

# Consumers Union - NOLA

---

## **Usable Quality Measures Now and (I hope) Near Future**

November 9, 2015

Ted Rooney, RN MPH  
Customer Advocate  
Maine

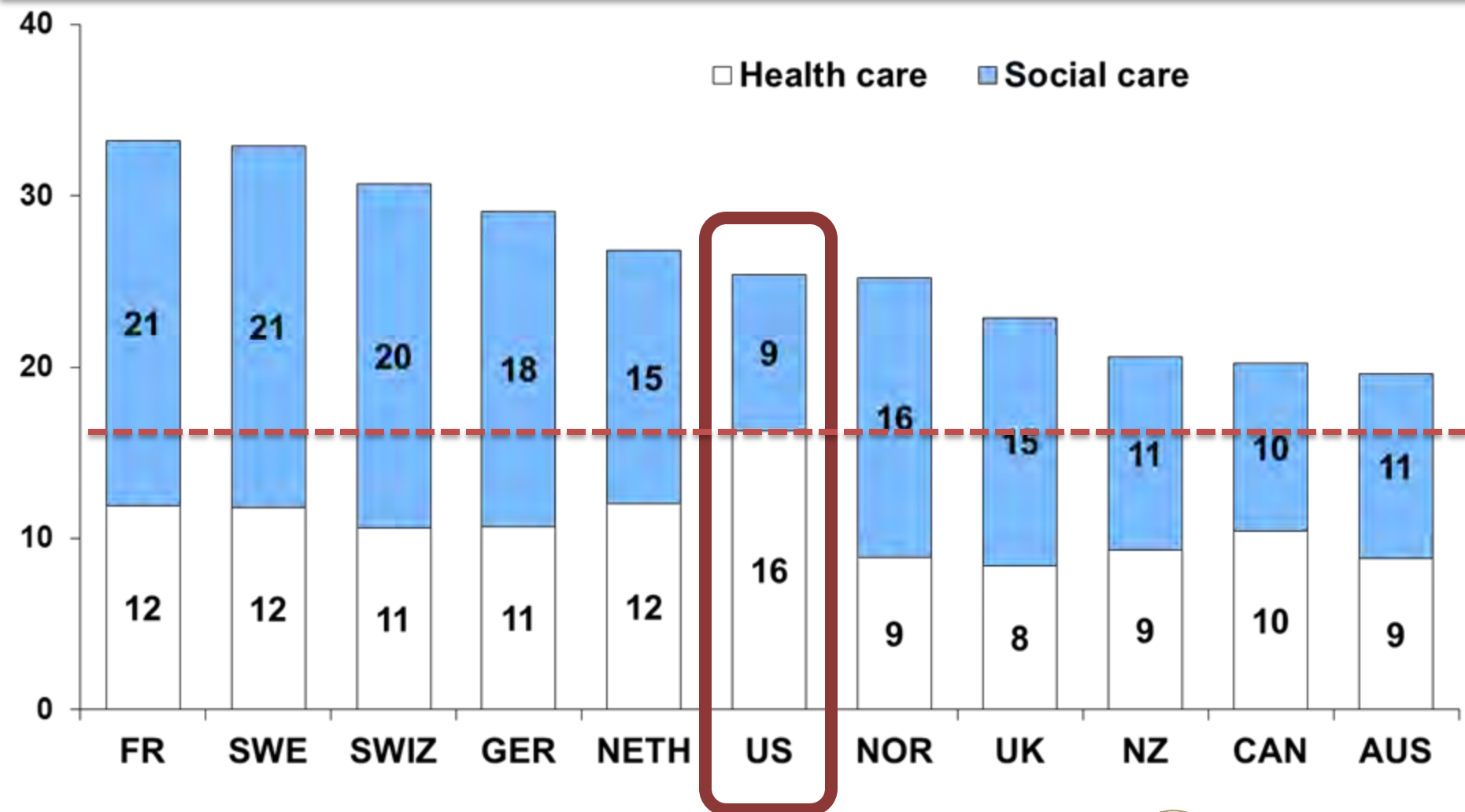
# Federal DHHS – Jan 2015

---

- Medicare: increase value-based payment models to 30% by 2016 and 50% by 2018.
- Accountable Care Organizations (ACOs)
  - 400+ Medicare ACOs in 2015
  - 40 Medicaid ACOs
  - 117 + Commercial
- ~ 14% Americans see a provider already in ACOs
- **HOW Can You Help Healthcare Providers Make the Most \$\$ By Achieving Your Goals ???**

