National Learning & Action Network

Sharing Knowledge, Improving Health Care Series

August 4, 2015

The QIO Program in Action – National Benefits, Local Support
Welcome & Reminders

- Welcome!
- Thank you for joining us in the WebEx Training Center
- You will need to access your registration confirmation email & registration ID to login to WebEx
- Call materials will be posted to www.QIOProgram.org
Purpose of the Series

**Audience:** Patients, community and health care providers, local partners, federal partners and Quality Improvement Organization Program partners (*registration required*)

**Purpose:** Offer virtual training events focused on healthcare quality improvement and hot topics in health care delivery transformation, and connect these national themes with related local services, resources and support available through the QIO Program

**Expectations:** Participants will gain knowledge that is directly applicable to their work in health care quality improvement and acquire information that can be easily shared among their own community, organization, or team

**Topic Suggestions:** We want to hear from you! Submit your suggestions for future training topics in the post event assessment following this call
Things to Think About

Will you commit to being...

• Attentive
• Active participant
• Actionable

Show your commitment by typing “yes” in the chat!
Session Goals

By the end of today’s call you will...

• Be able to identify three ways your partnership with the QIO Program will help meet or exceed your improvement goals
• Recognize your organization’s impact on health care by participating with the QIO program, and create a story that translates this impact for your customers
• Clearly understand how you can share your improvement story with your local QIN-QIO by September 1, 2015, and be highlighted on a future National LAN Call
Prework Recap... History of the QIO Program

- Medicare Bill became part of Social Security Coverage
- Professional Standard Review Organizations
  - Standards of care
- Physician Review Organizations
  - Review cases on individual care level
- Data-driven work
- Quality Improvement Organizations
  - Multi-disciplinary approach
  - Learning & Action Networks
  - National Quality Strategy

- [https://www.youtube.com/watch?v=3UtAdaq8SJU](https://www.youtube.com/watch?v=3UtAdaq8SJU)
Happy Birthday, Medicare!
Medicare & Medicaid were enacted as part of the Social Security Act.

Medicare was extended to individuals under age 65 with long-term disabilities and ESRD.

Medicare was implemented and more than 19 million individuals enrolled.

The HMO Act provided for start-up grants and loans for the development of health maintenance organizations (HMOs).

The Tax Equity and Fiscal Responsibility Act expanded the Agency’s quality oversight efforts through Peer Review Organizations (PROs).

The Benefits and Protection Act (BIPA) further increased Medicare payments to providers and managed health care organizations, reduced certain Medicare beneficiary co-payments, and improved Medicare’s coverage of preventative services.

The Medicare Prescription Drug, Improvement and Modernization Act (MMA) made the most significant changes to Medicare since the program began.

The website www.medicare.gov was launched to provide updated information about Medicare.

The first annual Medicare & You handbook was mailed to all Medicare beneficiary households.

The toll-free number 1-800-MEDICARE became available nationwide.

The Medicare Prescription Drug, Improvement and Modernization Act (MMA) made the most significant changes to Medicare since the program began.
Let us know which QIN-QIO you are representing or which QIN-QIO you are working with!
What Do Quality Innovation Network QIOs Do?

• The QIO Program is the cornerstone of Medicare’s efforts to improve the quality and value of healthcare for its over 45 million beneficiaries

• QIOs provide a local infrastructure that helps implement nationally-based quality initiatives

• QIOs work with patients, providers, practitioners and other partners to spark and spread rapid, large-scale improvement in healthcare quality by:
  – Sharing evidence-based clinical interventions
  – Providing objective expertise
  – Convening local partners, providers and stakeholder to create health care communities and learn from each other
What Your QIO Can Do For You...

