

# The Big Picture

## Quality Forum

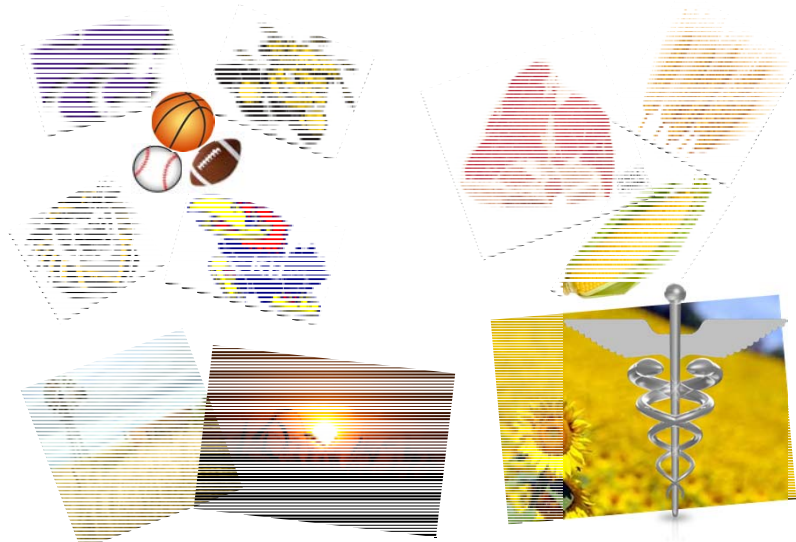
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Kenneth Mishler, MBA, PharmD  
KFMC President & CEO



In Kansas, we do a lot of things right!



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## As the QIO...

- One of 53 organizations; one in each state and territory
- Each QIO working on relatively the same projects on the same timeline
  - 10<sup>th</sup> Statement Of Work - August 1, 2011 through July 31, 2014
- Each QIO is evaluated at the 18<sup>th</sup> and 27<sup>th</sup> month
  - The 18<sup>th</sup> month evaluation is complete

## Moving in the right direction



- QIO projects are aligned with the National Quality Strategy and support the three-part AIM
- We are providing intensive support in public reporting, value and incentives
- We are working with nearly all HHS stakeholders
- We are working with nearly all healthcare provider types
- We are working to improve patient and family engagement and provide a voice through the Beneficiary and Family centered care AIM

# QIO Strategic Aims

## Beneficiary-Centered Care

- Case Review
- Patient and Family Engagement

## Improve Individual Patient Care

- Patient Safety
  - Reducing Healthcare-Associated Infections in Hospitals
  - Reducing Healthcare Acquired Conditions in Nursing Homes
  - Reducing Adverse Drug Events in the Community
  - Improving Quality and Value through Reporting and Incentives

## Integrate Care for Populations and Communities

- Care Transitions that Reduce Readmissions

## Improve Health for Populations and Communities

- Prevention through screening, immunizations, and effective use of HIT
- Prevention in Cardiovascular Disease

## Innovation Projects

- Using Data to Drive Dramatic Improvement in Communities
- QIO Competitive Innovation Projects

# Beneficiary and Family Centered Care Results

## 18<sup>th</sup> Month Results – 3 Efficiency Measures on Timeliness of Review – Target 90%

Exceeding Expectations	Progressing Towards Goals	Opportunity for Improvement
5 QIOs with 100% of target in all three measures	43 QIOs progressing toward goals	5 QIOS not fully meeting goals

Beneficiary Satisfaction surveys have just begun, so comparative data is not yet available.

# Beneficiary and Family Centered Care Results

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The results of the first quarter Beneficiary Satisfaction Survey show beneficiaries in Kansas report a positive experience **87.5%** of the time; the national average during the pilot survey was 68.17% positive experience!

