



# **CMS Quality Improvement Activities**

*Future of Healthcare in the Insular Areas*

*A Leaders' Summit*

**September 29 – 30, 2008**

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**CMS Region IX Pacific Area Representative**

**San Francisco, Honolulu**

# Topics

- HHS Value Driven Health Care
- Medicare Hospital Compare
- Quality Improvement Organizations
- State Survey Agency  
Survey & Certification Activities
- Stay Informed

# Centers for Medicare & Medicaid Services (CMS)

- Administer the Medicare, Medicaid & State Childrens Health Insurance programs
- Represent about 33% of the health insurance market
- CMS programs - 19.5% of the Federal budget spending; \$517.3B in 2006
- Monitor the health and safety of the providers that serve Medicare and Medicaid beneficiaries

# Four Cornerstones to Value Driven Health Care

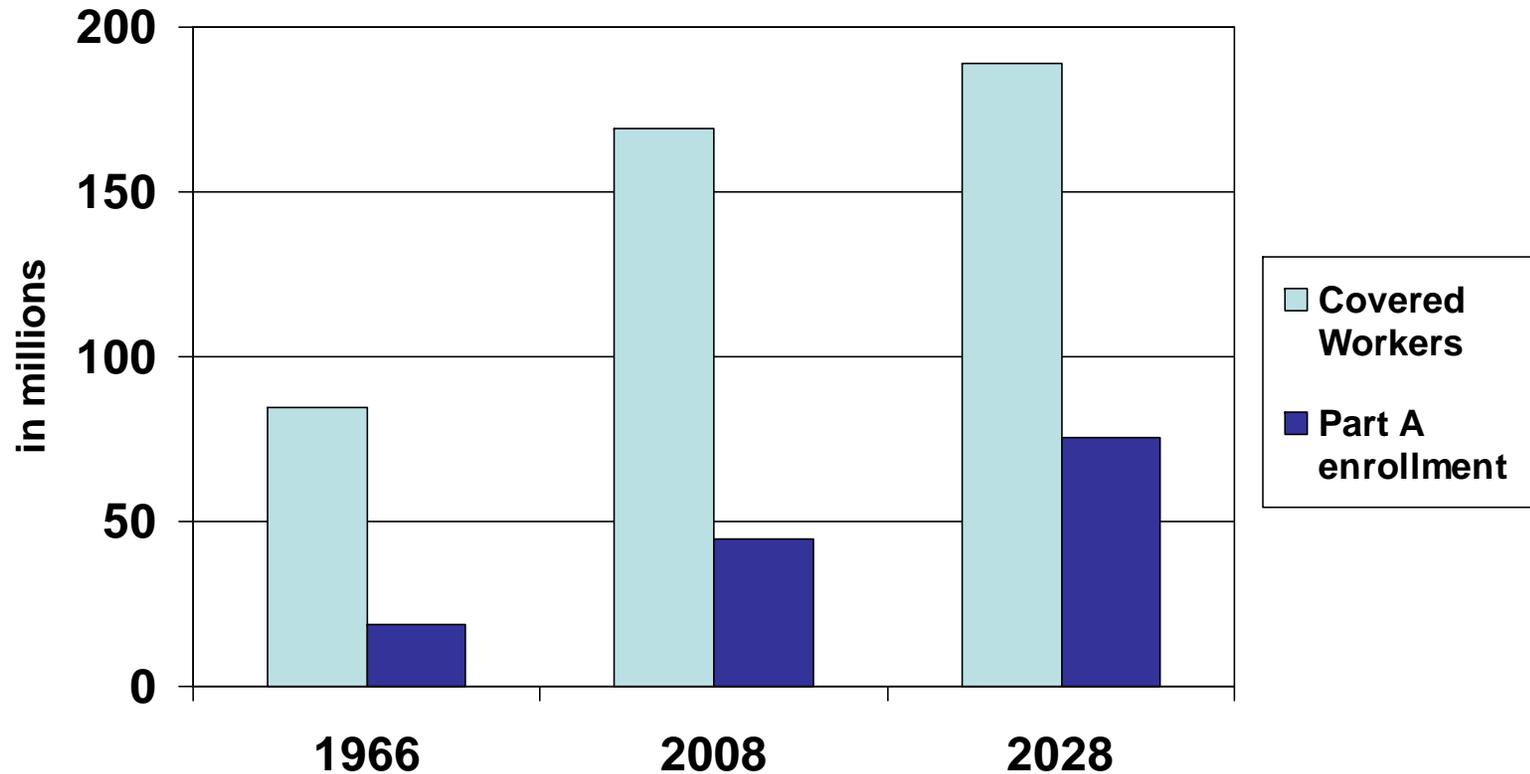
- I. Interoperable Health Information Technology  
(*Health IT Standards*)
- II. Measure and Publish Quality Information  
(*Quality Standards*)
- III. Measure and Publish Price Information  
(*Price Standards*)
- IV. Promote Quality and Efficiency of Care  
(*Incentives*)

