



# National Quality Strategy

## Overview

January 2017

Each slide includes notes that you can access by selecting “View” and then “Notes Page” in PowerPoint. Please delete this text box before using or presenting.

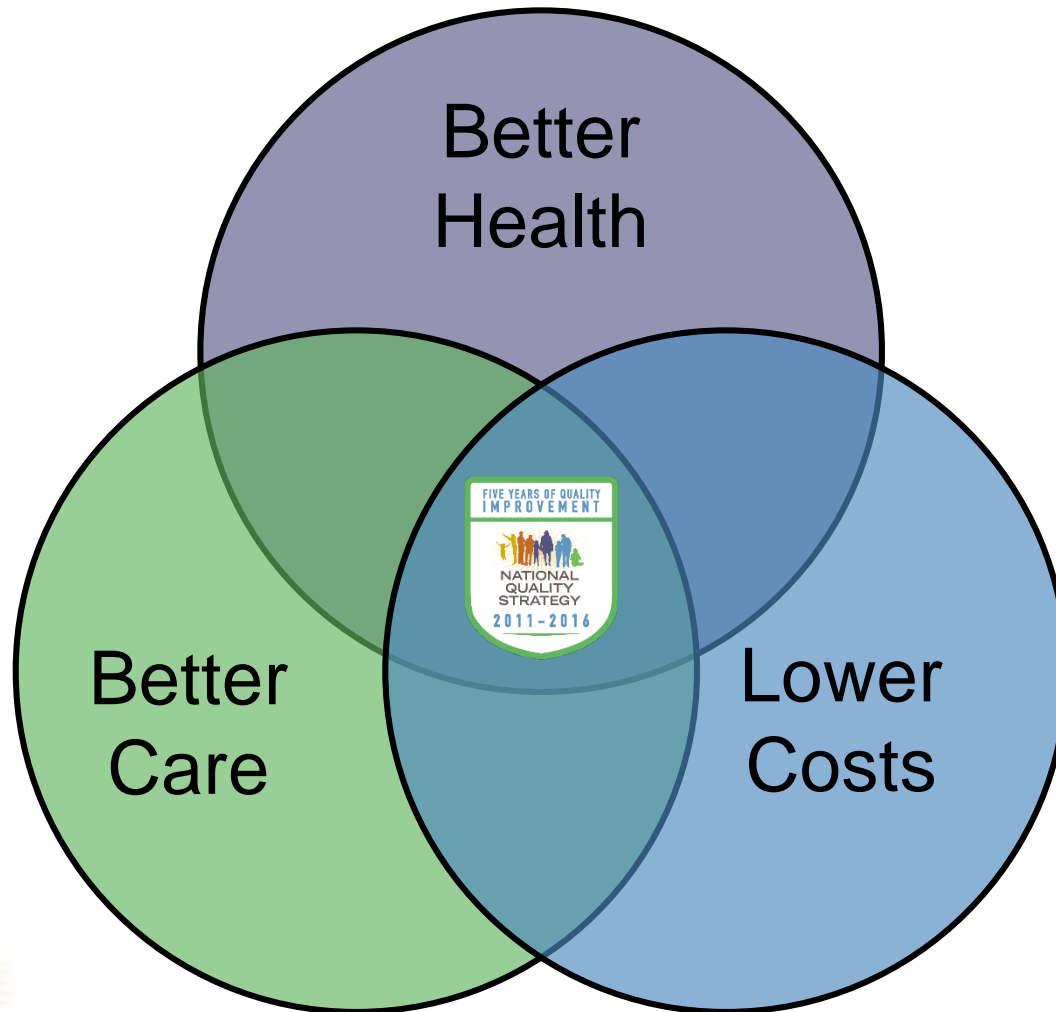


# Background on the National Quality Strategy

- Established to **improve the delivery of health care services, patient health outcomes, and population health**
- Published in 2011 and serves as a **nationwide effort** to improve health and health care across America
- Designed by public and private stakeholders and provides an opportunity to **align quality measures and quality improvement activities**

