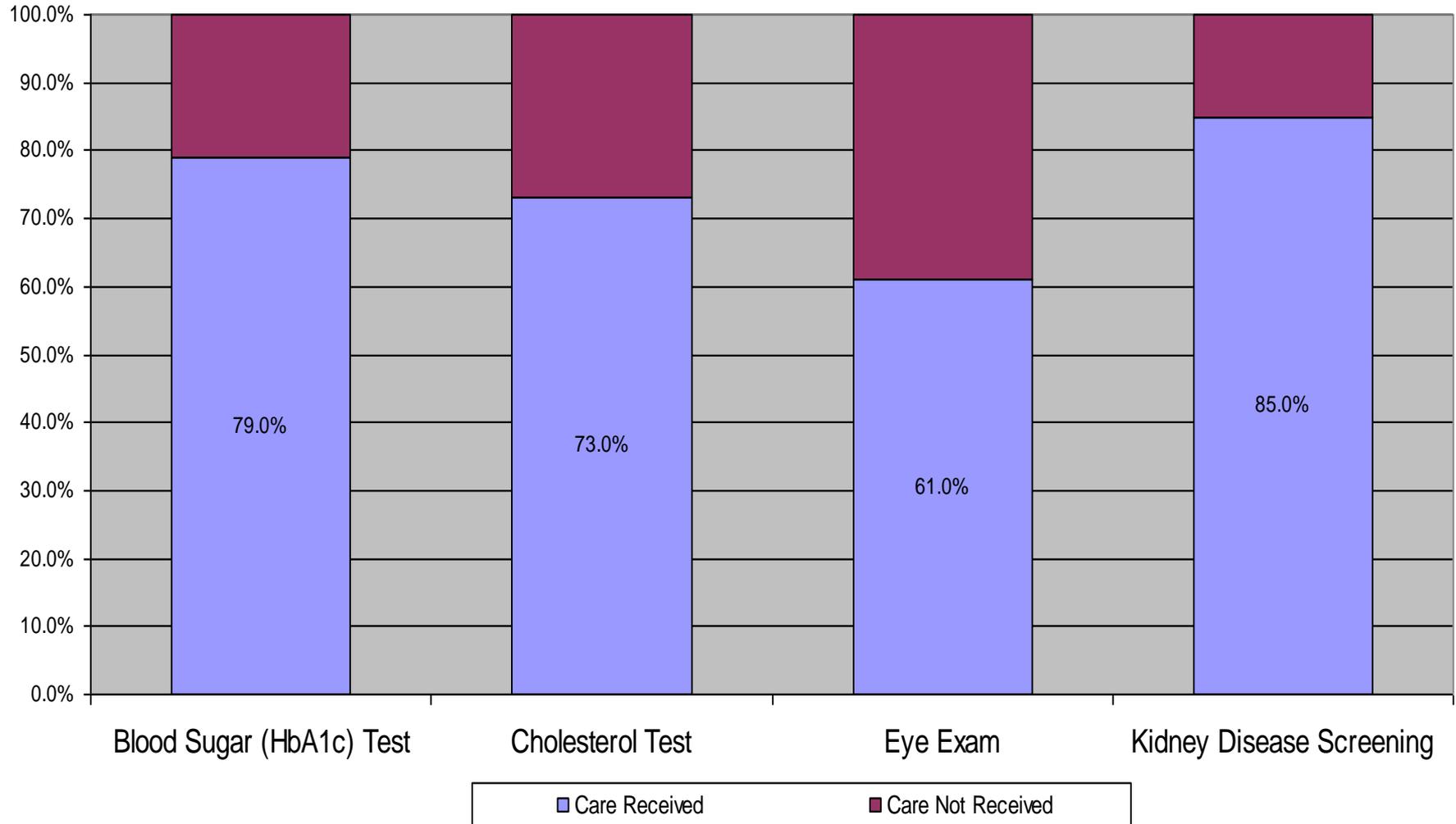
● July 07 - June 08
 ● June 06 - July 07
 ● June 05 - July 06
 ● June 04 - July 05