# Why Value Based Purchasing?

- Medicare Solvency and Beneficiary Impact
  - Expenditures up from \$219 billion in 2000 to a projected \$486 billion in 2009
  - Part A Trust Fund
    - Excess of expenditures over tax income in 2007
    - Projected to be depleted by 2019
  - Part B Trust Fund
    - Expenditures increasing 11% per year over the last 6 years
  - Medicare premiums, deductibles, and cost-sharing are projected to consume 28% of the average beneficiaries' Social Security check in 2010

# Workers per Medicare Beneficiary

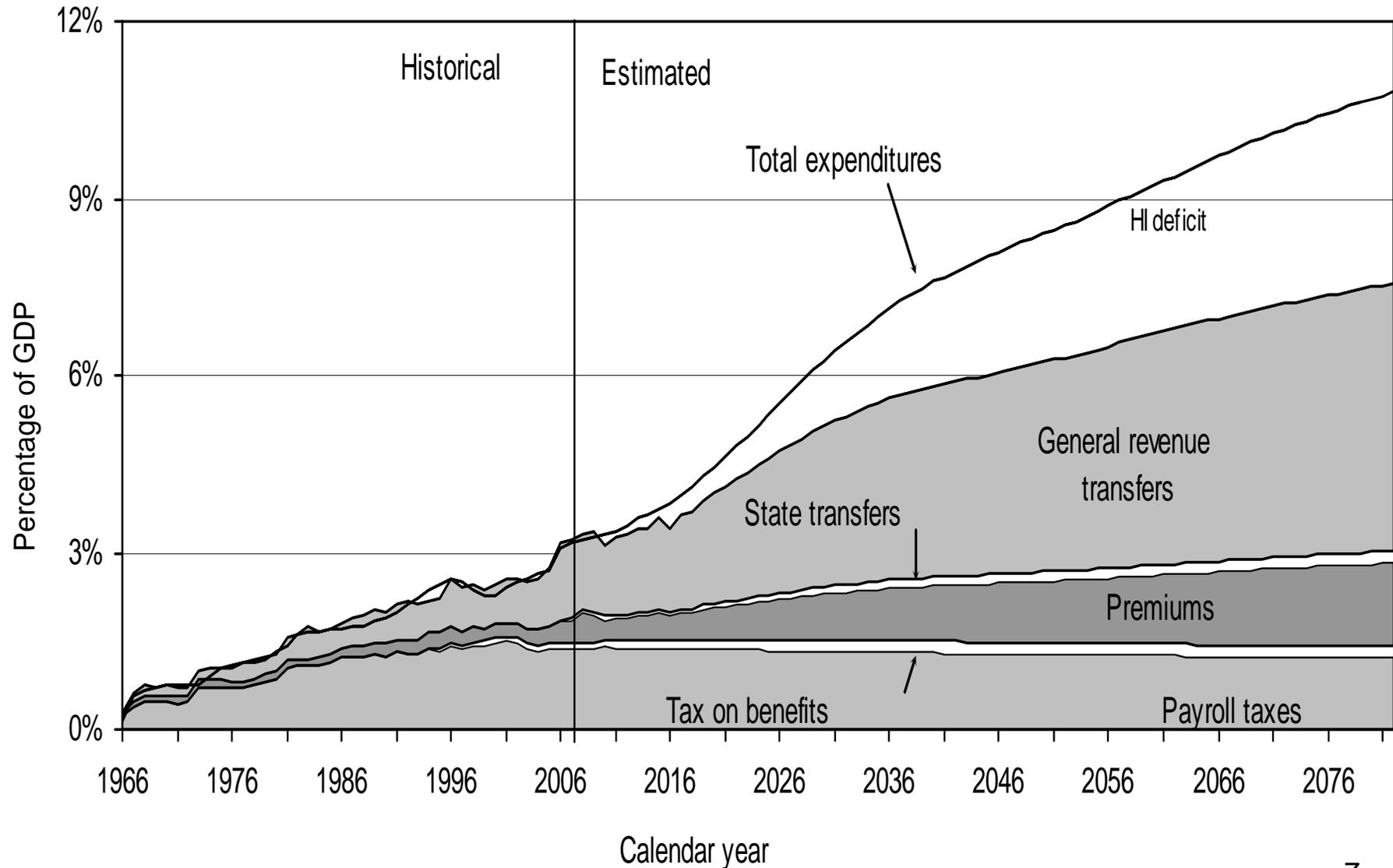
*Selected Years*



<b>Worker to Beneficiary Ratio</b>	<b>4.46</b>	<b>3.39</b>	<b>2.49</b>
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Source: OACT CMS and SSA