# Health and Social Care Spending Percent of GDP

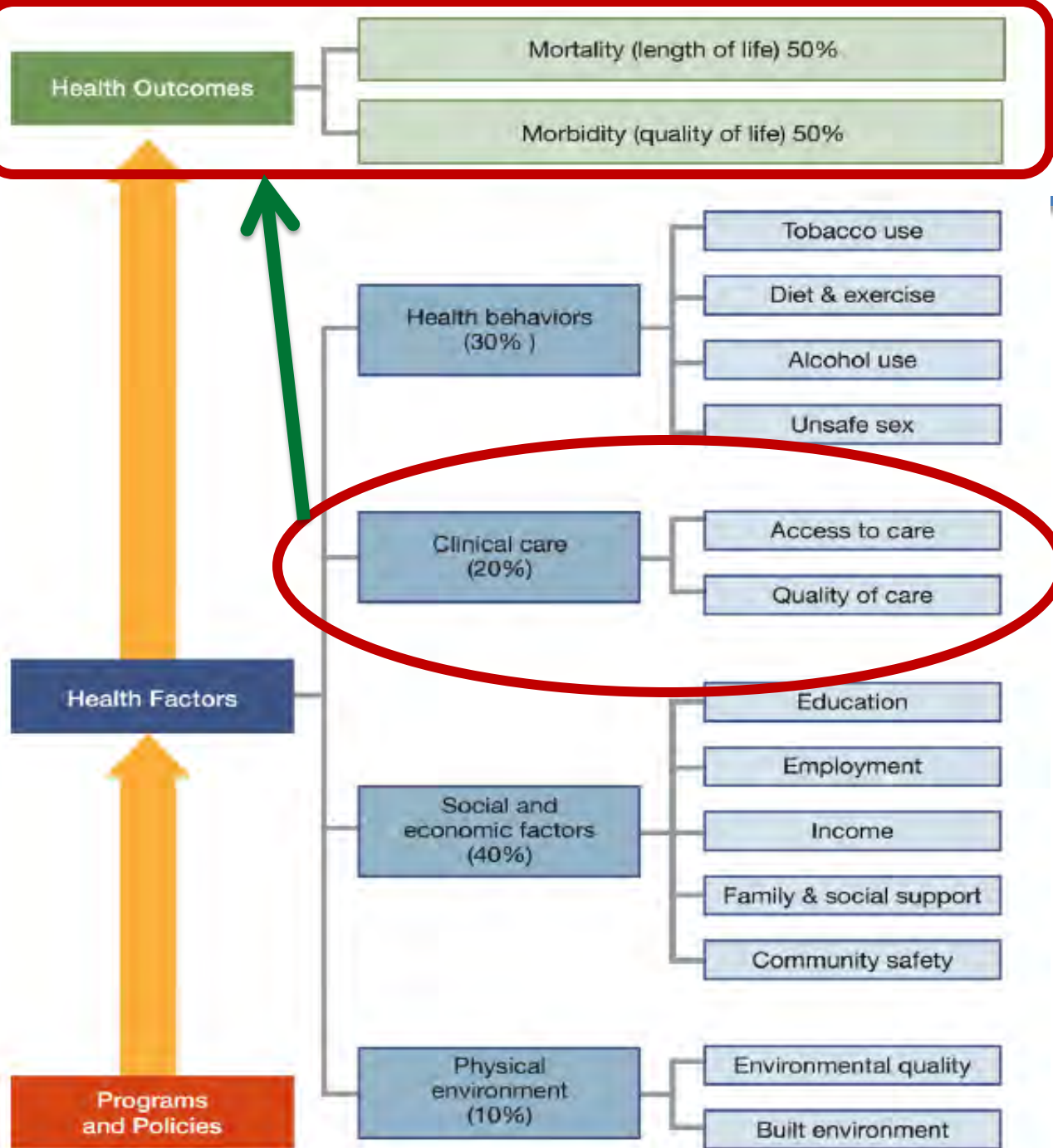
Percent



Source: E. H. Bradley, L. A. Taylor, and H. V. Fineberg, *The American Health Care Paradox: Why Spending More is Getting Us Less*, Public Affairs, 2013.