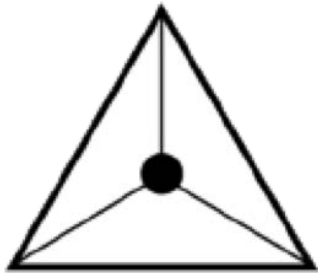


# The National Quality Strategy Aims



# The Relationship Between the Institute for Healthcare Improvement Triple Aim and the National Quality Strategy Three Aims

Improving the patient experience of care  
(including quality and satisfaction)



IHI *Triple Aim*

Improving the health of populations

Reducing the per capita cost of health care

**Healthy People/Healthy Communities:** Improve the health of the U.S. population by supporting proven interventions to address behavioral, social, and environmental determinants of health.



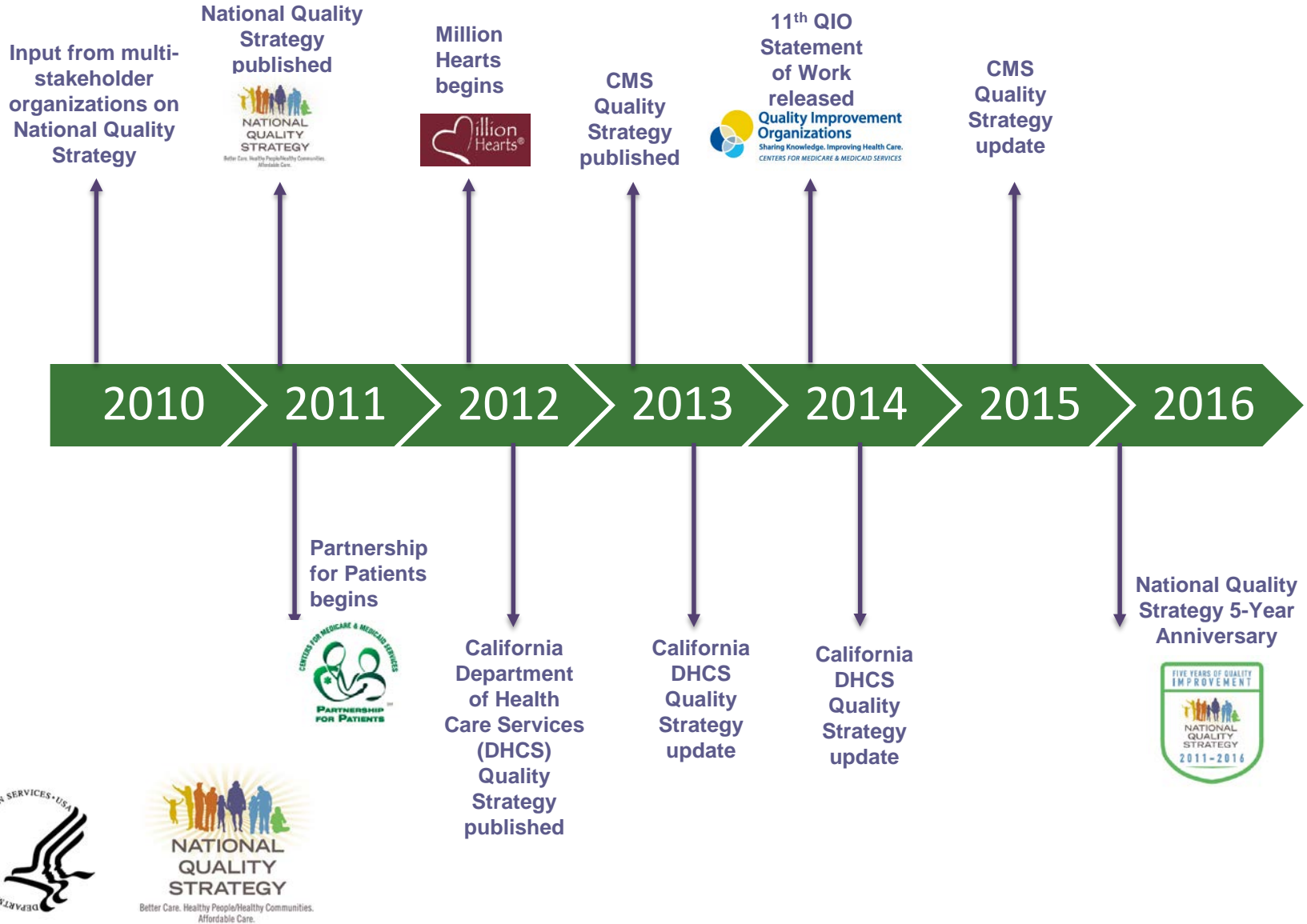
Better Care. Healthy People/Healthy Communities.  
Affordable Care.