# Improving Individual Patient Care – Healthcare Acquired Infections (HAI)

18<sup>th</sup> month outreach:

- CAUTI: 672 hospitals (14 Kansas Hospitals)
  - ICU/Non-ICUs: 1,269 units (21 Kansas Units)
- CLABSI: 151 hospitals (Kansas is exempt)
  - ICU/Non-ICUs: 245 units

## HAI Reduction in Hospitals

	<p><b>18<sup>th</sup> Month Results</b> – 100% of Hospitals reporting CLABSI, CAUTI, SSI, and Urinary Catheter Utilization, 85% adhering to evidenced based guidelines for Catheter Care, 25% agreeing to participate in SSI</p> <p><b>27<sup>th</sup> Month</b> - CLABSI – RIR of 50% or SIR of 1.0, Stretch Goal SIR .50 CAUTI – RIR of 25% or SIR of 1.0, Stretch Goal SIR .75 CAUTI – Utilization – RIR of 10%</p>		
	<p><b>Exceeding Expectations</b> The 18<sup>th</sup> month expectations were for reporting, the High Performers listed below have move past reporting to exceeding the 27<sup>th</sup> month outcome goals above</p>	<p><b>Progressing Towards Reporting Goals</b></p>	<p><b>Opportunity for Improvement</b></p>
CLABSI	7 QIOs	All QIOs	0
CAUTI	10 QIOs	39 QIOs	4 QIOs
Urinary Cath. Utilization	0	46 QIOs	4 QIOs
SSI	0	All QIOs	0

## Improving Individual Patient Care – Nursing Home HACs (Phase I)

18<sup>th</sup> month outreach:

- Pressure Ulcers: 788 Nursing Homes
  - 22 Kansas Nursing Homes
- Physical Restraints: 981 Nursing Homes
  - 8 Kansas Nursing Homes

## HAI Reduction in Hospitals

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## HAC Reduction in Nursing Homes

18 <sup>th</sup> Month Results			
	<p><b>Exceeding Expectations</b></p>	<p><b>Progressing Towards Goals</b></p>	<p><b>Opportunity for Improvement</b></p>
Pressure Ulcers	11 QIOs already met 27 <sup>th</sup> month targets and continuing to work: PrU < 6% & >= 20% RIR	41 QIOs	1 QIO

### Early and Preliminary Physical Restraints Results

	Baseline: Q4Y10+Q1Y11				Current Period: Q2Y12+Q3Y12				
	# Recruited	Num.	Denom.	Rate	# Recruited	Num.	Denom.	Rate	RIR
Total	1,006	15,334	164,857	9.30	1,004	8,024	169,106	4.74	48.99

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## Nursing Home Quality of Care Collaborative (Phase II)

- Learning and Action Network to facilitate peer-to-peer sharing of best practices.
- 4,208 Nursing Homes Participating Nationally (75 Nursing Homes in Kansas)



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## Improving Individual Patient Care – Adverse Drug Events

18<sup>th</sup> month outreach:

Anti-coagulant focus only: 36 teams (1 Kansas Team)

Diabetic focus only: 43 teams

Anti-psychotic focus: 42 teams

Multi-focus: 62 teams (1 Kansas Team)

215 total QIO/PSPC Teams



## Improving Individual Patient Care – Adverse Drug Events

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Since January

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## Improving Individual Patient Care – Inpatient/Outpatient Quality Reporting

- 97% of hospitals successfully report data to the Hospital Inpatient Quality Reporting (IQR) Program
- Intensive support to providers experiencing difficulty reporting new measures such as NHSN measures
- Successful first year for the Hospital Value Based Purchasing (VBP) Program, with over \$900 million redistributed based on quality based on IQR data



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# Improving Individual Patient Care – Inpatient/Outpatient Quality Reporting

Kansas is a high performer as it relates to hospital reporting!

- Value-Based Purchasing Program:
  - Kansas = 74% of hospitals receiving quality care bonus
  - Kansas ranked 4<sup>th</sup>, behind three much smaller states in highest % of hospitals receiving the bonus
- Hospital Readmission Penalty:
  - Kansas = average readmission penalty of 0.20%
  - Kansas ranked 22<sup>nd</sup>

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# Improving Health for Populations and Communities

## PQRS EHR Reporting

- 2102 eligible professionals have been recruited and assisted with reporting with the potential to impact nearly five million beneficiaries (20 Kansas providers assisted)

## Cardiac Population Health LAN

- 2184 practices have been recruited (20 Kansas Practices)
- 558 partners have been recruited