The  
COMMONWEALTH  
FUND



**What  
Contributes to  
Health  
Outcomes?**

**Need to  
Move from  
Health Care  
to Health**

# Safety / Quality in US

- Institute of Medicine
  - “To Err Is Human” - 1999
    - 48,000-98,000 preventable inpatient deaths  
(**now 220,000+**)
  - “Crossing the Quality Chasm” - 2001
    - “Chasm” not a “Gap”
  - Waste & Inefficiency - 2012
    - 1/3 of Health Care \$\$ Don't Improve Health
  - Obesity - 2012
    - 36% Adults & 17% of children obese

# Aligning Measure Efforts

---

- NQF Measure Applications Partnership
- Institute of Medicine's "Vital Signs: Core Metrics for Health and Health Care Progress"
- America's Health Insurance Plans Core Measures Collaborative
- Center for Healthcare Transparency Dashboard
- Catalyst for Payment Reform Employer-Purchaser Priority Measure Set
- Many State Level Efforts
- **DON'T worry about the discrepancies.**

# Quality and Safety at What Level?

---

- Geographical – e.g. Dartmouth Atlas, AHRQ State Snapshots, Commonwealth Fund, BRFSS, County Health Rankings
- Health Plan – NCQA HEDIS
- Network: **CMS ACOs** (ME: 8-101 PCP Practices)
- Hospitals: **Leapfrog**, CMS Hospital Compare
- Physicians: Regional Efforts, ProPublica Surgeons, CMS Physician Compare coming
- Treatment Options: ???



# A HOSPITAL SAFETY SCORE™

Aren't all hospitals safe? Sadly, no. The **Hospital Safety Score** grades hospitals on how safe they keep their patients from errors, injuries, accidents, and infections.

## How Safe is Your Hospital?

Search below to find the Fall 2015 Hospital Safety Score of your general hospital.

Search By City/State

City  - Choose -

**Search**

Newsroom October 28, 2015

### Patient Safety Improvements Remain Sluggish, but Some Hospitals Shine: Consistent Top Performers and Dramatic Stories of Improvement

Newsroom October 28, 2015

### How safe is your state? See the state ranking for Fall 2015 Hospital Safety Scores

What is Patient Safety?

Your Hospital's Safety Score

What You Can Do to Stay Safe



# Outstanding Scientific Panel

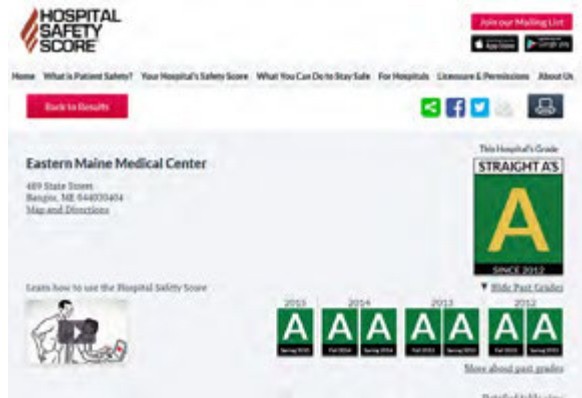
## 50-50 on Process & Outcomes of Care

- Arnold Milstein, M.D., M.P.H., **Stanford** University
- Peter Pronovost, M.D., Ph.D., F.C.C.M, **Johns Hopkins** School of Medicine
- Patrick Romano, M.D., M.P.H., **University of California, Davis**
- Sara Singer, Ph.D., **Harvard** University
- Tim Vogus, **Vanderbilt** University
- Robert Wachter, M.D., **University of California, San Francisco**
- Matthew D McHugh, Ph.D., J.D., R.N., **Univ. of Pennsylvania**

28 measures of publicly available hospital safety data – 50/50

- (1) **Process/Structural Measures**
- (2) **Outcome Measures like infections, complications, deaths**

Eastern Maine Medical Center – 411 Beds



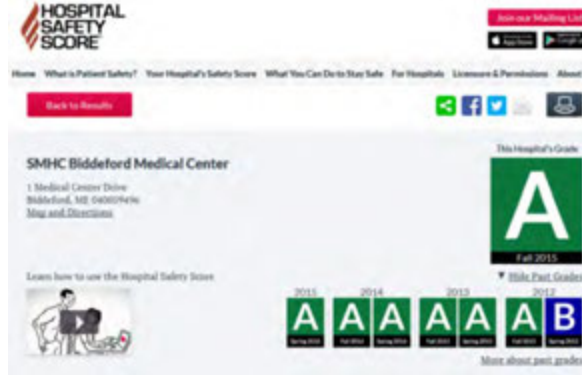
St. Mary's Reg. Medical Center – 233 Beds



