

Working with Providers to Achieve Quality Improvement

What is Quality Improvement?

A formal approach to the analysis of performance and systematic efforts to improve it

National Strategy for Quality Improvement in Health Care Priorities

- Making care safer by reducing harm caused in the delivery of care
- Ensuring that each person and family are engaged as partners in their care
- Promoting effective communication and coordination of care

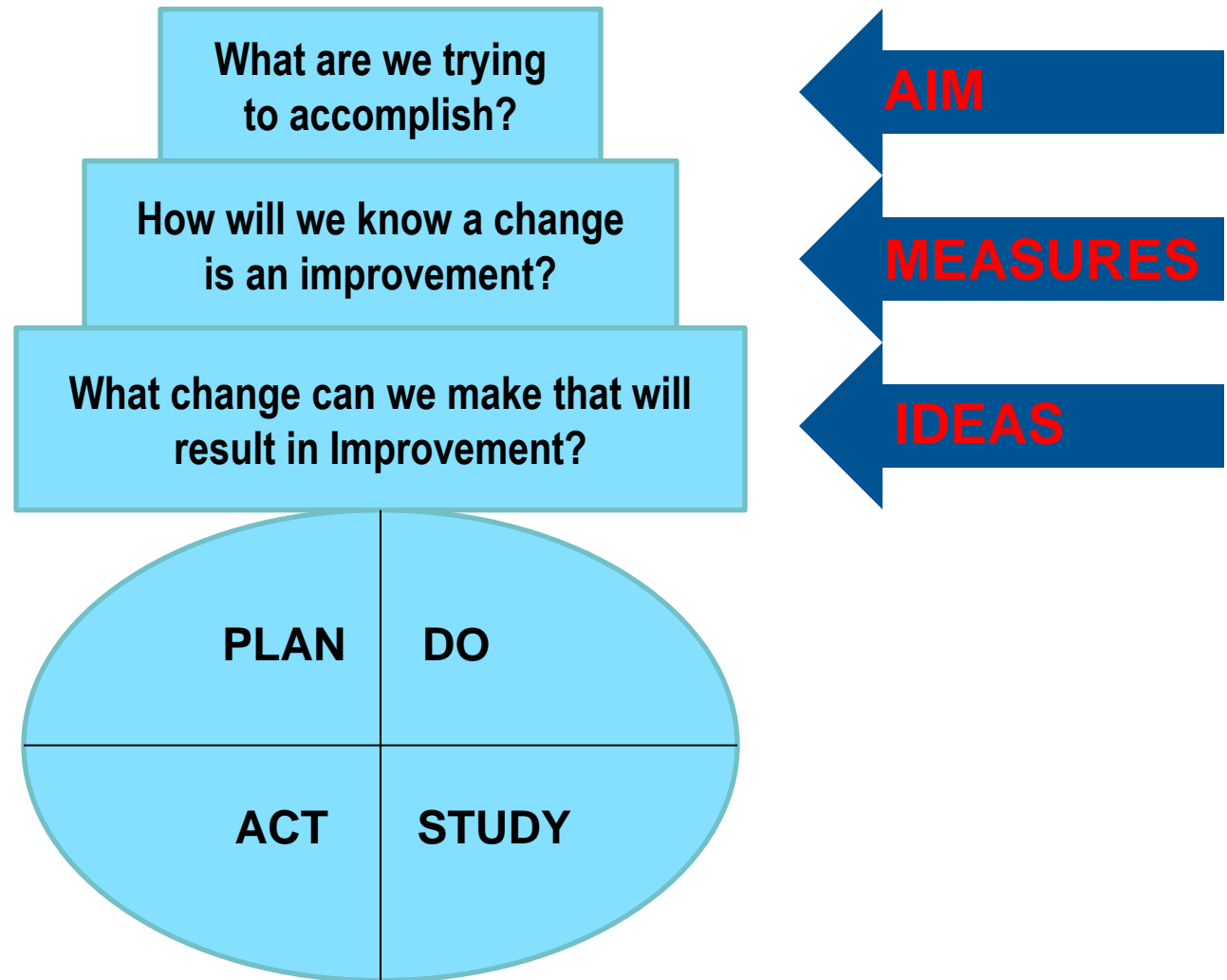
National Strategy for Quality Improvement in Health Care Priorities

- Promoting the most effective prevention and treatment practices for the leading causes of mortality, starting with cardiovascular disease
- Working with communities to promote wide use of best practices to enable healthy living
- Making quality care more affordable for individuals, families, employers and governments by developing and spreading new health care delivery models

Fundamental Questions for Improvement

- What are we trying to accomplish?
- How will we know that a change is an improvement?
- What changes can we make that will result in an improvement?