• **Champion local-level, results-oriented change**
  – Support a data-driven approach to health care quality improvement
  – Achieve active engagement of patients and other partners
  – Proactively and intentionally spread innovation that improves and “sticks”

• **Facilitate opportunities for learning and action**
  – Harness clinical Quality Improvement expertise so we “all teach, all learn”
  – Reinforce impetus for improvement at the bedside level

• **Teach and advise as technical experts**
  – Provide consultation and education
  – Direct knowledge management so learning is never lost

• **Communicate effectively**
  – Create opportunities for optimal learning, patient activation, and sustained behavior change
  – Share important information about Medicare policy changes
An Overview:
QIO Program Priorities
Improve Cardiac Health & Reduce Cardiac Healthcare Disparities

- Improve ABCS (aspirin therapy when appropriate; blood pressure control; cholesterol management; smoking assessment and cessation)
  - Work with current users of the Physician Quality Reporting System (PQRS) with aligned Electronic Health Records (EHR) and non-EHR users
  - Target racial and ethnic minority Medicare beneficiaries, dual-eligible Medicaid and Medicare beneficiaries, and the providers who serve them

- Work with Home Health Agencies and support the utilization of best practices developed through the Home Health Quality Initiative

- Support the Million Hearts® initiative
Reduce Disparities in Diabetes Care: Everyone with Diabetes Counts (EDC)

• Improve health literacy through diabetes self-management education (DSME) training classes
  – Provide direct beneficiary education

• Improve clinical outcomes of HbA1c, lipids, blood pressure, and weigh control

• Decrease the number of beneficiaries who require lower extremity amputation due to complications resulting from poorly controlled diabetes
Improve Prevention Coordination through Meaningful Use of Health Information Technology (HIT)

• Engage patients through the use of a Patient Portals to improve care coordination

• Reduce disparities in access and utilization of health care services by promoting the use of information technology (IT) enabled tools
Reduce Healthcare-Associated Infections (HAI) in Hospitals

• Prevent the occurrence of Healthcare Associated Infections (HAIs)
• Initiate quality improvement efforts in both intensive care and non-intensive care hospital provider units
• Inform results and policy at the national level
• Reduce Central Line-Associated Bloodstream Infections (CLABSI)
• Reduce Catheter-Associated Urinary Tract Infections (CAUTI)
Reduce Healthcare-Acquired Conditions in Nursing Homes

• Improve quality of resident-centered care and safety in nursing homes
• Improve the rate of mobility among long-stay nursing home residents
• Reduce number of residents who receive unnecessary antipsychotic medications
Promote Effective Communication & Coordination of Care

- Reduce hospital readmission rates by 20% by 2019
- Reduce hospital admissions rates by 20% by 2019
- Reduce the prevalence of adverse drug events
- Increase community tenure by 10% by 2019
Quality Improvement through Value-Based Payment, Quality Reporting & the Physician Feedback Reporting Program

• Increase national performance levels on Hospital Value-Based Purchasing (HVBP) measures

• Increase the percentage of hospital outpatient departments that demonstrate improvement in quality of care delivered by 50%
Quality Improvement Initiatives

• QIN-QIOs provide technical assistance to providers and practitioners to help them improve the quality of their care
• QIN-QIOs work with administrative and medical staff to provide information, develop, implement, and monitor Quality Improvement Initiatives
Improve Immunization Rates

• Improve routine assessment of patients’ vaccination status
• Improve immunization rates, especially in minority and underserved populations
• Increase documentation of Medicare beneficiary immunization status in immunization registries
Improve Identification of Depression and Alcohol Use Disorder in Primary Care & Care Transitions for Behavioral Health Conditions

- Increase screening for depression and alcohol use disorder in primary care settings
- Reduce 30-day readmissions and increase follow-up care after discharge from inpatient psychiatric care
What Are Your Improvement Goals?

• In what areas are you working with your QIN-QIO?

• What successes have you, your organization or community experienced that have had an impact on the way that you deliver care, or impacted the quality of care delivered to your patients?
  – In what areas do you want to continue to improve?

• Think about quality improvement initiatives that your team, organization or community has implemented – what did you learn from these initiatives that could benefit other health care professionals?
Share Your Story!