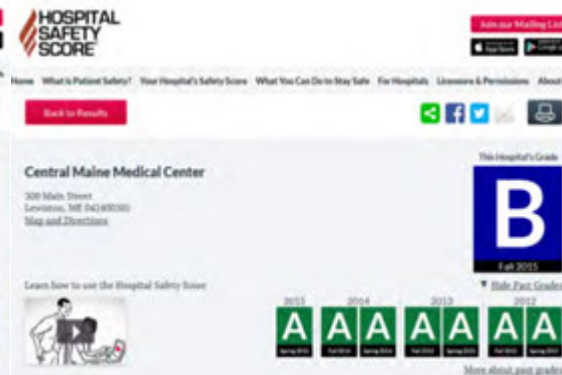
Mid Coast Hospital – 92 Beds



Southern ME Hlth Care Biddeford – 150 Beds



Central Maine Medical Center – 250 Beds



Mercy Hospital - 230 Beds



St. Joseph Hospital – 112 Beds



Maine Medical Center – 637 Beds



MaineGeneral Medical Center – 192 Beds



# Boston

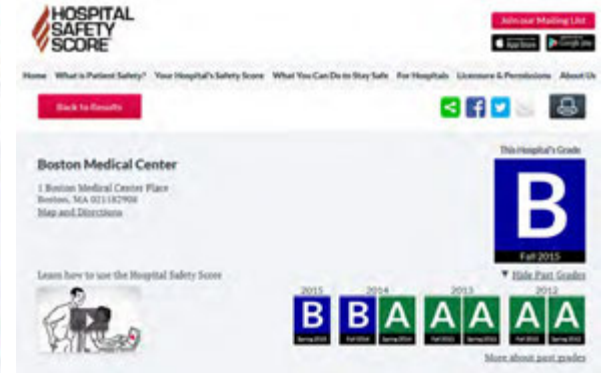
Beth Israel – 629 beds



Lahey – 343 beds



Boston Medical Center – 440 beds



Brigham and Womens – 688 beds



Mass General – 999 beds



Tufts Medical Center – 382 beds



Grade	Fall 2015	%
A	773	31%
B	724	29%
C	866	34%
D	133	5%
F	34	1%

# Cleveland, OHIO

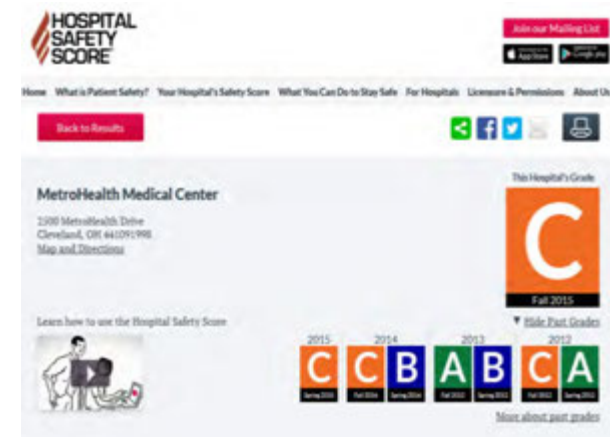
Cleveland Clinic – 1,274 Beds



University Hospitals Case – 661 beds



MetroHealth Medical Center 634 beds



Cleveland Clinic Fairview Hosp – 411 beds



St. Vincent Charity Medical Center– 214 Beds



Akron General Med Cntr – 385 beds



# Cleveland Clinic

Hospital Performs Below Average  Above Average

Use Std. Safety Procedures



Infections & Safety Problems



# University Hospitals Case

Use Std. Safety Procedures

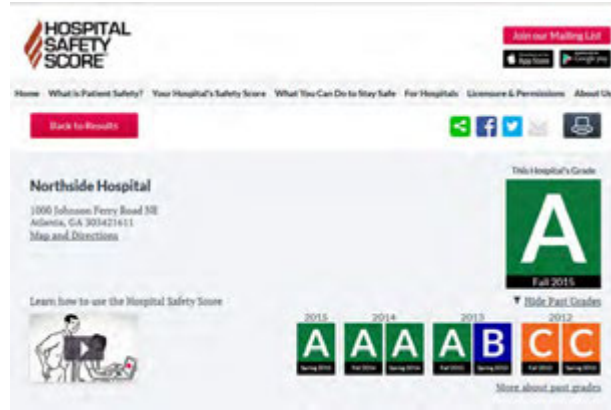


Infections & Safety Problems



# Atlanta

Northside Hospital Atlanta – 508 beds



Emory University Hospital -571 beds