Communitywide: Hospital Patient Experience



Source: Hospital Compare data www.hospitalcompare.hhs.gov

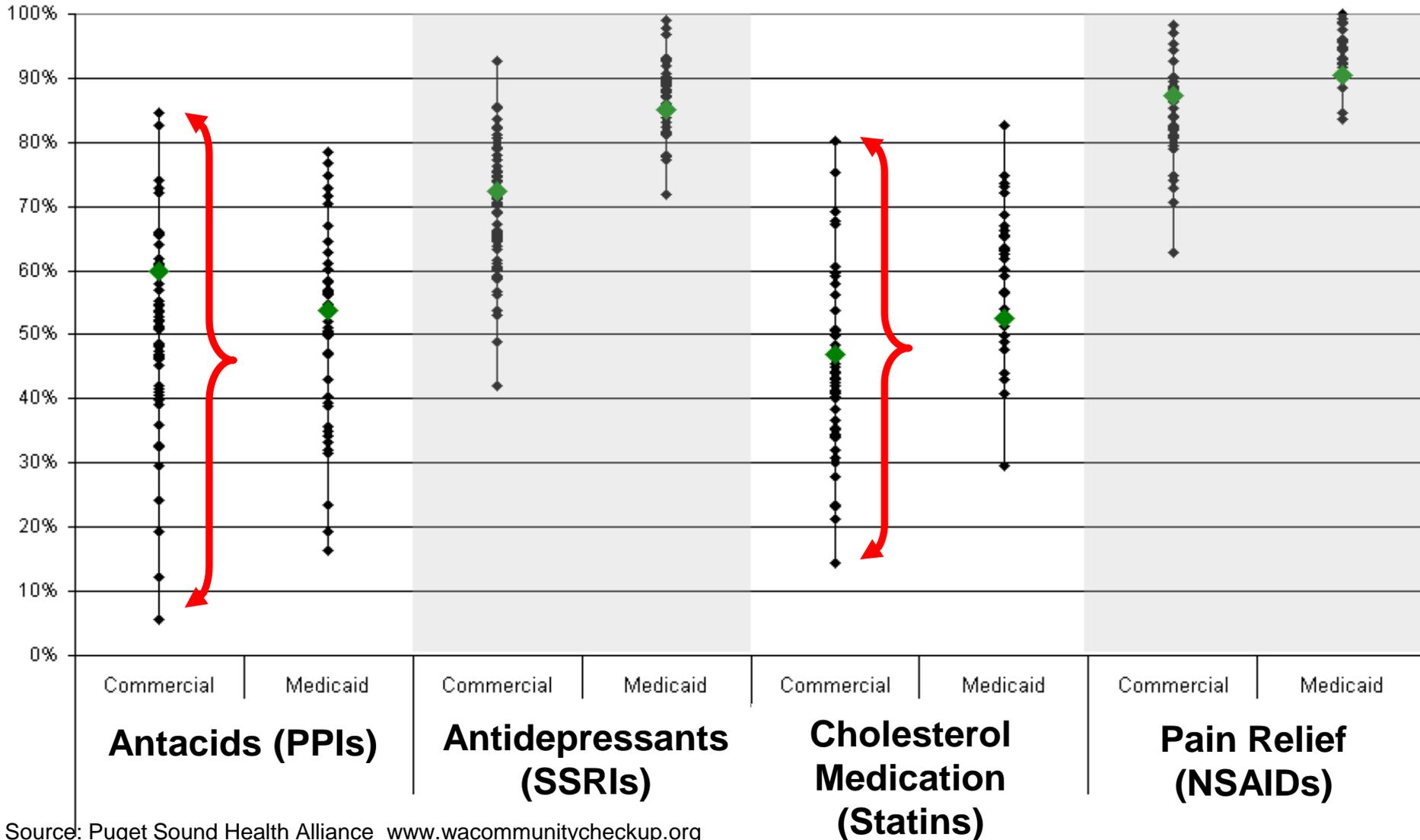
Seattle Region: Gaps in Care Processes for Diabetes Patients (July 2009)