# Under Current Law, Medicare Will Place An Unprecedented Strain on the Federal Budget



Source: 2008 Trustees Report



# Medicare Hospital Compare

# Hospital Compare

- CMS is posting volume and cost information which is a part of the **Four Cornerstones**- to measure and publish quality and price information.
- The information on Hospital Compare provides a general overview of hospitals' performance and Medicare payment. Anyone considering where to get hospital care can compare hospitals using this information.
- According to the American Hospital Association's 2006 annual survey, there are 5,747 hospitals in the U.S. As of August 2008, information on 4,486 hospitals could be viewed on Hospital Compare based on both HCAHPS and clinical measure data.

# [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

Find

About

Data Details

Resources

## Find and Compare Hospitals

Welcome to Hospital Compare. This tool provides you with information on how well the hospitals care for all their adult patients with certain [medical conditions or surgical procedures](#). This information will help you compare the quality of care hospitals provide. Talk to your doctor about this information to help you, your family and your friends make your best hospital care decisions.

Hospital Compare was created through the efforts of the Centers for Medicare & Medicaid Services (CMS), the Department of Health and Human Services, and other members of the [Hospital Quality Alliance: Improving Care Through Information \(HQA\)](#). The information on this website has been provided primarily by hospitals that have agreed to submit quality information for Hospital Compare to make public.

Find and Compare Hospitals

## General Information

### [Hospital Checklist:](#)

Be prepared. Here are some important questions for you to consider before you or your loved one goes to the hospital.

### [Your Rights as a Hospital Patient:](#)

Know your Medicare rights.

### [Note to Hospitals:](#)

[Who to contact if the information about your hospital's characteristics is incorrect](#)

## Overview

- **Hospital Process of Care Measures:**  
See how often a hospital gives recommended treatments for certain conditions or procedures.  
[Learn More](#)
- **Hospital Outcome of Care Measures:**  
See the results of care or treatment for certain conditions or procedures.  
[Learn More](#)
- **Survey of Patients' Hospital Experiences:**  
See what hospital patients say about the care they received during a recent hospital stay.  
[Learn More](#)
- **Medicare Payment and Volume:**  
See how much Medicare paid hospitals on average for certain conditions or procedures. You can see the number of Medicare patients treated for certain conditions.  
[Learn More](#)

# [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

**Hospital Compare** - A quality tool for adults, including people with Medicare

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▶ [Welcome](#) > [Search for a Hospital](#)

## Step 1: Search for a Hospital

### Search By Specific Conditions Or Procedures

Search for hospital information based on specific medical conditions or surgical procedures.

The search provides information on the following:

- Hospital Process of Care Measures
- Hospital Outcome of Care Measures (where available)
- Survey of Patients' Hospital Experiences
- Medicare Payment and Volume for Selected Medical Conditions or Surgical Procedures

Begin Search

OR

### General Search

Search for hospital information in your area, or across the nation.

The search provides information on the following:

- Hospital Process of Care Measures (including Children's Asthma Care Measures)
- Hospital Outcome of Care Measures (where available)
- Survey of Patients' Hospital Experiences

Begin Search

[+ Show](#) **New!** [Click here to show the result\(s\) in a map](#)

Choose up to 3 hospitals to  
Sort Table By :

	Hospital Information Name, Address, Telephone, Type of Hospital and Distance	Provides Emergency Services	Hospital Quality Information		
			Hospital Process of Care Measures  [ What is This? ]	Hospital Outcome of Care Measures  [ What is This? ]	Survey of Patients' Hospital Experiences <sup>a</sup>  [ What is This? ]
<input type="checkbox"/>	<b>STRAUB CLINIC AND HOSPITAL</b> 888 SO KING STREET HONOLULU, HI 96813 (808) 522-4000  Distance: 2.5 miles <a href="#">Acute Care</a> <a href="#">Mapping &amp; Directions</a>	Yes	Available	Available	Not Available
<input type="checkbox"/>	<b>QUEENS MEDICAL CENTER</b> 1301 PUNCHBOWL ST HONOLULU, HI 96813 (808) 538-9011  Distance: 2.92 miles <a href="#">Acute Care</a> <a href="#">Mapping &amp; Directions</a>	Yes	Available	Available	Not Available
<input checked="" type="checkbox"/>	<b>KUAKINI MEDICAL CENTER</b> 347 NORTH KUAKINI STREET HONOLULU, HI 96817 (808) 536-2236  Distance: 3.83 miles <a href="#">Acute Care</a> <a href="#">Mapping &amp; Directions</a>	Yes	Available	Available	Available
<input checked="" type="checkbox"/>	<b>HAWAII MEDICAL CENTER EAST</b> 2230 LILIHA STREET HONOLULU, HI 96817 (808) 547-6011  Distance: 4.04 miles <a href="#">Acute Care</a> <a href="#">Mapping &amp; Directions</a>	Yes	Available	Available	Available
<input checked="" type="checkbox"/>	<b>KAISER FOUNDATION HOSPITAL</b> 3288 MOANALUA RD HONOLULU, HI 96819 (808) 432-0000  Distance: 8.78 miles <a href="#">Acute Care</a> <a href="#">Mapping &amp; Directions</a>	Yes	Available	Available	Available

