



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

Submitted by the U.S. Department of Health and Human Services

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.



National Quality Strategy

Three Aims

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

Six Priorities

1. Making care safer by reducing harm caused in the delivery of care.
2. Ensuring that each person and family are engaged as partners in their care.
3. Promoting effective communication and coordination of care.
4. Promoting the most effective prevention and treatment practices for the leading causes of mortality, starting with cardiovascular disease.
5. Working with communities to promote wide use of best practices to enable healthy living.
6. Making quality care more affordable for individuals, families, employers, and governments by developing and spreading new health care delivery models.



National Quality Strategy

2012 National Initiatives Identified in the National Quality Strategy

- Partnership for Patients
- Million Hearts Initiative
- Community Transformation Grants
- CMS Innovation Center
- Other...



Health Care 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



Polling Question

To what extent do you support the three linked goals?

- Strongly Support
- Somewhat Support
- No Opinion
- Somewhat Disagree
- Strongly Disagree



Seven Priorities



Improve Patient Safety



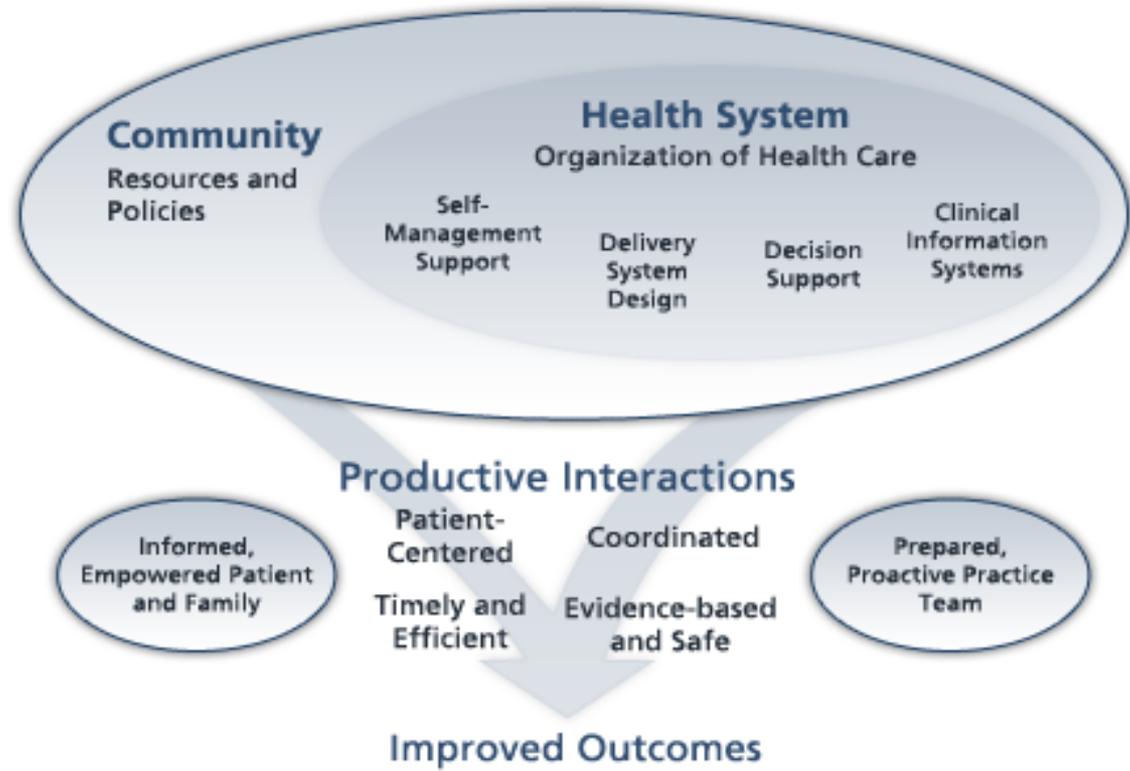
Improve Patient Safety

- California Children's Services' Neonatal Quality Improvement Initiative
 - Aim: To reduce the Collaborative's central line-associated blood stream infection rate by another 25% among participating neonatal intensive care units



Deliver Effective, Efficient, Affordable Care

The Care Model



Deliver Effective, Efficient, Affordable Care

- Integrate care for dual eligible (Medicare and Medi-Cal) individuals
 - Test person-centered delivery models that integrate the full range of acute, behavioral health, and long-term services
 - Maximize the ability of dually eligible individuals to remain in their homes and communities with appropriate services in lieu of institutional care



Engage Persons and Families in Their Health



Engage Persons and Families in Their Health

- In collaboration with partners, leverage social media and other community outreach tools to:
 - Enhance transparency
 - Engage members
 - Connect members to health promotion resources in their communities
 - Foster health-promoting social networks



Enhance Communication & Coordination of Care



Enhance Communication & Coordination of Care

- Increase adoption of Electronic Health Records (EHR)
 - Goal by 2015: 90% of Medi-Cal providers eligible for incentive payments will have adopted EHRs for meaningful use in their practices
 - Expected outcomes
 - Improved care coordination
 - Greater member engagement
 - Population health improvement



Advance Prevention



Advance Prevention

- Medi-Cal Incentive to Quit Smoking Project
 - \$10 million/5-year project
 - Testing the use of incentives to encourage Medi-Cal members to quit smoking
 - Partnering with the California Smokers' Helpline to provide counseling services and incentive delivery



Advance Prevention

Policy Change + Systems Change + Quality Improvement =
Lower Smoking Prevalence
Reduced Health Care Costs
Improved Population Health

*Policy and systems change recommendations are based on the US Public Health Service, Clinical Practice Guidelines: Treating Tobacco Use and Dependence, 2008 Update.