Medical Groups: Generic Drug 'Fill Rate'

● Medical Group Rates ◆ Regional Average

Use of Generic Drugs: Commercial and Medicaid Results



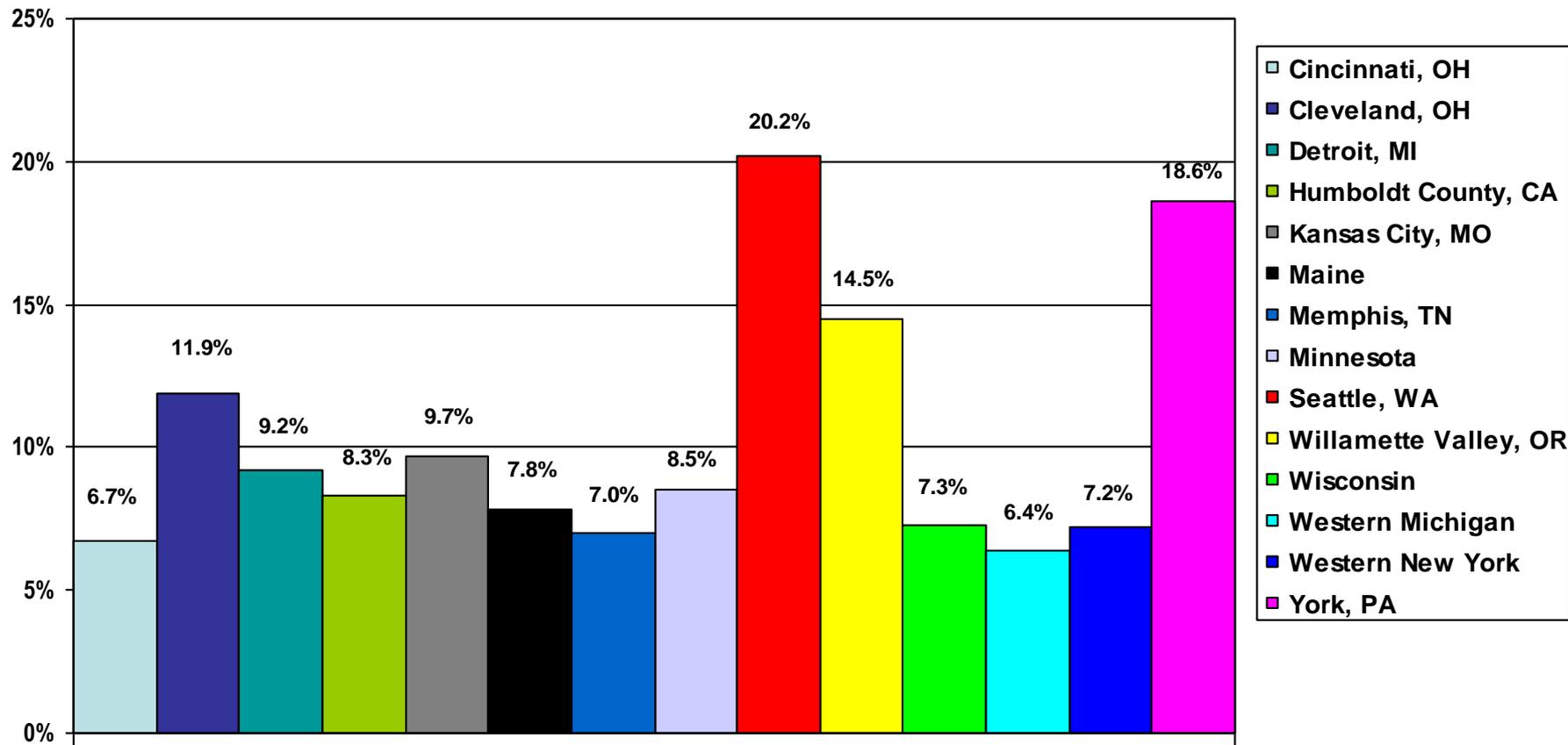
- Employers focused on *improvement* rather than *current* performance
- Providence Medical Group embedded reported measures into their EMR, with clinical setting alerts and reminders
- Virginia Mason sent a team to the Everett Clinic to learn their approach to pharmacy management
- Interest in understanding disparities was shared by all, spurring a deeper dive...

