



A New Approach to Medicare Quality Improvement

Quality Insights is the new Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Delaware, Louisiana, New Jersey, Pennsylvania and West Virginia. QIN-QIOs are part of the Centers for Medicare & Medicaid Services' new approach to the QIO program. Historically, CMS issued 53 QIO contracts, and each QIO provided both case review and quality improvement support services. The new structure is regional and establishes two groups of QIOs – one group for quality improvement (QIN-QIOs) and one for Medicare quality of care complaints and appeals (Beneficiary and Family Centered Care QIOs).

Quality Insights will focus exclusively on quality improvement and technical assistance in our five-state network. We will collaborate with providers and the community on multiple, data-driven quality initiatives to improve patient safety, reduce harm, and improve clinical care locally and across the network. We will offer skills and assistance in the following focused areas.

Cardiovascular Health and Million Hearts

Improving preventive cardiovascular care is key for people with Medicare. Our planned improvement efforts align with the national Million Hearts® initiative that seeks to prevent one million heart attacks and strokes by 2017. We will include

providers in the home health and physician office settings, as well as patients and families. Our goals include:

- Offering resources and direct technical assistance on preventive cardiovascular best practices
- Facilitating home health agency participation in the national Home Health Cardiovascular Data Registry
- Introducing health information technology (HIT) tools to support secure communication between health care settings
- Providing opportunities for patients and families to participate directly in Learning and Action Networks (LANs)
- Facilitating the sharing of individuals' success stories related to cardiovascular prevention
- Identifying critical community stakeholders for partnerships throughout our region

Everyone with Diabetes Counts

Quality Insights will improve the health of people with diabetes by providing and facilitating Diabetes Self-Management Education (DSME) training classes through partnerships with various stakeholders throughout our Network. Our collective goals include:

- Improving HbA1c, lipid, blood pressure and weight control outcomes for Medicare beneficiaries with diabetes

CONTINUED

- Decreasing the number of people who require lower extremity amputations due to complications resulting from poorly controlled diabetes
- Improving the health literacy of people with diabetes who have Medicare and/or Medicaid
- Increasing providers' adherence to clinical guidelines related to HbA1c, lipids, and eye exams

Healthcare-Associated Infections (HAIs)

Preventing and reducing HAIs in both intensive and non-intensive care hospitals is one focus of our efforts to transform culture and improve outcomes. Our initiatives will include targeting hospitals' operational needs with evidence-based resources to reduce infection rates. Our goals include:

- Preventing the occurrence of HAIs
- Decreasing the HAI Standardized Infection Ratio (SIR) by demonstrating significant, quantitative and measurable reductions in infection rates
- Recruiting and sustaining the involvement of Medicare beneficiaries and their families in efforts to reduce HAIs

Health Information Technology

Quality Insights will collaborate with health information technology (HIT) Regional Extension Centers (RECs) in our five states to build on the successes RECs have achieved, including providing services to more than 100,000 primary care providers nationwide. Our goals include:

- Improving EHR adoption rates, workflows, and practice transformation
- Increasing EP and EH screening and delivery of preventive services for Medicare beneficiaries
- Improving care access and coordination for Medicare beneficiaries
- Reducing disparities in access and utilization of healthcare services for Medicare beneficiaries

Nursing Home Quality Improvement

Quality Insights' goal is to decrease nursing home resident morbidity while increasing satisfaction. We will partner with key state-based stakeholders, and the National Nursing Home Quality Care Collaborative (NNHQCC) to work toward the following goals:

- Facilitating nursing homes to attain a score of six or better on the National Nursing Home Composite Quality Measure
- Improving the rate of mobility among long-stay nursing home residents
- Improving the targeted rate of reduction in the use of unnecessary antipsychotic medication in dementia residents

Quality Reporting and Incentive Programs

We will offer technical assistance to certain health care settings and eligible providers to help them better understand and continue to meet the goals of the CMS hospital and physician value-based payment and quality reporting programs, the Physician Feedback Reporting Program and use of the quality and cost measure information contained in the confidential quality and resource use reports (QRURs).

Readmissions and Medication Safety

Quality Insights will form community coalitions throughout our region that unite stakeholders and providers to focus on reducing hospital admissions, readmissions and medication harm. Our Network goals include:

- Reducing hospital admissions and readmission rates in the Medicare program by 20 percent by 2019
- Increasing community tenure, as evidenced by increased number of nights spent at home, for Medicare beneficiaries by 10 percent by 2019
- Reducing the prevalence of adverse drug events that contribute to significant patient harm, emergency department visits, observation stays, hospital admissions or readmissions occurring as a result of the care transitions process

For more information on Quality Insights Quality Innovation Network, please visit our Web site at www.qualityinsights-qin.org.