

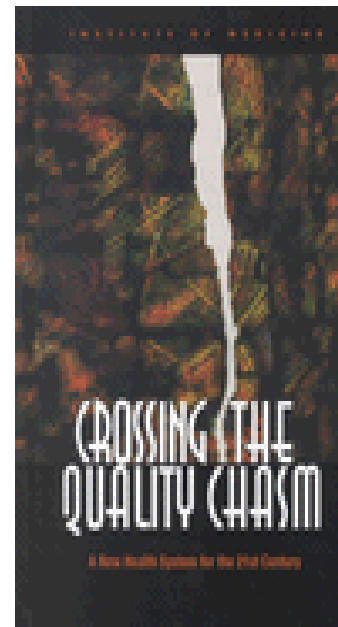


Enhancing Safety and Quality: A Progress Report

**Janet M. Corrigan, PhD
President and CEO
National Quality Forum**



IOM Reports: 1999-2000





Core Messages

The health care system is in need of fundamental reform to improve:

- Safety
- Effectiveness
- Timeliness
- Patient- centeredness
- Efficiency
- Equity



Core Messages

Requires Change at Multiple Levels:

- Environment
- Community
- Health Systems
- Patient/Clinician



Much Progress

- Phase I - Awareness of Quality Gap
 - 1998 – present
- Phase II – Alignment of Environmental Forces
 - 2002 – present
- Phase III – Activation of Communities
 - 2004 – present



Phase I: Awareness of Quality Gap

President's Quality
Commission

IOM Quality
Roundtable

RAND Synthesis of
Quality Evidence

To Err is Human

1995

2000

2005

Crossing the Quality
Chasm

AHRQ Annual Quality
& Disparities Reports

CMWF International
Comparisons

Dartmouth
Quality Studies
PBS Remaking
American Medicine



Phase II:

Alignment of Environmental Forces

Pay-for-Performance - Reward providers for providing safe, effective, efficient care

Public Reporting - Create a marketplace rich in performance information

Health Information Technology – Encourage Investment in EHRs and development of RHINs



Pay-for-Performance

- Pay for what works; Don't pay for what doesn't
- About 200 projects underway
- Metrics – process measures but moving to outcomes



“Bottoms Up” Medicare Reform Strategy – P4P and P4R

Demos, Demos, Demos

- “Community-based” P4P
- “Gain-sharing”
- Hospital Quality
- Physician Group Practice
- Medicare Care Management
- Medicare Health Care Quality
- Medicare Health Support
- Dx Mgmt for Severely, Chronically Ill
- Dx Mgmt for Dual Eligible
- ESRD Dx Mgmt
- Care Mgmt for High Cost Beneficiaries
- Nursing Home P4P

Voluntary Reporting

- Hospitals (P4R)
- Physicians



Transparency: Provider-Level

- Medicare Compare Series
 - Most significant effort
 - Becoming all payer
- State Reporting Programs
 - Serious reportable events
 - Healthcare-acquired infections
- Community-Based Efforts



