

Assessing Quality as Part of the Healthcare Value Proposition

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Overview

- NCQA overview
- Delivery System Reform
- NCQA Programs: Core Themes in Delivery System Measurement
- Building a Quality Improvement Infrastructure
- Opportunities for EMS to Demonstrate Value

What is the National Committee for Quality Assurance (NCQA)?

Transforming health care through quality measurement, transparency, and accountability.

70,848 Clinicians nationally across all Recognition programs.



1,066
Clinicians
149 Practices



56,626
Clinicians
11,58
Practices



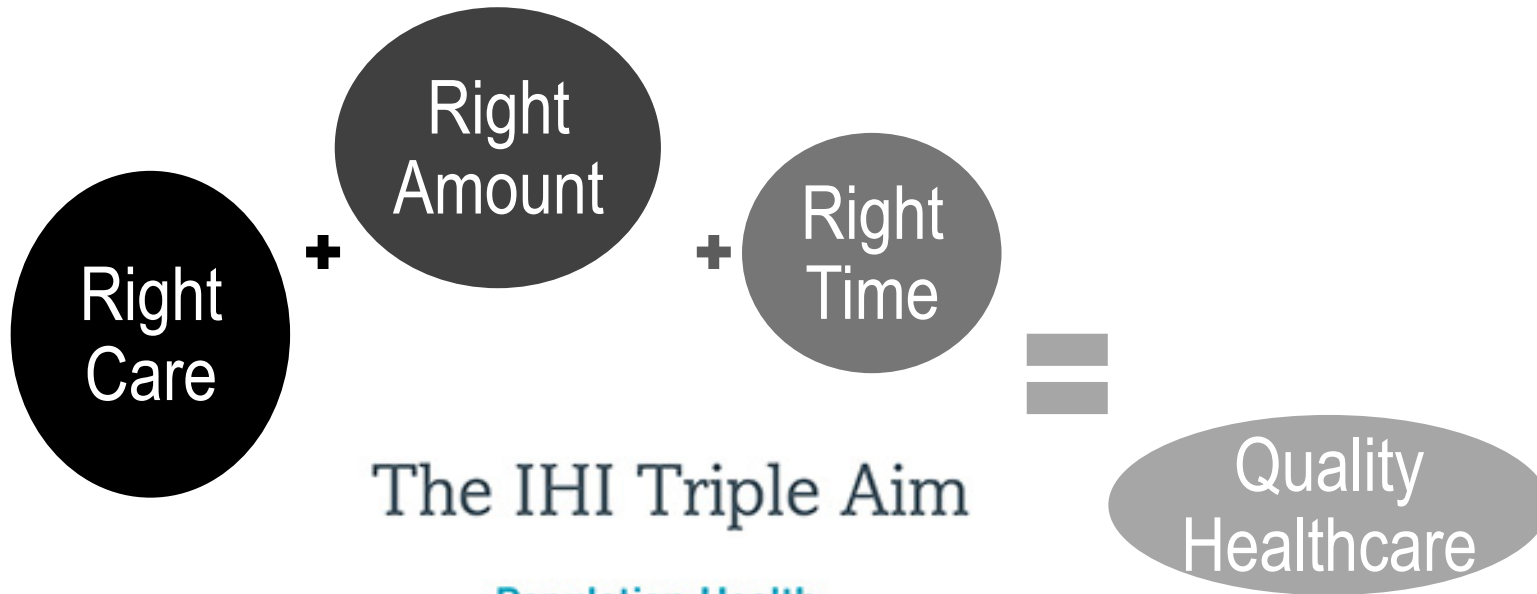
136
Clinicians
25 Practices

9,323
clinicians

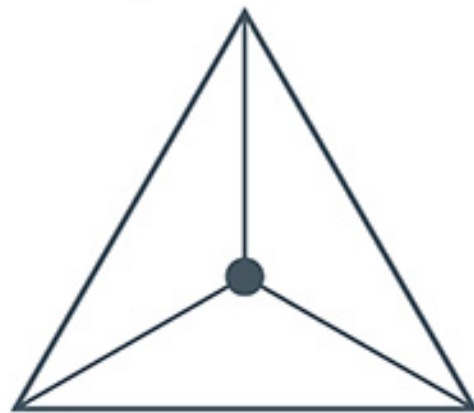


3,697
clinicians

What Defines Quality?