• Contribute to increased patient-centered, safer, and coordinated care

• Share and spread your experience:
  – Promising practices
  – Successes
  – Improvement stories
  – Innovative ideas

• Submit your improvement story to your local QIN-QIO by September 1, 2015. (Locate your local QIO here: http://qioprogram.org/contact. Or, share your story direction with the Quality Innovation Network National Coordinating Center by emailing Nikki Racelis at Nikki.Racelis@qinncc.hcqis.org).

• Your story could be highlighted on a future National LAN Call!
Stay in Touch with the QIO Program

- **QIO News**
  - Monthly newsletter featuring news, updates and stories from the field
  - Subscribe today by clicking on the link in the chat, or by visiting [www.QIOProgram.org](http://www.QIOProgram.org)

- **QIO Program Website**
  - [www.qioprogram.org](http://www.qioprogram.org)

- **YouTube**
  - [QIO Program Channel](http://QIOProgramChannel)

- **Twitter Handle**
  - [@QIOProgram](https://twitter.com/QIOProgram)
Guest Speaker

Dennis Wagner
Director, Quality Improvement and Innovation Group
Center for Clinical Standards & Quality
Centers for Medicare & Medicaid Services
Questions to Run On…

• How can the QIO Program better support your implementation of quality improvement initiatives?

• What are the benefits of sharing your success and how could you benefit from learning about others’ successes?

• What can you do to advance the goals of better care, healthier people and smarter spending?
Our End Goal....

• Through the QIO Program, offer a continuously evolving network of dedicated and committed experts in quality improvement, working together in partnership with multiple entities, patients and families to improve healthcare, and achieve the goals of better care, healthy people communities and smarter spending.

“To change a nation...”
A Powerful Model

Stimulus → Response
The Most Powerful Model

Stimulus | CHOICE | Response

*Man’s Search for Meaning*, Viktor Frankl
CMS Quality Improvement Program Overview

Aims

- Make care safer
- Strengthen person and family engagement
- Lower healthcare costs
- Promote effective communication and coordination of care
- Promote effective prevention and treatment
- Make care affordable

National Quality Strategy Goals

- Make care safer
- Improve health and care
- Promote effective communication and coordination of care
- Promote effective prevention and treatment
- Promote best practices for healthy living
- Make care affordable

Foundational Principles:

- Enable innovation
- Foster learning organizations
- Eliminate disparities
- Strengthen infrastructure and data systems
QIO Program & Providers Contribute to Patient Safety

<table>
<thead>
<tr>
<th>Year</th>
<th>Harm Rate per 1,000 Discharges</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>145</td>
</tr>
<tr>
<td>2011</td>
<td>142</td>
</tr>
<tr>
<td>2012</td>
<td>132</td>
</tr>
<tr>
<td>2013</td>
<td>121</td>
</tr>
<tr>
<td>2014</td>
<td>TBD</td>
</tr>
</tbody>
</table>

Source: Secretary Burwell announces results of patient safety improvement efforts, HHS News Release, Dec
QIOs Help Providers Align with CMS Priorities

• Improvement in quality of care for individuals
• Promotion of alternative payment models
• Management of medical costs
• Advancement of work on health disparities/rural models
• Foster simplicity for consumers and industry
• Improvement in consumer/beneficiary experience
• Data Transparency
• New Legislation Implementation
QIOs Know How to Support Providers to Get Results

  - Reduced Healthcare Associated Infections
    - 85,149 fewer days with urinary catheters for Medicare beneficiaries
    - 53% relative improvement rate in reduced Central Line Associated Blood Stream Infections (CLABSI)
  - Improved Transitions of Care

Nearly $1 billion in cost savings from combined QIO Programs
QIOs Help Providers Improve Health Care in Their Communities

- QIO Program Accomplishments – 2011 – 2014:
  - Reduced Potential for Adverse Drug Events
    - 44,640 potential adverse drug events were prevented
    - 20% absolute rate of improvement in controlling blood sugar level among participants screened
  - Improved Health for Populations and Communities
    - 1,826 professionals recruited/assisted with Physician Quality Reporting System (PQRS) Electronic Health Record (EHR) 2012 reporting
QIOs Know How to Support Providers to Drive Change