Model for Improvement



Benefits of Quality Improvement

- Better patient outcomes
- Reduce avoidable hospitalizations
- Reduce costs
- Future incentives for high performance

Primary Care's Role in Quality Improvement

- Central component of the medical home
- Trusted source in the community
- Facilitator of care coordination

Examples of Quality Improvement Tools

- Workflow analysis
- Process mapping
- Root cause analysis (RCA)
- Chart abstraction
- Data

Physician Quality Reporting System

- An incentive payment for eligible professionals who satisfactorily report data on quality measures for covered professional services furnished to Medicare beneficiaries
- For 2011, eligible professional may choose to report on individual quality measures or measures groups

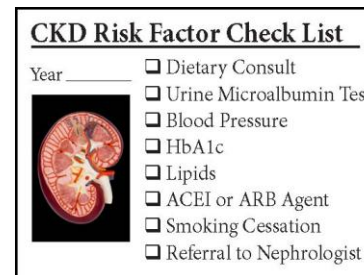
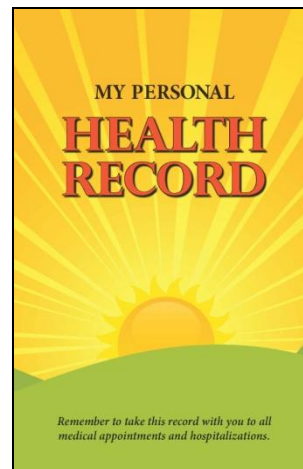
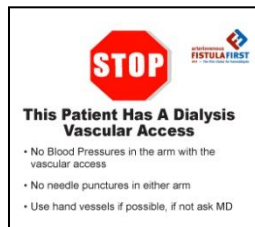
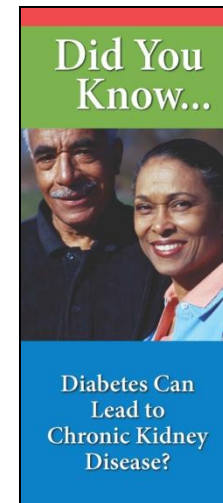
Physician Quality Reporting System

- Can receive 1% of total estimated Medicare Part B Physician Fee Schedule allowed charges during the reporting period
- Can earn an additional 0.5% by working with a Maintenance of Certification entity

CKD Quality Initiative

- Implement system level changes to improve quality.
- Encourage coordination between primary care, nephrology, and vascular surgery.
- Promote use of Maintenance of Certification for ABIM and ABFM diplomats.
- Assist providers with making small tests of change.

CKD Quality Initiative



Diabetes Disparities Health Initiative

- Provide self-management education to African-American and Hispanic Medicare beneficiaries with diabetes.
- Track outcomes by performing chart abstractions.
- Provide educational outreach to communities.

Diabetes Disparities Health Initiative

If you have Diabetes...

Roll Up Your Sleeve
Get an HbA1c & Lipid Blood Test

Take Off Your Shoes
Get Your Feet Checked

Open Your Eyes
Get a Dilated Eye Exam

Drop in The Bucket
Give a Urine Sample

...High Blood Sugar
... you may have problems with one of these body parts:

- Kidneys
- Eyes
- Feet

Be sure to get regular check-ups.

Partner With Your Doctor

EDC

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If You Have Diabetes,
During Your Visits
to Your Doctor
Be Ready to...

DIABETES CHECK LIST

Quarterly Exams Year ____

HbA1c _____

Feet _____

Annual Exams

Eyes	Urine Protein	Lipids
_____	_____	_____

DIABETES RESOURCE MATERIALS

Posters • Chart Stickers • Brochures
Flow Sheets • Referral Forms

**To improve, you must
make changes.**

But...

***Not all changes lead to
improvement.***