Below are the hospital(s) you selected with their related information.

Selected Hospitals			
<b>HAWAII MEDICAL CENTER EAST</b> 2230 LILIHA STREET HONOLULU, HI 96817 (808) 547-6011  <a href="#" style="color: white; text-decoration: none;">Acute Care Mapping &amp; Directions</a>	<b>KAISER FOUNDATION HOSPITAL</b> 3288 MOANALUA RD HONOLULU, HI 96819 (808) 432-0000  <a href="#" style="color: white; text-decoration: none;">Acute Care Mapping &amp; Directions</a>	<b>KUAKINI MEDICAL CENTER</b> 347 NORTH KUAKINI STREET HONOLULU, HI 96817 (808) 536-2236  <a href="#" style="color: white; text-decoration: none;">Acute Care Mapping &amp; Directions</a>	

Hospital Process of Care Measures [ [What is This?](#) ] [Back to Top](#)

Surgical Care Improvement / Surgical Infections Prevention Process of Care Measures

Hospitals can reduce the risk of wound infection after surgery by making sure patients get the right medicines at the right time on the day of their surgery. These measures show some of the standards of care. [Click here](#) to learn more about how to prevent wound infection.

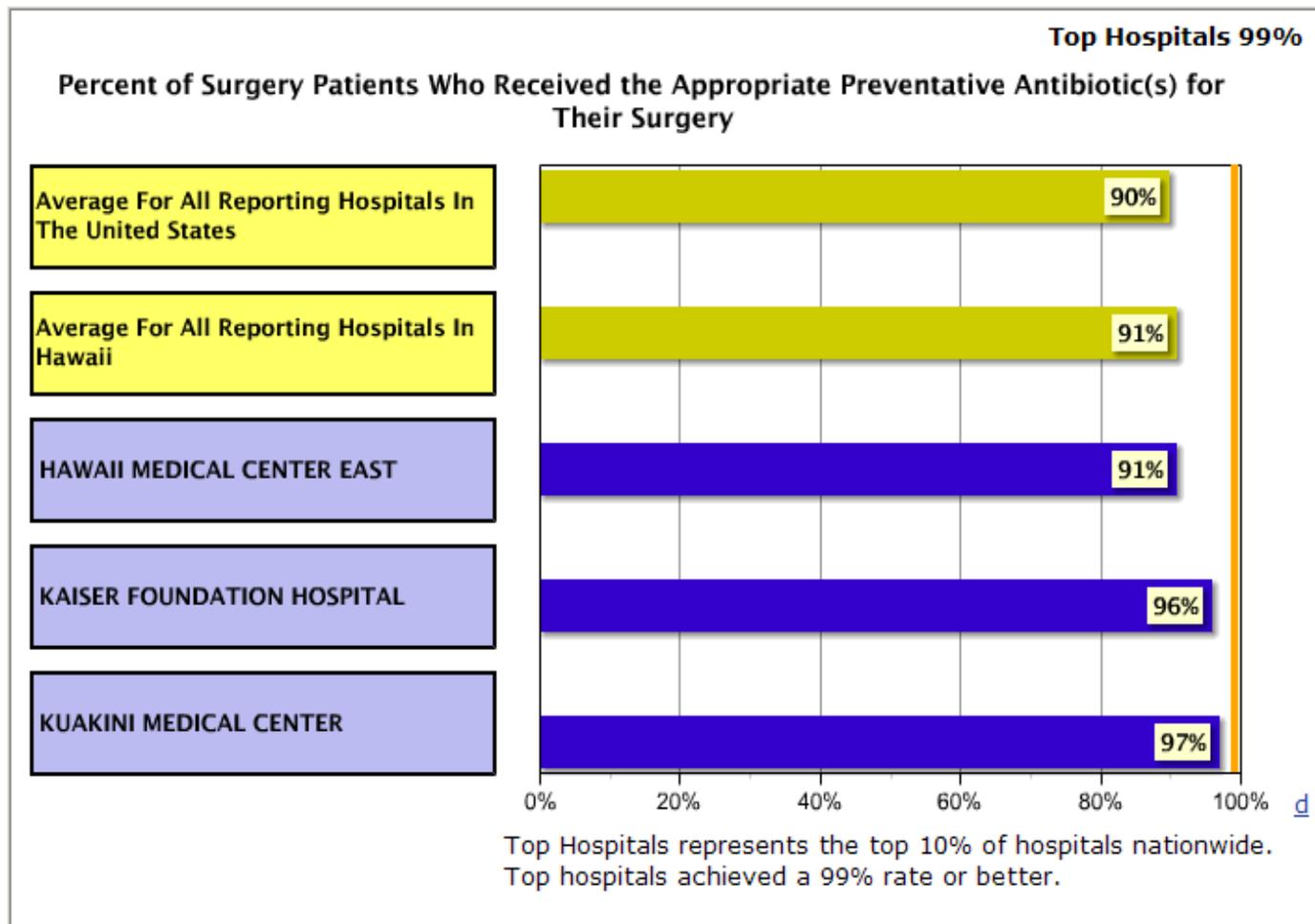
Check the boxes next to the topics for which you would like to view correlating graphs or tables.