Health Information Technology

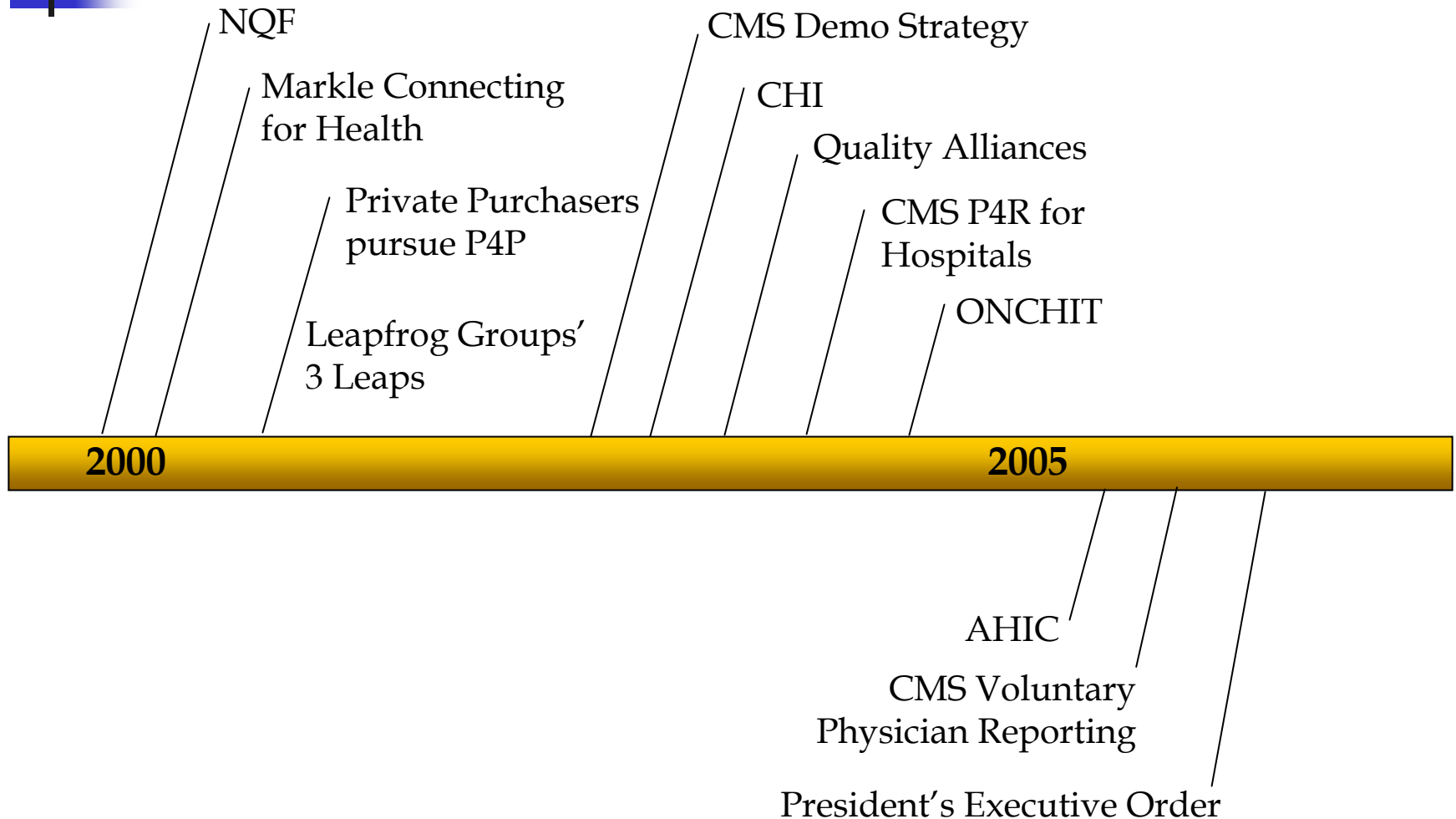
- Markle Foundation Connecting for Health (2001)
- Consolidated Health Informatics (2003)
- ONCHIT (2004)
- America's Health Information Community (2005)



President's Executive Order: Teeth to the Quality Movement

- August 2006
- Gov't programs directed to encourage:
 - Acquisition of interoperable HIT
 - Transparency of Quality & Pricing Info
 - Promote Quality and Efficiency Through P4P

Phase II: Alignment of Environmental Forces





Phase III:

Activation of Communities (2004 -)