Atlanta Medical Center – 554 beds



Emory University Hospital Midtown – 458 beds



Emory St. Joseph Hospital of Atlanta – 241 beds



Grady Memorial Hospital – 915 beds



Piedmont Hospital – 495 beds



Athens Regional Medical Center – 331 Beds



University Hospital Augusta – 510 Beds



# Louisiana

Ochsner Med. Cntr – New Orleans 905 beds



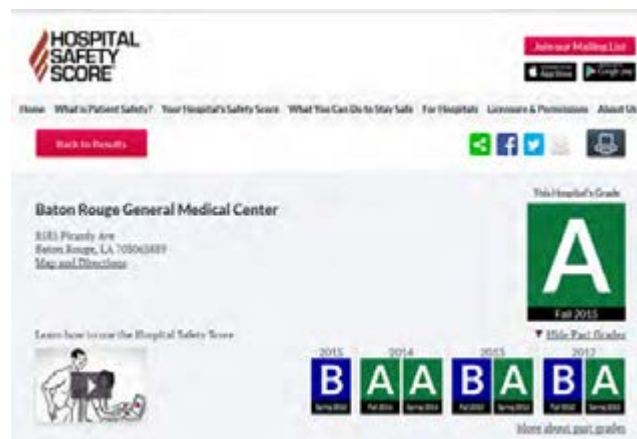
Our Lady of Lake, Baton Rouge – 812 beds



Willis Knight, Shreveport 753 beds



Baton Rouge General Med Cntr – 463 beds



Tulane University Hospital– 353 Beds



Univ Health Shreveport – 461 beds



# ME PCP Physician Practice Ratings

COMPARE MAINE PROVIDERS   COMPARE MAINE HOSPITALS   COMPARE PRACTICE GROUPS   HEALTH RESOURCES   ABOUT US

## Compare Practice Ratings

[View on map](#)

[Change My Selections](#)

See how your selected Practices compare for Quality ratings:

**Low**   **Good**   **Better**   **Best**

> Where do these ratings come from?

Adult Care ratings for your selected practices  
(Last updated on Mon, 10/05/2015 - 15:21)

Uses Treatments Proven to be Effective	Uses Methods to Make Care Safer	How Patients Have Rated Their Experience	Provides Care at a Reasonable Cost
--	---------------------------------	--	------------------------------------