<input type="checkbox"/> Select All	<input type="button" value="Reset Checkboxes"/>	<input type="button" value="View Graphs"/>			<input type="button" value="View Table"/>
<input type="checkbox"/> Percent of Surgery Patients Who Received Preventative Antibiotic(s) One Hour Before Incision	89% of 208 patients <sup>2</sup>	85% of 600 patients <sup>2</sup>	95% of 258 patients <sup>2</sup>		
<input type="checkbox"/> Percent of Surgery Patients Who Received the Appropriate Preventative Antibiotic(s) for Their Surgery	91% of 220 patients <sup>2</sup>	96% of 607 patients <sup>2</sup>	97% of 263 patients <sup>2</sup>		
<input type="checkbox"/> Percent of Surgery Patients Whose Preventative Antibiotic(s) are Stopped Within 24 hours After Surgery	76% of 190 patients <sup>2</sup>	70% of 568 patients <sup>2</sup>	65% of 247 patients <sup>2</sup>		
<input type="checkbox"/> Percent of Surgery Patients Whose <b>Doctors Ordered Treatments</b> to Prevent Blood Clots (Venous Thromboembolism) For Certain Types of Surgeries	76% of 119 patients <sup>2</sup>	86% of 426 patients <sup>2</sup>	76% of 155 patients <sup>2</sup>		
<input type="checkbox"/> Percent of Surgery <b>Patients Who Received Treatment</b> To Prevent Blood Clots Within 24 Hours Before or After Selected Surgeries to Prevent Blood Clots	67% of 119 patients <sup>2</sup>	84% of 426 patients <sup>2</sup>	50% of 155 patients <sup>2</sup>		
<input type="checkbox"/> Select All	<input type="button" value="Reset Checkboxes"/>	<input type="button" value="View Graphs"/>			<input type="button" value="View Table"/>

<sup>2</sup> Measure reflects the hospital's indication that its submission was based on a sample of its relevant discharges.

