CMS Quality Improvement Activities

Future of Healthcare in the Insular Areas

A Leaders’ Summit

September 29 – 30, 2008

Mary Rydell

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Covered Workers (in millions)</th>
<th>Part A Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1966</td>
<td>69</td>
<td>23.2</td>
</tr>
<tr>
<td>2008</td>
<td>174</td>
<td>80</td>
</tr>
<tr>
<td>2028</td>
<td>240</td>
<td>120</td>
</tr>
</tbody>
</table>

Worker to Beneficiary Ratio

- 1966: 4.46
- 2008: 3.39
- 2028: 2.49

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
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.
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.

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

**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
www.hospitalcompare.hhs.gov

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

Find | About | Data Details | Resources

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
<table>
<thead>
<tr>
<th>Hospital Information</th>
<th>Provides Emergency Services</th>
<th>Hospital Process of Care Measures</th>
<th>Hospital Outcome of Care Measures</th>
<th>Survey of Patients' Hospital Experiences</th>
</tr>
</thead>
<tbody>
<tr>
<td>STRAUB CLINIC AND HOSPITAL</td>
<td>Yes</td>
<td>Available</td>
<td>Available</td>
<td>Not Available</td>
</tr>
<tr>
<td>QUEENS MEDICAL CENTER</td>
<td>Yes</td>
<td>Available</td>
<td>Available</td>
<td>Not Available</td>
</tr>
<tr>
<td>KUAKINI MEDICAL CENTER</td>
<td>Yes</td>
<td>Available</td>
<td>Available</td>
<td>Available</td>
</tr>
<tr>
<td>HAWAII MEDICAL CENTER EAST</td>
<td>Yes</td>
<td>Available</td>
<td>Available</td>
<td>Available</td>
</tr>
<tr>
<td>KAISER FOUNDATION HOSPITAL</td>
<td>Yes</td>
<td>Available</td>
<td>Available</td>
<td>Available</td>
</tr>
</tbody>
</table>
Below are the hospital(s) you selected with their related information.

<table>
<thead>
<tr>
<th>Selected Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAWAII MEDICAL CENTER EAST</td>
</tr>
<tr>
<td>2230 Ulina Street</td>
</tr>
<tr>
<td>Honolulu, HI 96817</td>
</tr>
<tr>
<td>(808) 547-6011</td>
</tr>
<tr>
<td>Acute Care Mapping &amp; Directions</td>
</tr>
<tr>
<td>KAISER FOUNDATION HOSPITAL</td>
</tr>
<tr>
<td>3288 Moanalua Rd</td>
</tr>
<tr>
<td>Honolulu, HI 96819</td>
</tr>
<tr>
<td>(808) 432-0000</td>
</tr>
<tr>
<td>Acute Care Mapping &amp; Directions</td>
</tr>
<tr>
<td>KUAKINI MEDICAL CENTER</td>
</tr>
<tr>
<td>347 North Kuakini Street</td>
</tr>
<tr>
<td>Honolulu, HI 96817</td>
</tr>
<tr>
<td>(808) 536-2236</td>
</tr>
<tr>
<td>Acute Care Mapping &amp; Directions</td>
</tr>
</tbody>
</table>

**Hospital 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.

<table>
<thead>
<tr>
<th>Topic</th>
<th>HAWAII MEDICAL CENTER EAST</th>
<th>KAISER FOUNDATION HOSPITAL</th>
<th>KUAKINI MEDICAL CENTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of Surgery Patients Who Received Preventative Antibiotic(s) One Hour Before Incision</td>
<td>89% of 208 patients²</td>
<td>85% of 600 patients²</td>
<td>95% of 258 patients²</td>
</tr>
<tr>
<td>Percent of Surgery Patients Who Received the Appropriate Preventative Antibiotic(s) for Their Surgery</td>
<td>91% of 220 patients²</td>
<td>96% of 507 patients²</td>
<td>97% of 253 patients²</td>
</tr>
<tr>
<td>Percent of Surgery Patients Whose Preventative Antibiotic(s) are Stopped Within 24 hours After Surgery</td>
<td>76% of 190 patients²</td>
<td>70% of 568 patients²</td>
<td>65% of 247 patients²</td>
</tr>
<tr>
<td>Percent of Surgery Patients Whose Doctors Ordered Treatments to Prevent Blood Clots (Venous Thromboembolism) For Certain Types of Surgeries</td>
<td>76% of 119 patients²</td>
<td>86% of 426 patients²</td>
<td>76% of 155 patients²</td>
</tr>
<tr>
<td>Percent of Surgery Patients Who Received Treatment To Prevent Blood Clots Within 24 Hours Before or After Selected Surgeries to Prevent Blood Clots</td>
<td>67% of 119 patients²</td>
<td>84% of 426 patients²</td>
<td>50% of 155 patients²</td>
</tr>
</tbody>
</table>

² 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.

Top Hospitals 99%

Percent of Surgery Patients Who Received the Appropriate Preventative Antibiotic(s) for Their Surgery

- Average For All Reporting Hospitals In The United States: 90%
- Average For All Reporting Hospitals In Hawaii: 91%
- HAWAII MEDICAL CENTER EAST: 91%
- KAISER FOUNDATION HOSPITAL: 96%
- KUAKINI MEDICAL CENTER: 97%

Top Hospitals represents the top 10% of hospitals nationwide. Top hospitals achieved a 99% rate or better.
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.

Top Hospitals 100%

Percent of Heart Attack Patients Given Beta Blocker at Arrival

- Average For All Reporting Hospitals In The United States: 89%
- Average For All Reporting Hospitals In Hawaii: 93%
- HAWAII MEDICAL CENTER EAST: 92%
- KAISER FOUNDATION HOSPITAL: 91%
- KUAKINI MEDICAL CENTER: 88%

Top Hospitals represents the top 10% of hospitals nationwide. Top hospitals achieved a 100% rate or better.
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.

Percent of Heart Failure Patients Given Discharge Instructions

- Average For All Reporting Hospitals In The United States: 68%
- Average For All Reporting Hospitals In Hawaii: 61%
- HAWAII MEDICAL CENTER EAST: 48%
- KAISER FOUNDATION HOSPITAL: 57%
- KUAKINI MEDICAL CENTER: 44%

Top Hospitals 96%

Top Hospitals represents the top 10% of hospitals nationwide. Top hospitals achieved a 96% rate or better.
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.

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Adjusted Death Rate</th>
<th>Number of Medicare Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAWAII MEDICAL CENTER EAST</td>
<td>12.4%</td>
<td>69</td>
</tr>
<tr>
<td>KAISER FOUNDATION HOSPITAL</td>
<td>12.5%</td>
<td>8</td>
</tr>
<tr>
<td>KUAKINI MEDICAL CENTER</td>
<td>13.2%</td>
<td>91</td>
</tr>
</tbody>
</table>

Legend:
- Lower Percentages Are Better
- National 30-Day Death Rate from Pneumonia = 11.4%
- Ranges of uncertainty around estimated death rate ("interval estimate")
- Estimated death rate (risk-adjusted)
Quality Improvement Organizations
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
- Mountain Pacific Quality Health Foundation QIO
  http://www.mpqhf.org
- ESRD Network 17  http://www.esrdnet17.org
Stay Informed - Region IX Stakeholder Call

- Every 3rd 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 Saßen
- Register for “CMS Region IX Stakeholder” ListServ for notification and details about calls, please contact: nicole.lockey@cms.hhs.gov
Mahalo!

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