## REC LAN

- 6,539 practices have been invited to participate (68 Kansas practices invited, 71% of those participating)

# Improving Health for Populations and Communities

	18 <sup>th</sup> Month Results		
	Exceeding Expectations	Progressing Towards Goals	Opportunity for Improvement
PQRS Reporting Assistance	8 QIOS	34 QIOS 11QIOS not performing this work at 18 <sup>th</sup> month	0
95%of REC Recruited invited to LAN	0	50 QIOS 1 QIO not performing this work	2 QIOS:

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# Improving Care for Populations and Communities

## Project Aims:

- Improve the quality of care for Medicare beneficiaries as they transition between providers
- Reduce 30 day hospital re-admissions (nationally)
- Reduce hospital admissions (nationally)

	18 <sup>th</sup> Month Results		
	Exceeding Expectations- Exceeding several goals	Progressing Towards Time Series Goal	Opportunity for Improvement
Integrating Care- % of communities demonstrating 4 time series graphs showing positive trending over 4 time periods	Recruit(6): Charters(9) Applications(9): Accepted Applications(10): IC-4(5) Time Series	44 QIOS	4 QIOS

# Improving Care for Populations and Communities

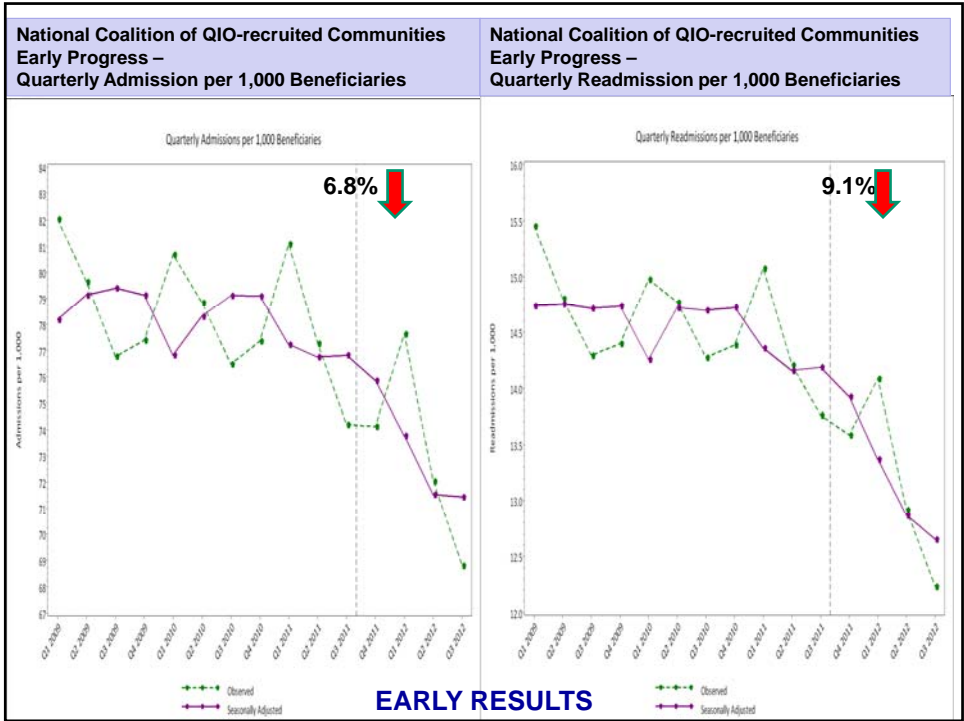
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# QIO Accomplishments as of 03/31/2013

# of Engaged Communities	375
# of Beneficiaries in Communities	12,455,368
# Formally Recruited Communities	227
# Communities with Signed Coalition Charter	221
# Applications Submitted	125
# Communities Receiving Formal Funding	81
# Recruited Hospitals	859
# Recruited Nursing Homes	1533
# Recruited Home Health Agencies	901
# Recruited Hospice Facilities	342
# Recruited Dialysis Facilities	91
# Recruited Outpatient Physicians	> 1300



## Moving in the right direction

**Better  
Health**

**Better  
Care**

**Lower  
Cost**

**Quality Improvement Organizations**  
Sharing Knowledge, Improving Health Care.  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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