Population Health



Barriers to Quality
Underuse
Misuse
Overuse

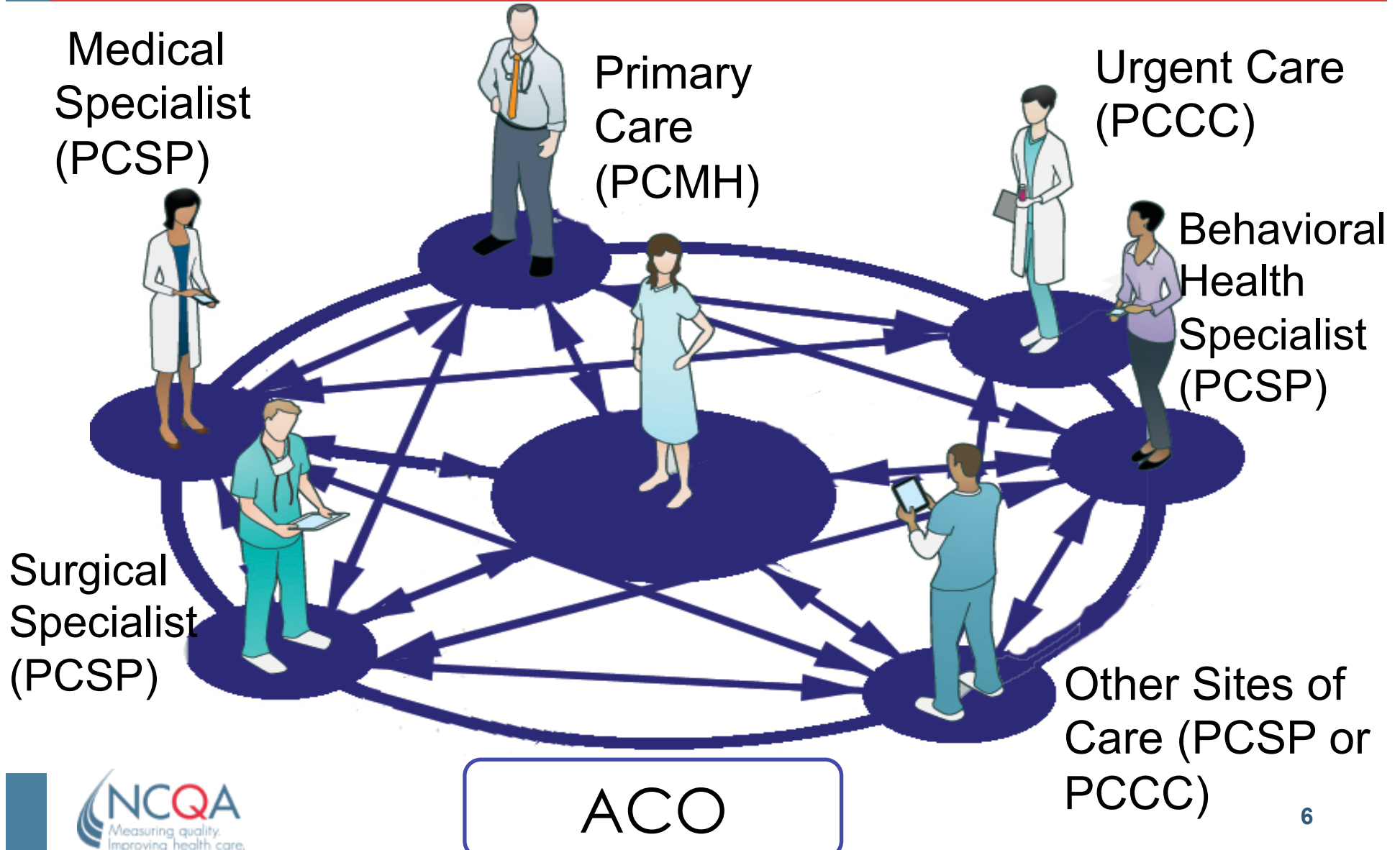
Delivery System Reform and Patient-Centered Medical Home



Strong quality improvement infrastructure needed to be partners in managing care for a patient population

- Increased focus on measurement and accountability in delivery system
- Shift from fee-for-service to value based reimbursement and risk sharing payment models
- Patient Centered Medical Home is leading the charge in delivery system reform.
- Payer PCMH incentive programs are up from 26 in 2009 to over 160 today.

The Medical Neighborhood Care Coordination & Integration



Opportunity: Reduce Fragmentation, Improve Patient Outcomes

Transformation focus beginning to move beyond primary care to other delivery system providers

- Familiarity with needs of the patient population
- Ability to address social determinants of health
- Opportunity to improve access to care, patient education and self management



Building a Quality Improvement (QI) Infrastructure

The QI Cycle

Measure

(Or re-measure to identify improvement)

Analyze

(Or re-analyze to determine if actions worked)

Take action
to change performance

Determine Barriers & opportunities
for improvement

Quantitative Data
What is the performance?

Qualitative Data
Why is performance low/high?

Sustaining a Quality Improvement Culture

Leadership Buy-In

Change Management

Designate time & Resources for QI

“A leader is like a shepherd. He stays behind the flock, letting the most nimble go out ahead, whereupon the others follow, not realizing that all along they are being directed from behind.”

Nelson Mandela

Aim to change behavior

Good data & Information exchange

A Final Thought on Continuous Quality Improvement...



“(Medicine) is an imperfect science, an enterprise of constantly changing knowledge, uncertain information, fallible individuals, and at the same time lives on the line.

Better is possible. It does not take genius. It takes diligence. It takes moral clarity. It takes ingenuity. And above all, it takes a willingness to try.”



Atul Gawande, MD