- **QIO Program Accomplishments – 2011 – 2014:**
  - **Initiatives in the Nursing Home Setting**

- 3,374 pressure ulcers prevented or healed
- 6,250 Medicare beneficiaries in 981 nursing homes are now restraint free
- 5,021 nursing homes recruited to participate in the National Nursing Home Quality Care Collaborative
Participating with the QIO Program Aligns You with Powerful Partners

CDC
Centers for Disease Control and Prevention

Million Hearts®

CMS
Centers for Medicare & Medicaid Services

AHRQ
Agency for Healthcare Research and Quality
Advancing Excellence in Health Care

Advancing Excellence
In America’s Nursing Homes

CUSP
Comprehensive Unit-based Safety Program

Secretary Burwell’s Payment Goals

Transforming Clinical Practice Initiative

Hospital Engagement Networks

Value-Base
Large Numbers of Beneficiaries Impacted in Communities Recruited for Care Coordination Work

• **1st Cohort**
  – Nearly 7,000,000 beneficiaries impacted through participating communities (18% of FFS Medicare beneficiaries in the country)
    ▪ Over 2,000,000 are rural beneficiaries (28%)

• **Leading QIN-QIOs**
  – CA – 532,619 impacted beneficiaries (16%)
  – TX – 442,916 impacted beneficiaries (18%)
  – FL – 402,217 impacted beneficiaries (16%)
### National Nursing Home Recruitment as of June 30, 2015

<table>
<thead>
<tr>
<th>Recruited Nursing Homes with a Star Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Nursing Homes</td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>15,518</td>
</tr>
</tbody>
</table>

### National Nursing Home Star Category Recruitment as of June 30, 2015

<table>
<thead>
<tr>
<th>Recruited Nursing Homes with a One-Star Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total One-Star Nursing Homes</td>
</tr>
<tr>
<td>-------------------------------</td>
</tr>
<tr>
<td>1,471</td>
</tr>
</tbody>
</table>

* Nursing homes with an uploaded signed participation agreement as of June 30, 2015

** The national SCTN/RTN are sum of state-level SCTN/RTN calculated by multiplying the total number of one-/any-star providers in the state by .75, and rounding down to the next lower integer.
Nursing Home Participation is Exceeding Targets

