National Quality Strategy Webinar

Introducing Nine Levers to Support the Aims and Priorities

May 13, 2014
Housekeeping

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Agenda

• Welcome
  Ann Gordon, Facilitator

• Presentation of the NQS Levers
  Nancy Wilson, Executive Lead
  National Quality Strategy

• Levers in Action: Network for Regional Health Improvement
  Elizabeth Mitchell, President and CEO
  Network for Regional Health Improvement

• Questions and Answers
  Presenters
The National Quality Strategy and Nine Levers for Program Alignment

Nancy Wilson, BSN, MD, MPH
Background on the National Quality Strategy

- Established by the Affordable Care Act to **improve the delivery of health care services, patient health outcomes, and population health**
- The Strategy was first published in 2011 and serves as a **nationwide effort** to improve health and health care across America
- The Strategy was iteratively designed by public and private stakeholders and provides an opportunity to **align quality measures and quality improvement activities**
The IHI Triple Aim and NQS Three Aims

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

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

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.

Affordable Care: Reduce the cost of quality health care for individuals, families, employers, and government.
The National Quality Strategy: How it Works

The National Quality Strategy unites efforts to improve health and health care for all Americans. The above graphic provides a high-level view of how the National Quality Strategy works to provide better, more affordable care for the person and the community.
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The 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
Measurement and Feedback

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.

Provide performance feedback to plans and providers to improve care.
Public Reporting

Compare treatment results, costs, and patient experience for consumers
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
Foster learning environments that offer training, resources, tools, and guidance to help organizations achieve quality improvement goals.
Learning and Technical Assistance

Foster learning environments that offer training, resources, tools, 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
Certification, Accreditation, and Regulation

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

Adopt or adhere to approaches to meet safety and quality standards.
Consumer Incentives and Benefit Designs

Help consumers adopt healthy behaviors and make informed decisions
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
Payment

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

Join 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
Health Information Technology

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

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

Foster innovation in health care quality improvement, and facilitate rapid adoption within and across organizations and communities.
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Center for Medicare & Medicaid Innovation tests various payment and service delivery models and shares successful models across the Nation.
Workforce Development

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

A medical leadership institution may incorporate quality improvement principles in their training
### Nine National Quality Strategy Levers

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Better Care. Healthy People/Healthy Communities. Affordable Care.
National Quality Strategy
Levers in Action
Elizabeth Mitchell
President and CEO, Network for Regional Health Improvement
30 Regional Health Improvement Collaboratives
Transformation Must be Founded on Reliable Data and Information

Data, Analytics, and Effective Use

Patient Education & Engagement

Quality/Cost Analysis & Reporting

Value-Driven Payment Systems & Benefit Designs

Value-Driven Delivery Systems
Regional Health Improvement Collaborative Stakeholders
Regional Health Improvement Collaborative
Levers

Patient Education & Engagement

Payment & Delivery System Reform

Performance Measurement

NATIONAL QUALITY STRATEGY
Better Care, Affordable Care, Healthy People, Healthy Communities

Delivery of Care

Training & Assistance in Performance Improvement

Provider Organization/Coordination
How to Find NQS Tools and Resources:

Visit the Working for Quality Web site (www.ahrq.gov/workingforquality) to find:

- Stakeholder Toolkit and Briefing Slides http://www.ahrq.gov/workingforquality/toolkit.htm
- Priorities in Action www.ahrq.gov/workingforquality/priorities.htm

Sign up for updates from the National Quality Strategy team here.

Contact for questions, suggestions or to share your use of the levers at: NQStrategy@ahrq.hhs.gov.
How to Find NRHI Tools and Resources

Visit the NRHI (http://www.nrhi.org/) site to learn more about:

- NRHI Publications
  http://www.nrhi.org/publications/

- NRHI Collaboratives
  http://www.nrhi.org/about-collaboratives/

- NRHI in the News
  http://www.nrhi.org/news/
Questions and Answers

Presenters
Questions and Answers

• For users of the audio broadcast, submit questions via chat

• For those who dialed into the meeting, dial 14 to enter the question queue
Thanks for attending today’s event.

The presentation archive will be available on www.ahrq.gov/workingforquality within 2 weeks.