



Strategy for Quality Improvement in Health Care

Neal D. Kohatsu, MD, MPH, Medical Director

Desiree Backman, DrPH, RD, Chief Prevention Officer

July 2012

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.

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?

