



Strategy for Quality Improvement in Health Care

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What's Driving the DHCS Quality Strategy?



National Quality Strategy

2012 Annual Progress Report to Congress

National Strategy for Quality Improvement in Health Care

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The National Quality Strategy's goal is to build a consensus so that stakeholders can align their quality efforts for maximum results.

The strategy serves as a national framework for quality measurement, measure development, and analysis.

Three National Aims

- *Better Care*
 - *Healthy People/Healthy Communities*
 - *Affordable Care*



Fundamental Culture Change

OLD	NEW
Process Measures	Outcomes
Cost	Value
Fee-For-Service	Capitated
Unit Approach	Systems Approach
Silos	Matrix
Reactive	Innovative
Individual	Team
Budget	Quality
Provider-Focused	Member-Focused



Other Drivers

- Commitment to eliminating overuse, ineffective services, and avoidable complications, and providing safe, effective care
- Medicaid 1115 Waiver, the *Bridge to Reform*
- Patient Protection and Affordable Care Act



Components of the DHCS Quality Strategy





Three Linked Goals

- Improve the health of all Californians
- Enhance quality, including the patient care experience, in all DHCS programs
- Reduce the Department's per capita health care program costs



Seven Priorities

- Improve patient safety
- Deliver effective, efficient, affordable care
- Engage persons and families in their health
- Enhance communication and coordination of care
- Advance prevention
- Foster healthy communities
- Eliminate health disparities



Guiding Principles

- Person-centeredness and family engagement are central to high-quality care
- Science provides the foundation for policy
- Integration and coordination of services and systems within the Department and among its partners will accelerate



Guiding Principles

- Policy, interventions, and new innovations are designed and implemented with substantive stakeholder engagement and collaboration
- Ongoing evaluation and updates of the *Quality Strategy* represent a commitment to strive for the highest quality and best possible outcomes



Next Steps

- Stakeholder input process
- Publication of the DHCS quality improvement inventory
- Development and implementation of the DHCS quality improvement implementation plan



Questions

- What do you like about the goals, priorities, and guiding principles of the DHCS *Quality Strategy*?
- What is missing from the DHCS *Quality Strategy's* goals, priorities, and guiding principles?
- Other comments?