Overall Rating	This Rating		
----------------	-------------	--	--

Effective

Patient Centered

Safe

Cost

**Mid Coast Medical Group - Topsham Family Medicine**

One Wellness Way  
Suite B  
Topsham, ME 04086  
(207) 406-7667

> See Rating Detail and Practice Info

**Martin's Point Health Care - Brunswick Bowdoin**

74 Baribeau Drive  
Brunswick, ME 04011  
(207) 798-4050

> See Rating Detail and Practice Info

**Mid Coast Medical Group - Bath**

108 Centre Street  
Bath, ME 04530  
(207) 386-1800

> See Rating Detail and Practice Info

**Lisbon Family Practice**

2 Bisbee Street  
Lisbon, ME 04250  
(207) 353-6721

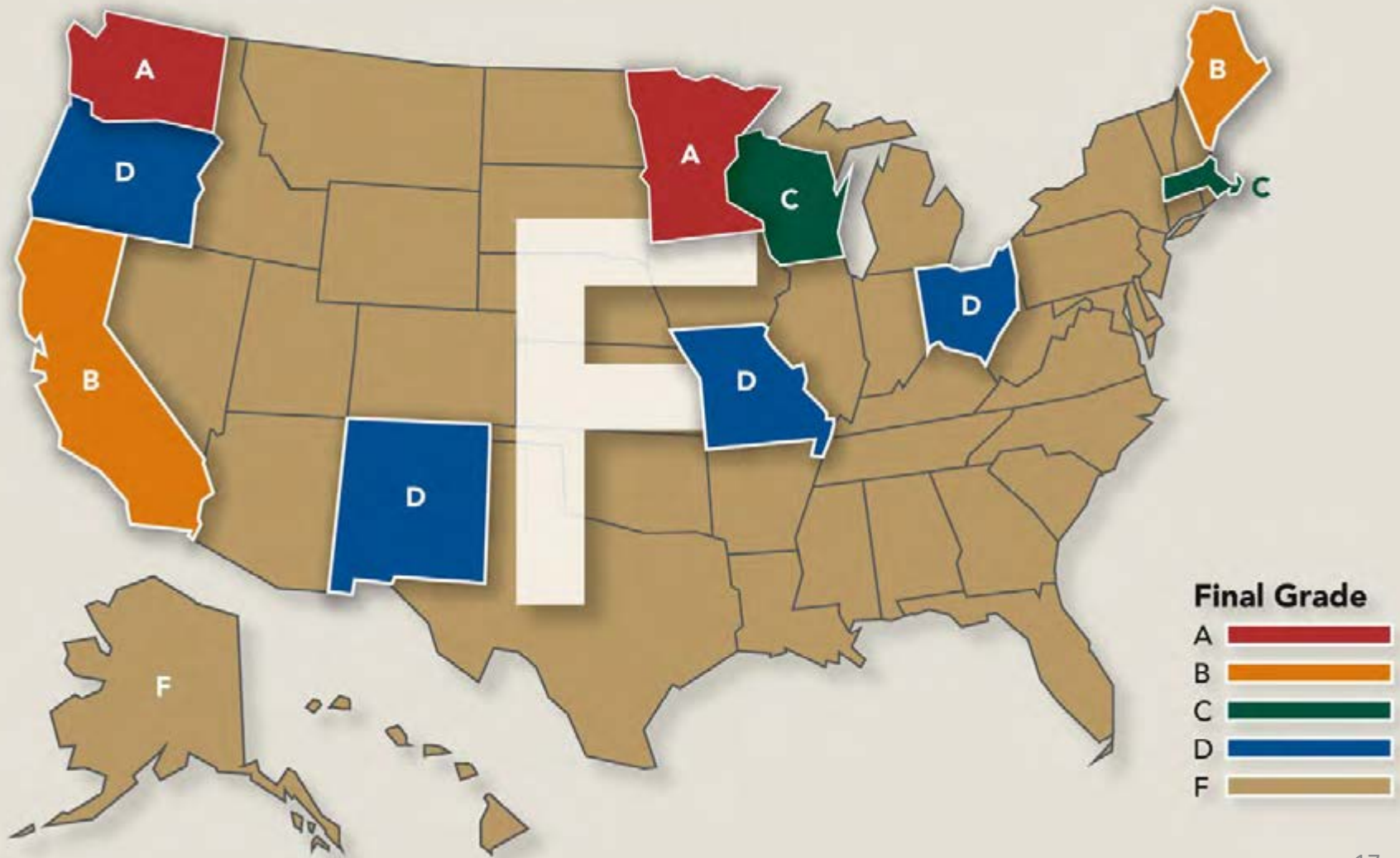
> See Rating Detail and Practice Info

Did Not Rate				
<b>Better</b>	<b>Best</b>	<b>Better</b>	<b>Good</b>	
<b>Better</b>	<b>Best</b>	<b>Better</b>	<b>Good</b>	
<b>Best</b>	<b>Best</b>	<b>Good</b>	<b>Good</b>	



# State Physician Transparency - Dec 14

<http://www.hci3.org/content/physician-quality-transparency-report-2014>



# CMS ACO Quality Measures

## **New Opportunity!**

1. **Patient/caregiver experience (8 measures)**
2. Care coordination/patient safety (10 measures)
3. At-risk population
  1. **Diabetes** (2 measures)
  2. Hypertension (1 measure)
  3. Ischemic Vascular Disease (1 measure)
  4. Heart Failure (1 measure)
  5. Coronary Artery Disease (1 measure)
  6. Depression (1 measure)
4. Preventive Care (8 measures)

# Patient Caregiver Experience

## – 80 Questions a Wealth of Info

---

Never – Sometimes – Usually - Always

- In Last 6 months how often did your provider
  - listen carefully to you?
  - explain things in a way that was easy to understand?
  - show respect for what you had to say?
- ...how often was it easy to get appointments with specialists?
- ...how often was it easy to get the care, tests or treatment you thought you needed?

# In Last 6 months did anyone on your health care team...

- ...talk about a healthy diet and healthy eating habits?
- ...ask you if there are things that make it hard for you to take care of your health?
- ...ask you if there was a period of time when you felt sad, empty, or depressed?
- During the last 4 weeks, how much did your physical health interfere with your normal social activities with family, friends, neighbors or groups?