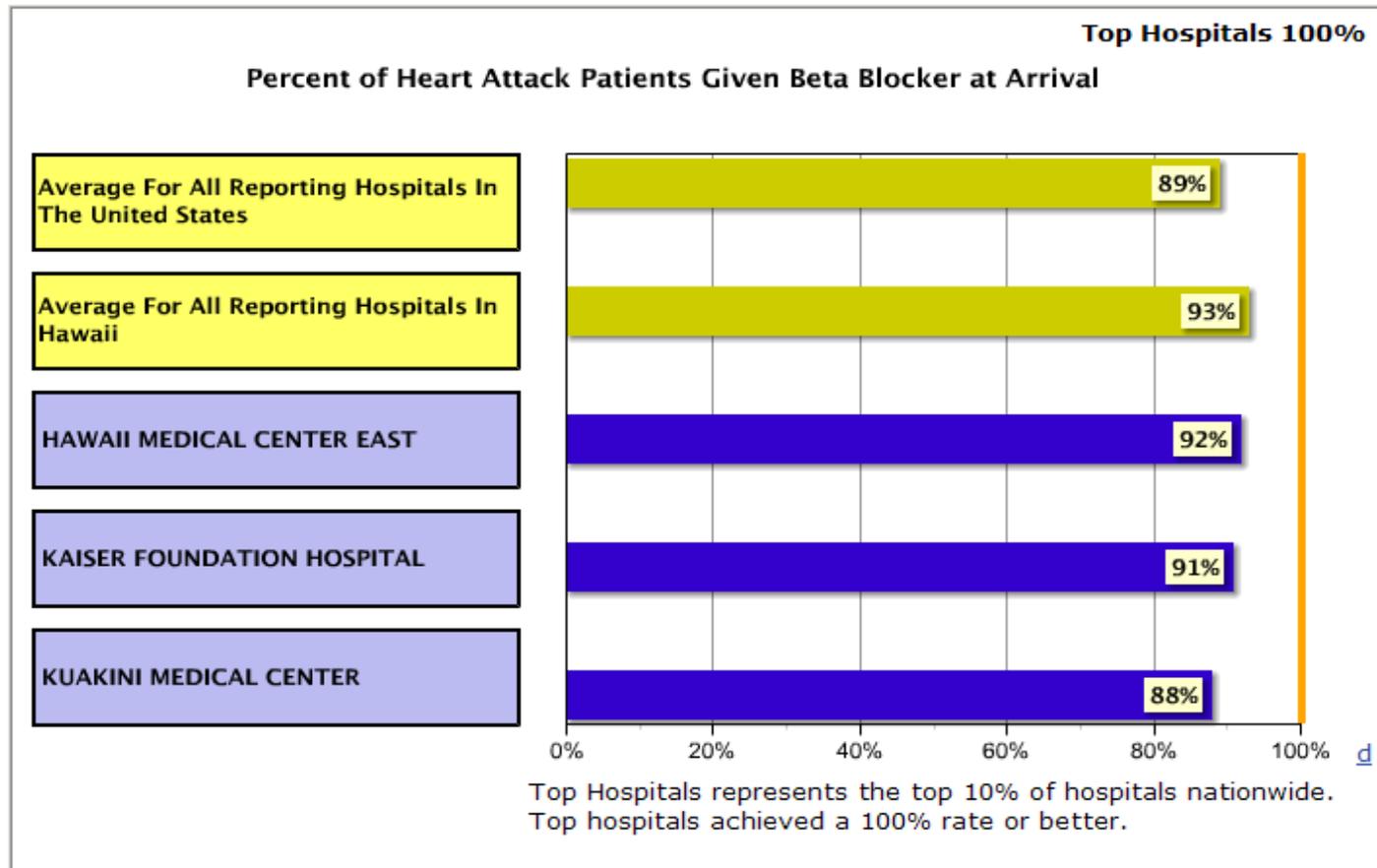
# Sample Graph 1: Percent of Surgery Patients Who Received Preventative Antibiotic(s) One Hour Before Incision

The rates displayed in this graph are from data reported for discharges October 2006 through September 2007.