Health Disparities and Equity: Robert Wood Johnson Foundation Perspective

- Differences in the quality of care received by members of different racial or ethnic groups that are not explained by other factors*
 - Can occur at any stage in the care continuum
 - Many possible causes and solutions
- Disparities in care represent a **failure in quality**

*Adapted from: IOM, Unequal Treatment, 2003

Residents in AF4Q Communities who Speak a Language Other than English at Home (2000)



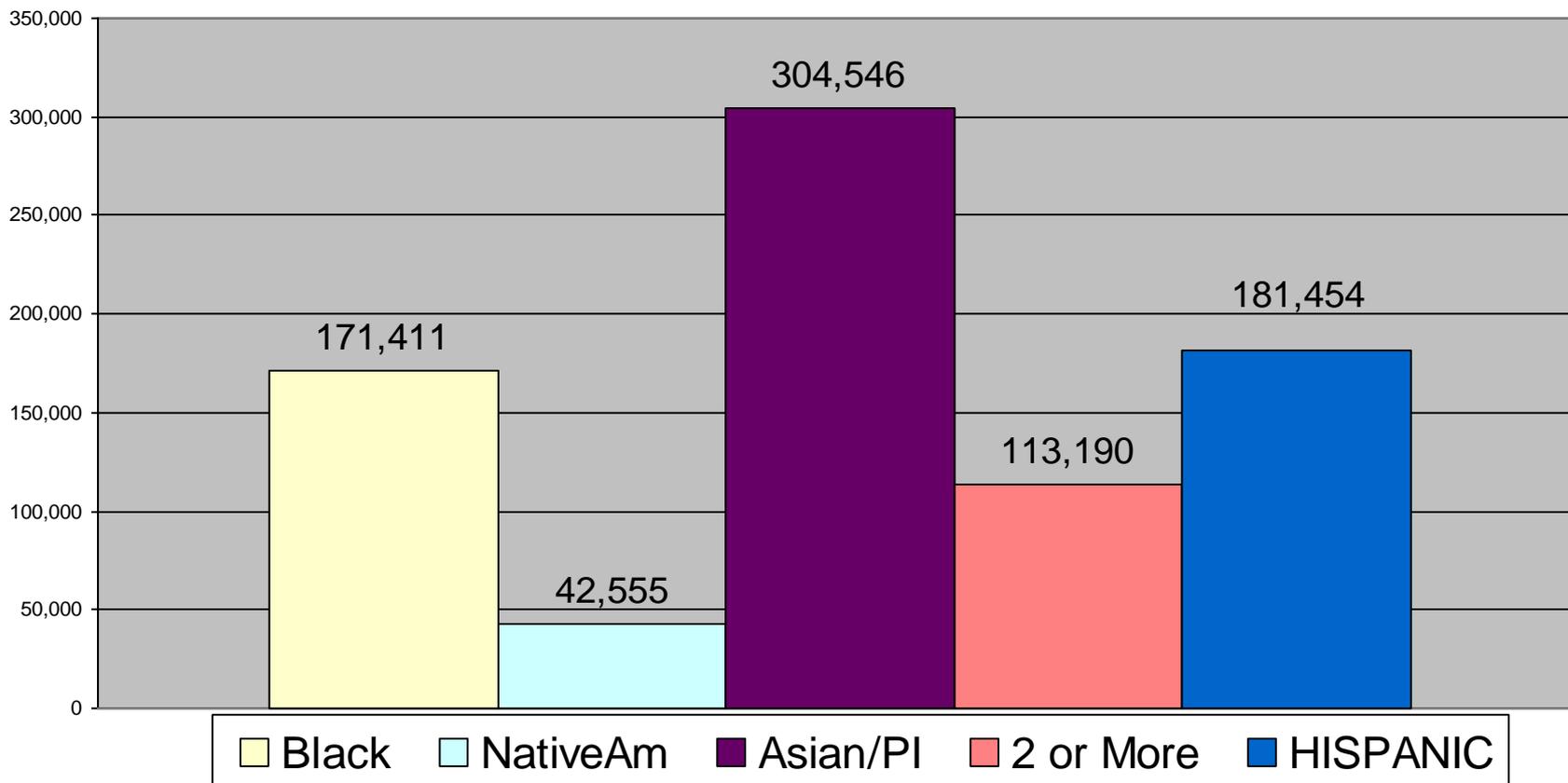
¹ Willamette Valley, OR, is defined as a 5-county area. Benton, Lane, Linn, Marion, Multnomah counties. No LOE data for Benton, Linn counties.