	# ACOs	# Attende- ees		# ACOs	# Attende- ees
Alabama	5	1	Missouri	11	1
California	29	4	New Hamp.	6	1
Colorado	3	1	New Jersey	22	1
Connecticut	10	2	New Mexico	3	1
Florida	43	1	New York	23	3
Georgia	16	2	N. Carolina	13	1
Illinois	18	1	Ohio	15	2
Kansas	7	1	Oregon	2	2
Kentucky	7	1	Pennsylvania	15	1
Louisiana	5	1	S. Carolina	9	1
Maine	4	1	Texas	29	1
Maryland	17	3	Utah	2	3
Mass.	14	2	Virginia	19	1
Michigan	19	2	Washington	3	2
Minnesota	4	2	Wisconsin	13	2
Mississippi	4	1	<b>Total</b>	<b>390</b>	49 <sup>21</sup>

# GA ACO Quality – Diabetes Deep Dive

<https://data.cms.gov/ACO/Medicare-Shared-Savings-Program-Accountable-Care-O/yuq5-65xt>

<b>353 U.S. ACOs - 16 GA, 4 ME</b>	States Where Beneficiaries Reside	Total Beneficiaries	HbA1c >9	DM Composite
ProHEALTH Accountable Care Medical Group, PLLC	New York	28,825	7.1	46.3
Mosaic Life Care	Missouri, Kansas	13,423	7.8	43.6
Coastal Medical, Inc.	Massachusetts, Rhode	10,833	9.6	44.7
Central Maine ACO	Maine	13,408	13.2	31.8
<b>Beacon Health</b>	<b>Maine</b>	<b>19,765</b>	<b>11.2</b>	<b>36.2</b>
Maine Community Accountable Care Organization, LLC	Maine	6,625	23.8	19.9
Accountable Care Coalition of Coastal Georgia, LLC	South Carolina, Georgia	9,491	13.0	35.0
MaineHealth Accountable Care Organization	Maine	49,413	12.9	27.8
WellStar Health Network, LLC	Georgia	38,331	18.0	31.8
Accountable Care Coal. of Greater Augusta & Statesboro, LLC.	South Carolina, Georgia	20,996	12.7	30.8
Accountable Care Coalition of Georgia, LLC.	Georgia	10,876	24.2	13.1
Accountable Care Coalition of South Georgia, LLC.	Georgia, Florida	8,227	14.4	26.6
Accountable Care Coalition of Western Georgia, LLC	Georgia, Alabama	4,530	37.7	18.5
Accountable Care Coalition of Greater Athens Georgia II, LLC.	Georgia	9,811	22.0	24.7
Accountable Care Coalition of DeKalb, LLC.	Georgia	16,426	14.5	26.3
Meridian Health Systems ACO Corporation	NC, Georgia, Fl, La, SC, Tn, DC, Ca, Tx, Md	9,990	40.4	13.1
Accountable Care Coalition of Central Georgia, LLC.	Georgia	10,914	38.7	15.3
Accountable Care Coalition of Greater Athens Georgia, LLC	Georgia	6,049	34.3	17.2
Morehouse Choice ACO-ES	Georgia	5,710	20.0	16.1
The Premier HealthCare Network LLC	Georgia	4,544	28.5	19.7
Georgia Physicians for Accountable Care, LLC	Georgia	37,513	15.8	21.8
Live Oak Care	Georgia	7,494	19.2	23.7
ACMG	Florida, Georgia	6,712	39.4	8.7

353  
U.S.  
ACOs  
– 16 GA  
- 4 ME

# What Does This Mean?

- HbA1c > 9: Very Poor Control of Diabetes  
= Risk of amputation/blindness/heart attack
- Lower the Better
  - Top Performing: 8 %
  - Maine: 15%
  - Georgia: 25%
- Atlanta Metro: 5.5 million people
- People with Diabetes: 6.2% = 341,000