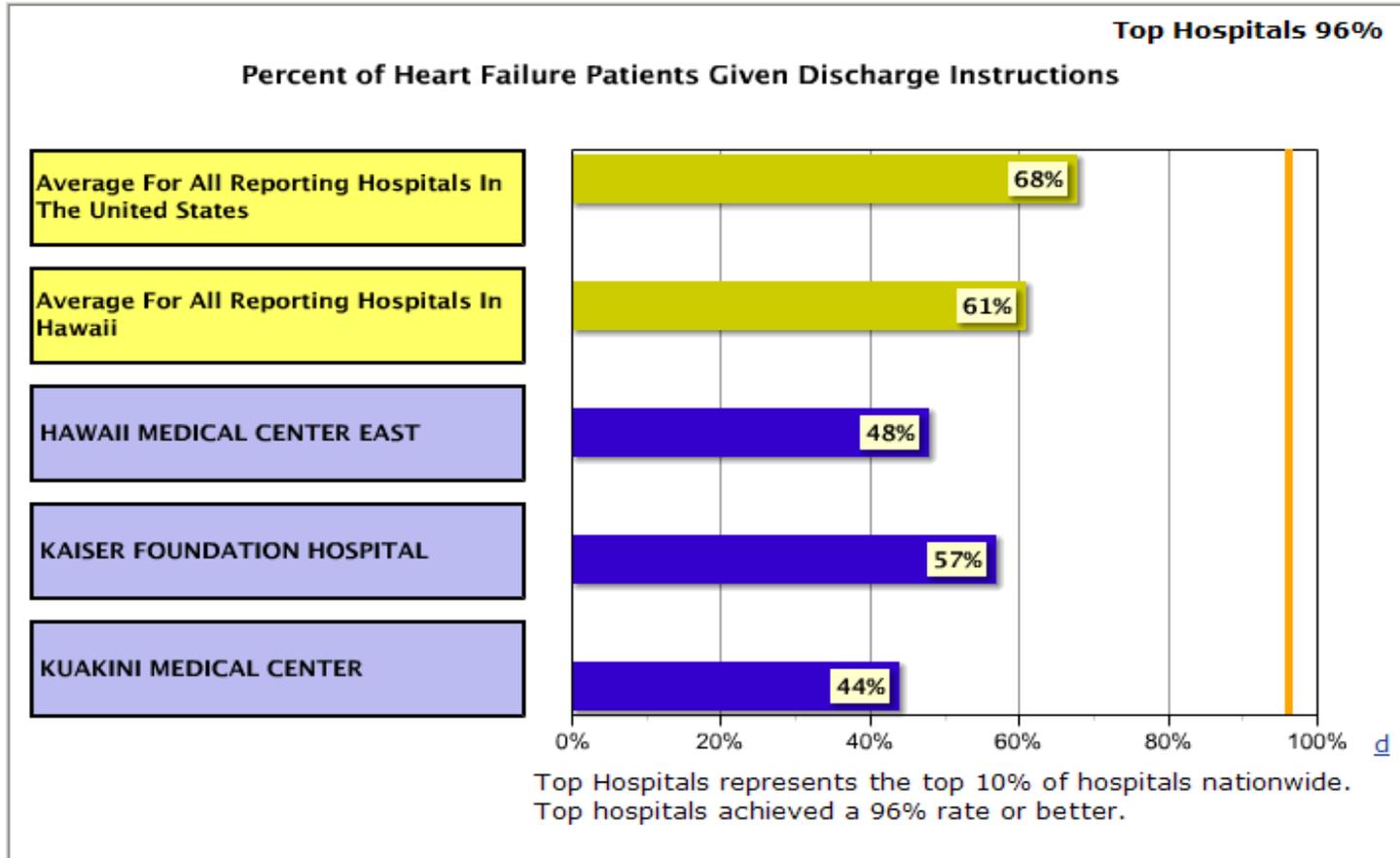
# Sample Graph 2: Percent of Heart Attack Patients Given Beta Blocker at Arrival

The rates displayed in this graph are from data reported for discharges October 2006 through September 2007.



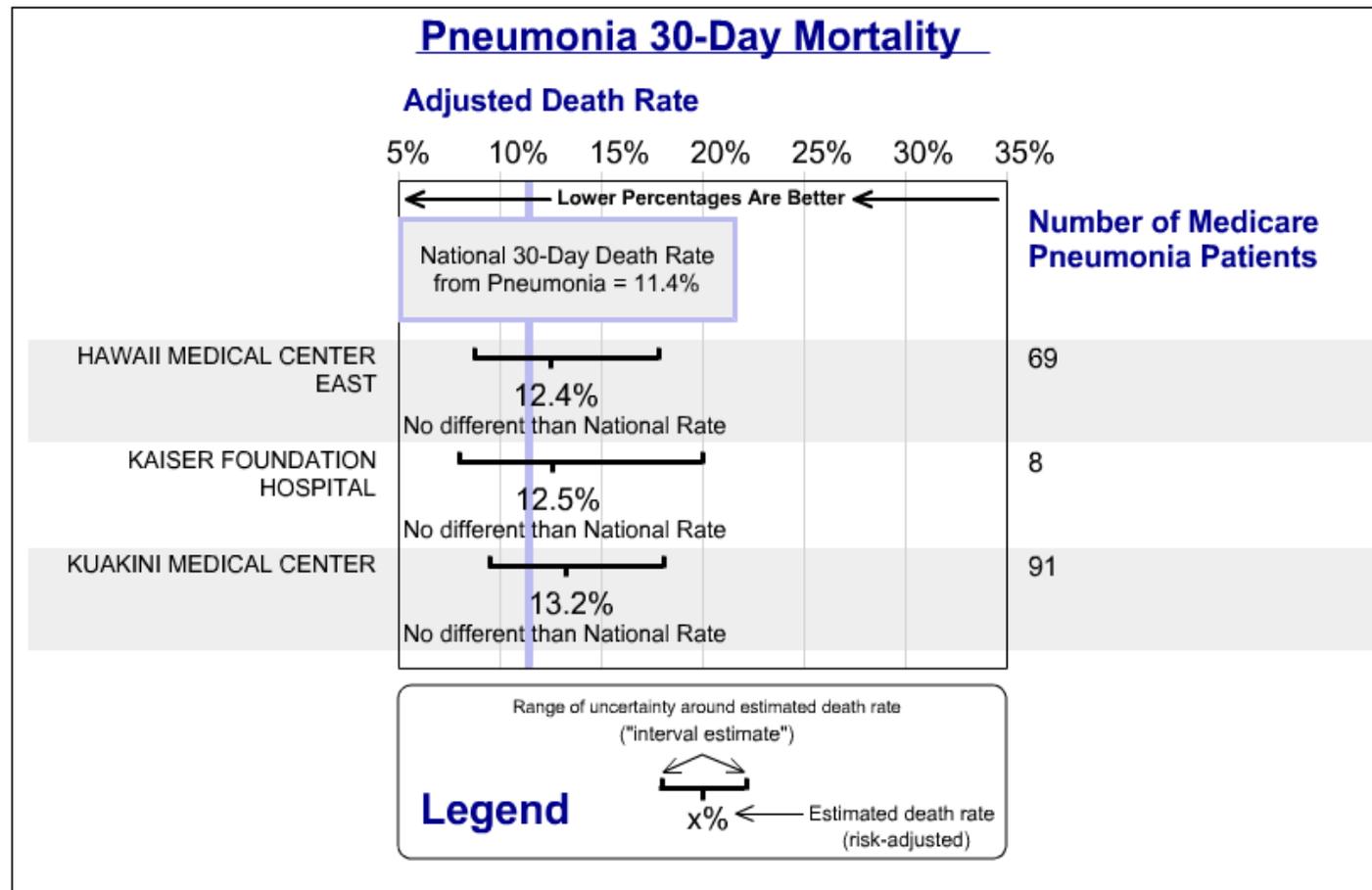
# Sample Graph 3: Percent of Heart Failure Patients Given Discharge Instructions

