Quality Improvement Organizations and Their Partners

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Contracting for Quality: Medicare's Quality Improvement Organizations
September 27, 2002

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Minnesota Experience

- Sophisticated quality improvement marketplace
  - Institute for Clinical Systems Improvement
  - Buyers Health Care Action Group
  - Executive Session (National Patient Safety Foundation/Harvard)
  - Safest in America (all metro hospitals and Mayo)
  - RWJF Pursuing Perfection (Health Partners)
  - Minnesota Alliance for Patient Safety
  - Numerous demonstration projects

- Quality Improvement work is both easier <u>and</u> harder due to above groups

- Laggerd in public reporting, leader in internal quality improvement work

- New settings and inpatient vs outpatient performance stresses need for partnering.

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Stratis Health Vision, Objectives, and Strategies for 7SOW

Vision:

- A health care system that supports an informed, activated consumer and a self-sufficient, error-free provider working together to improve health outcomes

Objectives:

- To help health care providers understand and integrate quality and safety, and become self-directed and self-sufficient in QI work, building toward the six "Crossing the Quality Chasm" principles of care

- To support Medicare consumers in their quest for health education and quality information

- To improve health measures for the Minnesota Medicare population, meeting or exceeding CMS expectations in all settings and tasks

Strategies:

- Achieved by positioning Stratis Health as:
    - convenor and facilitator
    - quality improvement clearinghouse
    - educator and trainer
    - data resource
    - consultant and supporter
    - Medicare consumer resource

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QIO's Partnering for Success

Why QIOs work with partners

- Leverage Medicare investment

- Coordination reduces duplication

- Reduce burden on providers

- Consistent message to stakeholders

- Speed up dissemination of best practice

- Efficiency reduces re-work and waste

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Who are our partners?

- Trade associations

- Disease specific groups

- State agencies (health, human services)

- Consumer groups

- Professional associations

- Managed care organizations

- Business groups

- Other quality-focused groups

- Faith based organizations

- QIO Consumer Advisory Committee

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QIO Partner Examples

- Mass PRO and American Heart Association
  - "Get with the guidelines"

- Stratis Health and trade associations
  - Nursing home and home health initiative

- MetaStar and Wisconsin Department of Health
  - Coordinating Diabetes Control Program

- QIO of New Jersey, Inc. Immunization Coalition

- Georgia Medical Care Foundation and Georgia State Hospital Association
  - Hospital reporting

- Oklahoma Foundation for Medical Quality
  - Surgical site infection prevention

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QIO Characteristics That Foster Successful Partnerships

- Neutral, independent organizations

- Non-competitive

- Viewed as convenors and facilitators
  - ad hoc - Critical Access Hospitals
  - on-going coalitions - Health Plan Diabetes

- Serve as organizer <u>and</u> implementer

- Local contact for national efforts

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National Partnerships

CMS and AHQA partner with numerous organizations:

- Joint Commission on Hospital Accreditation
- IHI
- QuIC
- VHA
- AAHSA
- AHCA
- Leapfrog
- AHA, AMA, AHHP

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New Settings Call for New Partnerships, New Strategies

- QIOs gearing up for nursing home and home health quality initiatives
  - trade associations
  - stakeholders
  - state survey and certification agencies
  - senior advocacy groups
  - professional associations

- Communication campaign - public reporting

- Clinical interventions to improve care

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QIO Preparation For New Settings

- Six-state pilot

- National training sessions

- Sharing lessons learned
  - experience with public reporting
  - successful interventions to improve care

- State partnerships with local chapters of national groups

Conclusion

- Partnering with stakeholders essential for success of QIOs

- Reduction of burden appreciated by providers

- Partnering enhances implementation

- National partnerships greatly support local efforts

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