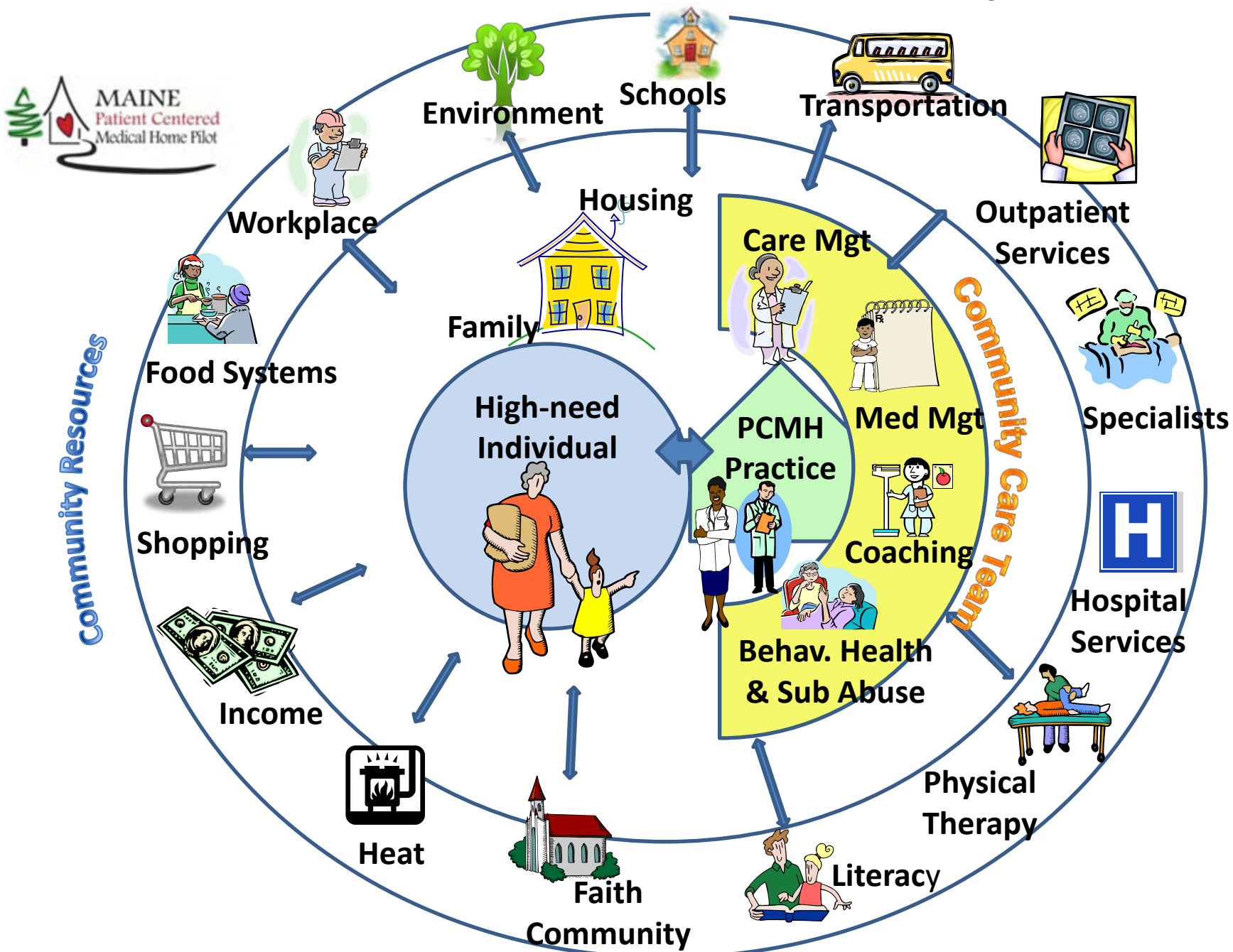
# How Many Legs & Eyes & Hearts Will be Unnecessarily Lost ???

Atlanta 341,000 people with diabetes	% with Poor Control HbA1c >9	People At Risk of Compli- cations	Difference if Health Care Improved
Georgia	25%	84,000	
Maine	15%	52,000	(32,000)
Top	8%	28,000	(56,000)

**Remember the Social Determinants???**

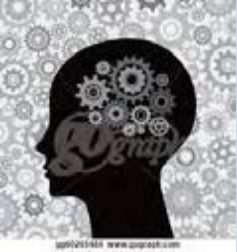



# Maine PCMH / HH: Practice + Community Care Teams



# Ways To Influence

*“Whole is greater than sum of the parts”*

Legislative - Policy	Purchasing	Culture Change
Political Legal-Regulatory 	Organizational focus	Long Term - Influences way people think & behave 

External

Internal



# What to Do?

- Become familiar & start to use current & emerging **safety & quality (& cost)** metrics
- Focus on **health oriented outcomes measures** & shift wasted \$\$
- Use the **head (\$, steerage) and heart (moral authority)** to drive change
- Find **new allies and bed fellows** as payment reform progresses
  - CFOs can become your best friends!