The rates displayed in this graph are from data reported for discharges October 2006 through September 2007.



# Sample Graph 4: Pneumonia 30-Day Mortality

These percentages were calculated from Medicare data on patients discharged between July 2006 and June 2007. They do not include people in Medicare Advantage (managed care) plans or people who do not have Medicare.





# Quality Improvement Organizations

# Quality Improvement Organization (QIO)

- Mountain Pacific Quality Health Foundation here in Honolulu
- QIO is a group of practicing doctors and other health care professionals paid by CMS to monitor the quality of care
- Involvement in QI activities, quality measure reporting with hospitals, NFs, HHAs and physicians
- Handle Medicare beneficiary quality of care complaints
- Example @ LBJ Tropical Medical Center
- Example @ 2 HHAs in Saipan, CNMI



# ESRD Network 17

- Western Pacific Renal Network in CA
- Contracted with CMS to improve the quality and safety of dialysis related services provided for individuals with ESRD
- Improve the independence, quality of life, and rehabilitation of individuals through transplantation, use of self-care modalities (e.g., PD, home hemodialysis), and in-center self-care
- Handle patient's complaints and grievances.
- Collaboration with providers to ensure achievement of the goals
- Improve the collection, reliability, timeliness, and use of data to measure processes of care and outcomes; maintain Patient Registry



# State Survey Agency Survey & Certification Activities

# State Survey Agency Survey & Certification Activities

- Hawaii Department of Health, Office of Healthcare Assurance
- Non-accredited hospitals are surveyed every 3 years
- Reviewed to ensure the facilities meet Medicare conditions of participation (COP). Different provider types have different time frames and COPs/standards
- Survey data used in Medicare.gov Nursing Home Compare and other comparison tools
- Technical assistance to providers provided through plan of corrections, re-survey process and Federal comparative surveys

# Stay Informed- Resources

- CMS <http://www.cms.hhs.gov>
- People with Medicare and public <http://www.medicare.gov>
- Hospital Compare <http://www.hospitalcompare.hha.gov>
- State Survey Agency <http://hawaii.gov/health/elder-care/health-assurance/medicare-facilities/index.html>
- Mountain Pacific Quality Health Foundation QIO <http://www.mpqhf.org>
- ESRD Network 17 <http://www.esrdnet17.org>



# Stay Informed- Region IX Stakeholder Call

- Every 3<sup>rd</sup> Thursday of the month, 2-3pm PST
- Next call October 16, 2008 at 2 pm PST.
- Toll Free: 888-452-0273
- Pass Code: Stakeholder Call
- Leader: David Sajen
- Register for “CMS Region IX Stakeholder” ListServ for notification and details about calls, please contact: [nicole.lockey@cms.hhs.gov](mailto:nicole.lockey@cms.hhs.gov)

***Mahalo!***

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