Foster Healthy Communities



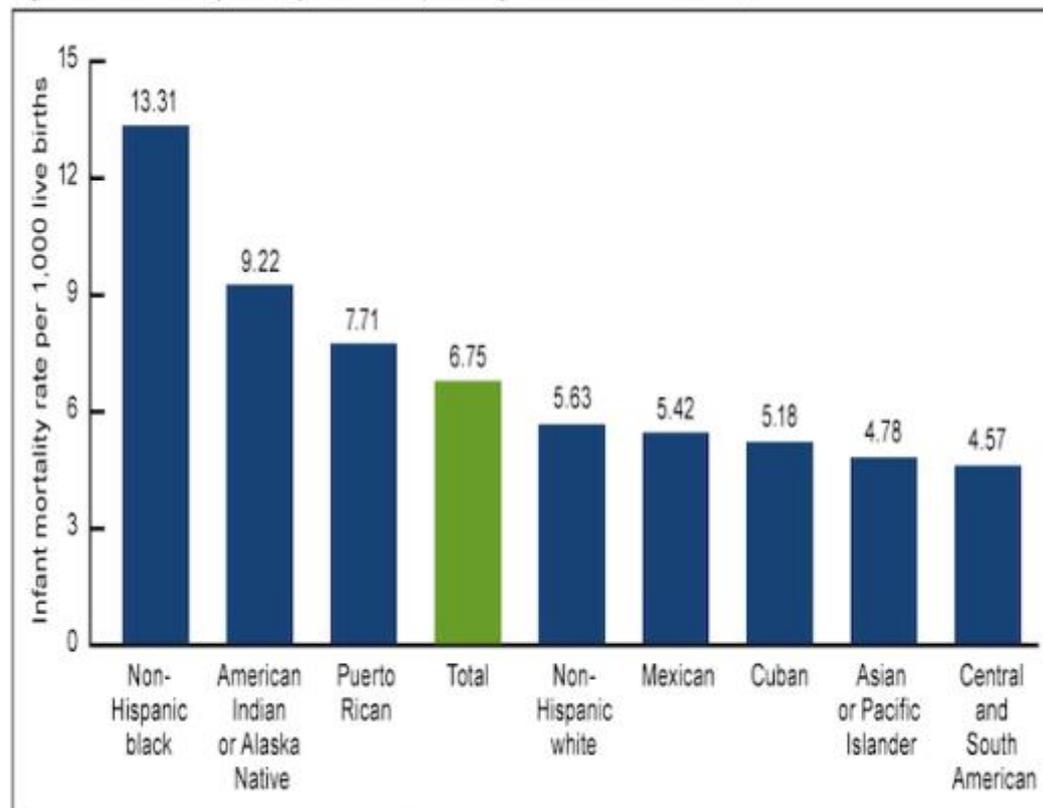
Foster Healthy Communities

- Improve population health by enhancing the link between health care and population health promotion
 - Continue to strengthen collaborative efforts with the California Department of Public Health
 - Established an Interagency Agreement with the Institute for Population Health Improvement at the UC Davis Health System



Eliminate Health Disparities

Figure 1. Infant mortality rates, by race and Hispanic origin of mother: United States, 2007



SOURCE: CDC/NCHS, linked birth/infant death data set, 2007.



Eliminate Health Disparities

- Partner with the newly created Office of Health Equity at the California Department of Public Health and others to reduce and ultimately eliminate health disparities



Polling Question

To what extent do you support the seven priorities?

- Strongly Support
- Somewhat Support
- No Opinion
- Somewhat Disagree
- Strongly Disagree



Guiding Principles



Guiding Principles

- Person-centeredness and family engagement are central to high-quality care
- Science provides the foundation for policy



Guiding Principles

- Integration and coordination of services and systems within the Department and among its partners will accelerate
- Policy, interventions, and new innovations are designed and implemented with substantive stakeholder engagement and collaboration



Guiding Principles

- Ongoing evaluation and updates of the *Quality Strategy* represent a commitment to strive for the highest quality and best possible outcomes



Polling Question

To what extent do you support the guiding principles?

- Strongly Support
- Somewhat Support
- No Opinion
- Somewhat Disagree
- Strongly Disagree



Vision





UC Davis Health System Institute for Population Health Improvement



Next Steps for the Quality Strategy

- Receive stakeholder input
 - Webinar
 - Stakeholder survey
- Analyze input and revise the Quality Strategy
- Complete the DHCS quality improvement inventory
- Develop an implementation plan



Member-Focused, High-Quality Care



Questions & Answers