**Better Care:**  
Improve overall quality by making health care more patient-centered, reliable, accessible, and safe.

**Affordable Care:**  
Reduce the cost of quality health care for individuals, families, employers, and government.



# Timeline of the National Quality Strategy



# Ongoing Federal Implementation Activities

- Annual meetings of the Interagency Working Group on Health Care Quality, including senior representatives from 24 Federal Agencies
- Annual updates to the Agency-Specific Plans developed by HHS operating divisions, which are available on the Working for Quality Web site
  - Featured Agencies with 2015 Agency-Specific Plans include the Centers for Disease Control and Prevention, the Health Resources and Services Administration, the Substance Abuse and Mental Health Services Administration, the United States Office of Personnel Management, and the Administration for Community Living



# Ongoing Implementation Activities

- The *Priorities in Action* series, which examines some of our Nation's most promising and transformative Federal, State, and local quality improvement programs and describes their alignment to the National Quality Strategy's six priorities



MASSACHUSETTS



**Boston Children's Hospital**  
Until every child is well™





# National Quality Strategy Progress

- The National Healthcare Quality and Disparities Report (QDR) annually publishes reports on progress in health care quality, access to care, and health care disparities according to each of the six National Quality Strategy priorities.
- Quality measure data demonstrating progress against each of the six priorities are hosted at <https://nhqrnet.ahrq.gov/inhqrdr/data/query>.

## National Healthcare Quality and Disparities Reports

Your source for the Reports, State Snapshots, and QR/DRnet

Choose Data

Select Geographic (State data are not available for some measures):

Select a Subject Area:

Select a Topic:





# Overview of the 5<sup>th</sup> Anniversary Update

## 2015 National Healthcare Quality and Disparities Report and 5th Anniversary Update on the National Quality Strategy



- Key findings in the report include:
  - **Dramatic improvement in Access** to health care, led by sustained reductions in the number of Americans without health insurance and increases in the number of Americans with a usual source of medical care.
  - **Continued improvement in Quality** of health care, but wide variation exists across the National Quality Strategy priorities.
  - **Persistent Disparities** related to race, ethnicity, and socioeconomic status among measures of access and all National Quality Strategy priorities, but some are getting smaller.
- Features organizations putting the National Quality Strategy priorities into action to improve health and health care quality.

## Priorities

## Improvement Initiatives



Patient Safety



Partnership for Patients, Hospital Readmission Reduction Program, Children's Hospital of Pittsburgh of UPMC



Person- and Family-Centered Care



Consumer Assessment of Healthcare Providers and Systems, National Partnership for Women and Families, Colorado Coalition for the Homeless



Effective Communication and Care Coordination



Argonaut Project, Boston Children's Hospital Community Asthma Initiative



Prevention and Treatment of Leading Causes of Morbidity and Mortality



Million Hearts®, Wind River Reservation



Health and Well-Being of Communities



Let's Move!, Health Leads



Making Quality Care More Affordable



Blue Cross Blue Shield Massachusetts Alternative Quality Contract, Medicare Shared Savings Program, Pioneer Accountable Care Organization Model, Arkansas Center for Health Improvement

# The National Quality Strategy: How It Works



Improving health and health care quality can occur only if all sectors, individuals, family members, payers, providers, employers, and communities make it their mission.

Members of the health care community can align to the National Quality Strategy by doing the following:

- *Use one or more of the nine levers to identify* core business functions, resources, and/or actions that may serve as means for achieving improved health and health care quality.
- *Focus on the six priorities to guide efforts to improve* health and health care quality.
- *Adopt the three aims* to provide better, more affordable care for the individual and the community.