² Western Michigan is defined as a 12-county area. Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Muskegon, Newaygo, Oceana, Osceola, Ottawa counties. No LOE data for Muskegon county.

³ Western New York is defined as an 8-county area. Allegany, Chautauqua, Cattaraugus, Erie, Genesee, Niagara, Orleans, Wyoming counties.

Source: US Census Bureau, State Quick Facts. Data are from 2000 Census.

Puget Sound: Race / Ethnicity (without White)

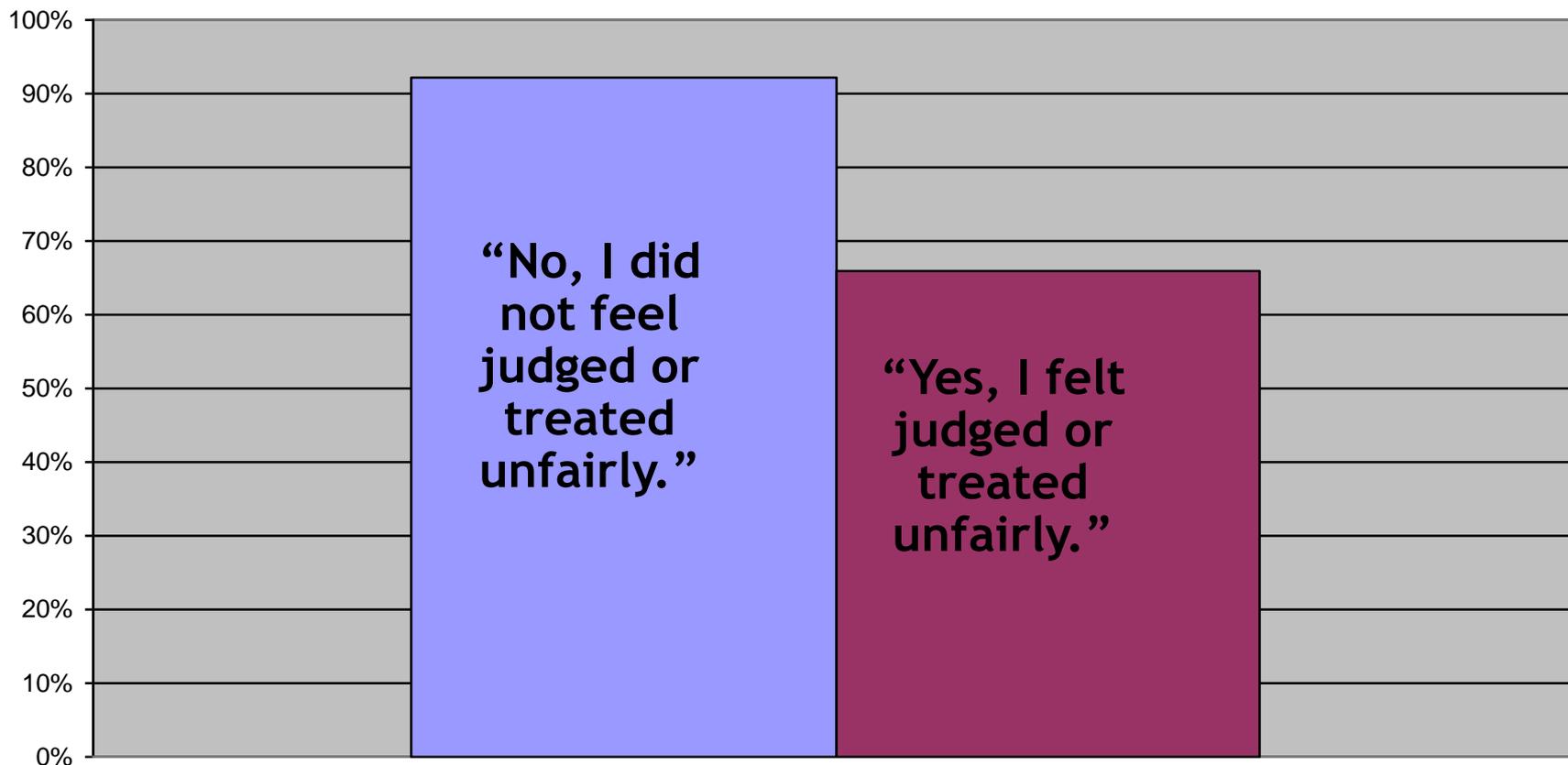


Source: Washington State Office of Financial Management, 2000 Census Data

- **International Community Health Services (ICHS)** has two full-service clinics in Seattle
- In 2008, they served about 16,000 patients
 - 85% are Asian and Pacific Islander
 - 42.7% Chinese; 24.6% Vietnamese; 5.8% Filipino; 4.7% Korean; 4.0% Black/African American; 3.7% Cambodian/Laotian/Mien
 - ~ 67% are limited English proficient and require interpretation and translated materials
 - ~40% on Medicaid or Medicaid/Medicare