### National Cumulative Monthly Recruitment

<table>
<thead>
<tr>
<th>Month</th>
<th>Recruitment Target No.</th>
<th>Star Category Target No.</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 2014</td>
<td>16.4% (1,907)</td>
<td>23.50% (256)</td>
<td>6%</td>
</tr>
<tr>
<td>Nov 2014</td>
<td>26.2% (3,061)</td>
<td>37.30% (407)</td>
<td>12%</td>
</tr>
<tr>
<td>Dec 2014</td>
<td>34.0% (3,425)</td>
<td>46.80% (461)</td>
<td>18%</td>
</tr>
<tr>
<td>Jan 2015</td>
<td>41.6% (4,986)</td>
<td>55.20% (613)</td>
<td>24%</td>
</tr>
<tr>
<td>Feb 2015</td>
<td>47.2% (5,648)</td>
<td>62.20% (689)</td>
<td>30%</td>
</tr>
<tr>
<td>Mar 2015</td>
<td>56.2% (6,529)</td>
<td>72.10% (783)</td>
<td>35%</td>
</tr>
<tr>
<td>Apr 2015</td>
<td>56.6% (6,766)</td>
<td>72.80% (806)</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>60.3% (7,007)</td>
<td>61.8% (7,179)</td>
<td></td>
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<tr>
<td>June 2015</td>
<td>62.2% (6,891)</td>
<td>61.8% (7,179)</td>
<td></td>
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<tr>
<td>Jul 2015</td>
<td>62.8% (7,245)</td>
<td>62.8% (7,245)</td>
<td></td>
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<tr>
<td>Aug 2015</td>
<td>63.4% (7,399)</td>
<td>63.4% (7,399)</td>
<td></td>
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<tr>
<td>Sep 2015</td>
<td>64.0% (7,553)</td>
<td>64.0% (7,553)</td>
<td></td>
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<tr>
<td>Oct 2015</td>
<td>64.6% (7,707)</td>
<td>64.6% (7,707)</td>
<td></td>
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<tr>
<td>Nov 2015</td>
<td>65.2% (7,861)</td>
<td>65.2% (7,861)</td>
<td></td>
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<tr>
<td>Dec 2015</td>
<td>65.8% (8,015)</td>
<td>65.8% (8,015)</td>
<td></td>
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<tr>
<td>Jan 2016</td>
<td>66.4% (8,169)</td>
<td>66.4% (8,169)</td>
<td></td>
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<tr>
<td>Feb 2016</td>
<td>67.0% (8,323)</td>
<td>67.0% (8,323)</td>
<td></td>
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<tr>
<td>Mar 2016</td>
<td>67.6% (8,477)</td>
<td>67.6% (8,477)</td>
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<tr>
<td>Apr 2016</td>
<td>68.2% (8,631)</td>
<td>68.2% (8,631)</td>
<td></td>
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<tr>
<td>May 2016</td>
<td>68.8% (8,785)</td>
<td>68.8% (8,785)</td>
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<tr>
<td>Jun 2016</td>
<td>69.4% (8,939)</td>
<td>69.4% (8,939)</td>
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<tr>
<td>Jul 2016</td>
<td>70.0% (9,093)</td>
<td>70.0% (9,093)</td>
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<tr>
<td>Aug 2016</td>
<td>70.6% (9,247)</td>
<td>70.6% (9,247)</td>
<td></td>
</tr>
<tr>
<td>Sep 2016</td>
<td>71.2% (9,401)</td>
<td>71.2% (9,401)</td>
<td></td>
</tr>
<tr>
<td>Oct 2016</td>
<td>71.8% (9,555)</td>
<td>71.8% (9,555)</td>
<td></td>
</tr>
<tr>
<td>Nov 2016</td>
<td>72.4% (9,709)</td>
<td>72.4% (9,709)</td>
<td></td>
</tr>
<tr>
<td>Dec 2016</td>
<td>73.0% (9,863)</td>
<td>73.0% (9,863)</td>
<td></td>
</tr>
<tr>
<td>Jan 2017</td>
<td>73.6% (10,017)</td>
<td>73.6% (10,017)</td>
<td></td>
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</table>
Reflection & Discussion

• What could you do to advance the goals of better care, healthier people and smarter spending?
• What did you hear that excites you?
• How are you working with your QIN-QIO to achieve your quality improvement goals?
Call For Future Topics

- We want to hear from you!
- Do you have a need or desire to hear about a certain topic?
- Submit your ideas in chat or email us at QINNCC@area-d.hcqis.org
Save the Date!

• Join us for our next National Learning & Action Network (LAN) Call

• **Topic: Unleashing the Power of Data**
  - Tuesday, November 3, 2015
  - 3:00-4:00 PM ET
  - Registration is required!
    - Register at [http://qualitynet.webex.com/tc](http://qualitynet.webex.com/tc)
    - Click on the “Upcoming” tab
    - Locate the National LAN Call on November 3, 2015
    - Click “Register”
Share Your Story!

• Contribute to increased patient-centered, safer, and coordinated care

• Share and spread your experience:
  – Promising practices
  – Successes
  – Improvement stories
  – Innovative ideas

• Submit your improvement story to your local QIN-QIO by September 1, 2015. (Locate your local QIO here: http://qioprogram.org/contact. Or, share your story direction with the Quality Innovation Network National Coordinating Center by emailing Nikki Racelis at Nikki.Racelis@qinncc.hcqis.org). 

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