# THE NATIONAL QUALITY STRATEGY PRIORITIES





## Priority 1: Making care safer by reducing harm caused in the delivery of care

### LONG-TERM GOALS

1. Reduce preventable hospital admissions and readmissions.
2. Reduce the incidence of adverse health care-associated conditions.
3. Reduce harm from inappropriate or unnecessary care.



## Priority 2: Ensuring that each person and family members are engaged as partners in their care

### LONG-TERM GOALS

1. Improve patient, family, and caregiver experience of care related to quality, safety, and access across settings.
2. In partnership with patients, families, and caregivers—and using a shared decision-making process—develop culturally sensitive and understandable care plans.
3. Enable patients and their families and caregivers to navigate, coordinate, and manage their care appropriately and effectively.



## Priority 3: Promoting effective communication and coordination of care

### LONG-TERM GOALS

1. Improve the quality of care transitions and communications across care settings.
2. Improve the quality of life for patients with chronic illness and disability by following a current care plan that anticipates and addresses pain and symptom management, psychosocial needs, and functional status.
3. Establish shared accountability and integration of communities and health care systems to improve quality of care and reduce health disparities.





## Priority 4: Promoting the most effective prevention and treatment practices for the leading causes of mortality, starting with cardiovascular disease

### LONG-TERM GOALS

1. Promote cardiovascular health through community interventions that result in improvement of social, economic, and environmental factors.
2. Promote cardiovascular health through interventions that result in adoption of the most healthy lifestyle behaviors across the lifespan.
3. Promote cardiovascular health through receipt of effective clinical preventive services across the lifespan in clinical and community settings.



## Priority 5: Working with communities to promote wide use of best practices to enable healthy living

### LONG-TERM GOALS

1. Promote healthy living and well-being through community interventions that result in improvement of social, economic, and environmental factors.
2. Promote healthy living and well-being through interventions that result in adoption of the most important healthy lifestyle behaviors across the lifespan.
3. Promote healthy living and well-being through receipt of effective clinical preventive services across the lifespan in clinical and community settings.



## Priority 6: Making quality care more affordable for individuals, families, employers, and governments by developing and spreading new health care delivery models

### LONG-TERM GOALS

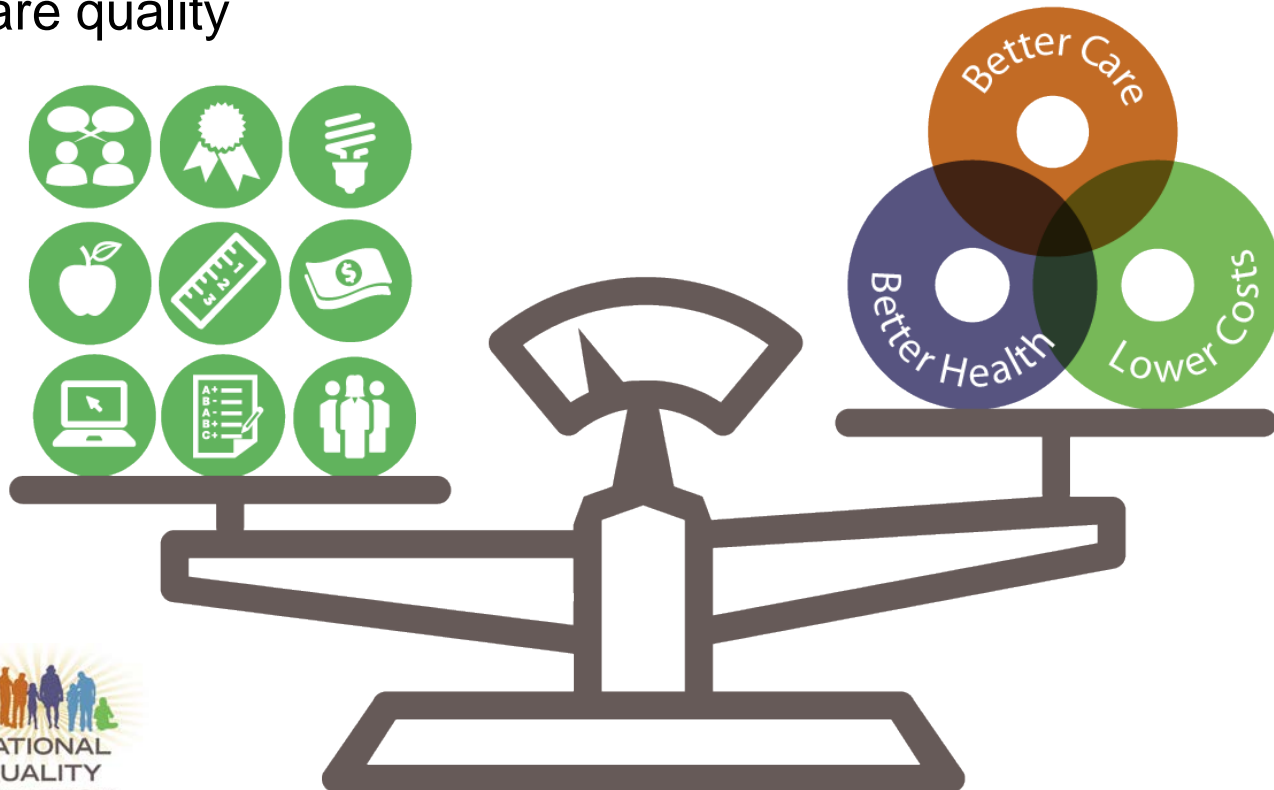
1. Ensure affordable and accessible high-quality health care for people, families, employers, and governments.
2. Support and enable communities to ensure accessible, high-quality care while reducing waste and fraud.