“Bottoms Up” Approach to Health Reform: Early Efforts

- CMS Demos and Pilots - P4P
- AHRQ State/Regional Demos – HIT

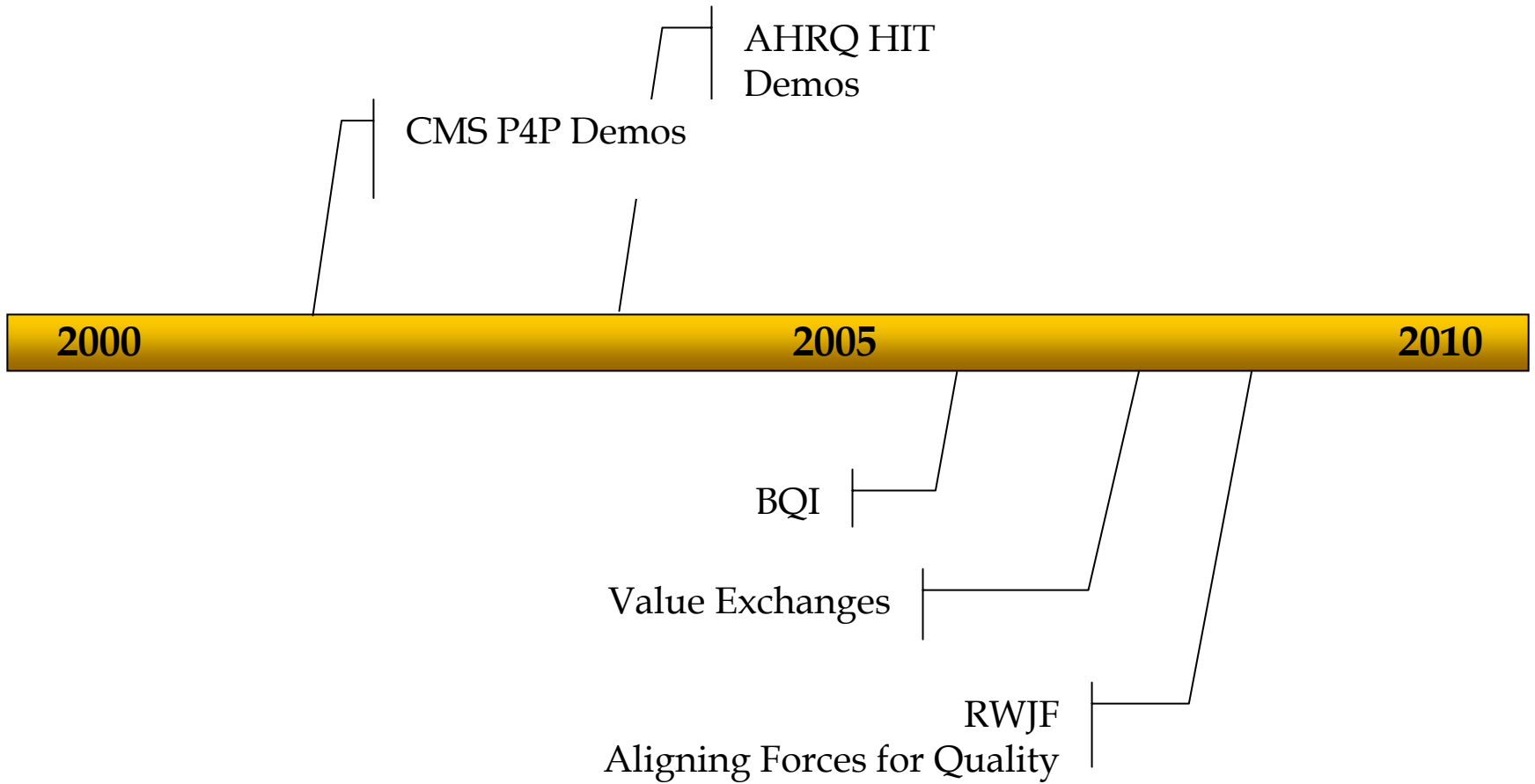


Phase III:

Activation of Communities (2004 -)

- AQA Better Quality Information for Medicare Beneficiaries
- Secretary Levitt's Challenge:
 - From 6 to 60 in 2-years
 - Value Exchanges (VE)
- RWJF Aligning Forces

Phase III: Activating Communities





Opportunities & Challenges

- Evidence and Quality Metrics
 - Evidence-base all too often lacking
 - Metrics highly variable
- Integrated Systems of Care and Multi-Disciplinary Teams
 - Measure Sets for Episodes of Care
 - Longitudinal Efficiency
 - Emphasis on Patients with Multiple Conditions



Opportunities & Challenges

- Focus on Communities
 - Population-wide Initiatives
 - Access and Uninsured Issues
 - Move upstream to address health behaviors
- Health Information Technology
 - EHRs will be critical
 - Must adequately address privacy and confidentiality



Building a 21st Century Health System: Progress Report

1998

2000

2002

2004

2006

PHASE I

Awareness

PHASE II

Alignment

PHASE III

Activation

PHASE IV?

Consumer

Engagement



National Quality Forum
www.qualityforum.org