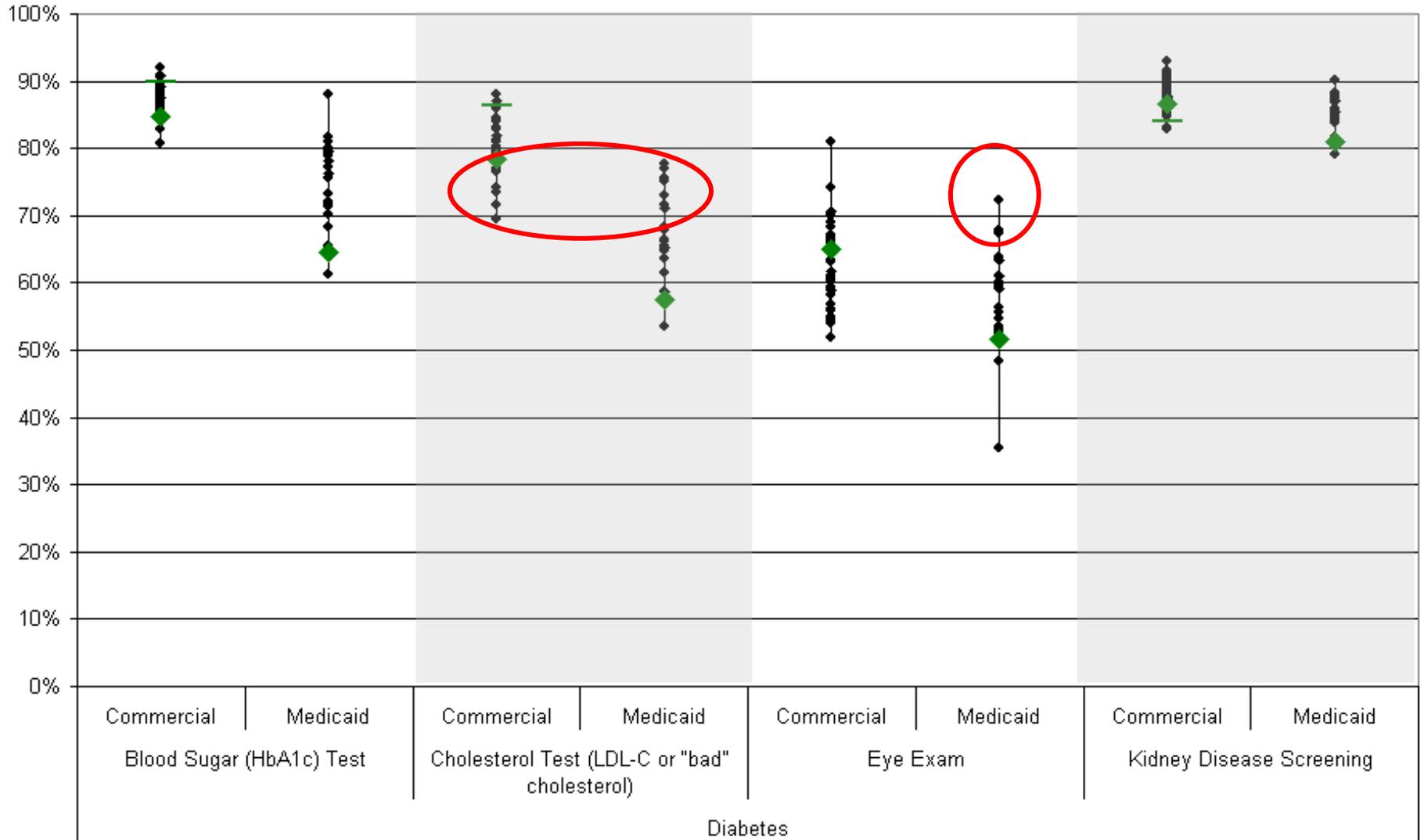
When Patients Feel Doctors Have Judged or Treated Them Unfairly Due to Race, Ethnicity or Language: Does That Impact Whether Patients Follow their Doctors' Advice?



% of Patients with Depression Who 'Always' or 'Usually' Take Prescription Medication As Recommended by Their Doctor

• Medical Group Rates ◆ Regional Average — National Top 10%

Diabetes Care: Commercial and Medicaid Results



Some of the best results in Seattle. How?

- Collaborative with multi-disciplinary teams
- EMR to track care and services among patients
 - Blood Pressure Posters, Self Management Worksheet, Community Screenings, Blood Sugar Log Books, etc.
 - In-language, illustrated self-management support tools shown to patients by Medical Assistants to start a conversation
 - They don't have a waiting room, it's an "Education Room"





COMMUNITY CHECKUP

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PUGET SOUND HEALTH ALLIANCE An Aligning Forces for Quality Community

The Community Checkup is produced by the [Puget Sound Health Alliance](#), a nonprofit, nonpartisan collaborative where the people who get, provide and pay for health care come together to help drive change in the health care system in our region. We are a member of the Robert Wood Johnson Foundation's [Aligning Forces for Quality](#) initiative.

WHAT'S NEW Alliance News and Events

Health plans have been added to the Community Checkup report. [Download the latest health plans report.](#)



- **San Diego Right Care is heading in a strategically smart direction**
 - National Quality Strategy, Public Reporting and Payment
 - Cardiovascular disease as a major focus
 - Medicare, Medicaid and other federal programs are preparing for performance-based payment
 - Private sector payers encouraged to align payment, too
 - Measurement Creates Insight (and readiness!)
- Many multi-stakeholder coalitions across the country
 - 16 Aligning Forces for Quality, 17 Chartered Value Exchanges, 17 Beacon communities
 - Most belong to NQF www.qualityforum.org and some to the Network for Regional Healthcare Improvement www.nrhi.org

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