# THE NATIONAL QUALITY STRATEGY LEVERS



# The National Quality Strategy Levers

The National Quality Strategy's aims and priorities are supported by **the nine National Quality Strategy "levers"**: organizations' core business functions that serve as a means for improving health and health care quality



# Measurement and Feedback



*Provide performance feedback to plans and providers to improve care.*

A long-term care provider may implement a strategy that includes the use of Quality Assurance and Performance Improvement data to populate measurement dashboards for purposes of identifying and addressing areas requiring quality improvement.

# Public Reporting



*Compare treatment results, costs, and patient experience for consumers.*

A regional collaborative may ask member hospitals and medical practices to align public reports to the National Quality Strategy aims or priorities.



# Learning and Technical Assistance



*Foster learning environments that offer training, resources, and guidance to help organizations achieve quality improvement goals.*

A Quality Improvement Organization may disseminate evidence-based best practices in quality improvement with physicians, hospitals, nursing homes, and home health agencies.



# Certification, Accreditation, and Regulation



*Adopt or adhere to approaches to meet safety and quality standards.*

The National Quality Strategy aims and priorities may be incorporated into continuing education requirements or certification maintenance.



# Consumer Incentives and Benefit Designs



*Help consumers  
adopt healthy  
behaviors and  
make informed  
decisions.*

Employers may implement workforce wellness programs that promote prevention and provide incentives for employees to improve their health.

# Payment



*Reward and incentivize providers to deliver high-quality, patient-centered care.*

Organizations may consider joining a coalition of purchasers that are pursuing value-based strategies.

# Health Information Technology



*Improve  
communication,  
transparency, and  
efficiency for  
better  
coordinated  
health and health  
care.*

A hospital or medical practice may adopt an electronic health record system to improve communication and care coordination.

# Innovation and Diffusion



*Foster innovation  
in health care  
quality  
improvement, and  
facilitate rapid  
adoption within  
and across  
organizations and  
communities.*

The Center for Medicare & Medicaid Innovation tests various payment and service delivery models and shares successful models across the country.



# Workforce Development



*Invest in people to prepare the next generation of health care professionals and support lifelong learning for providers.*

A medical leadership institution or professional society may incorporate quality improvement principles in their training.







# For more information:

- Contact: [NQStrategy@ahrq.hhs.gov](mailto:NQStrategy@ahrq.hhs.gov)
- Visit: <http://www.ahrq.gov/workingforquality>
- View the 5<sup>th</sup> Anniversary Update and other related materials: <http://www.ahrq.gov/workingforquality/reports.htm>

