Toward “Value” in Healthcare:

A Synopsis of the State of Quality and Cost Measurement
The Quality Drumbeat . . .

- “To Err is Human” (1999)
- Leapfrog Group (2000)
- “Quality Chasm” (2001)
And Its Catalytic Effect

• National
  – President’s Executive Order
  – Robert Wood Johnson “Aligning Forces” Program
  – Value-Driven Healthcare Initiative

• State
  – Wisconsin Collaborative for Healthcare Quality
  – CheckPoint
  – PricePoint
  – Wisconsin Health Information Organization
President’s Executive Order
August, 2006

• Promote the adoption of standard measures of quality
• Promote the adoption of standard measures of price
• Promote the adoption of inter-operable information technology
• Adopt rewards/incentives for superior value
Applying Federalism to Health Care

Value: “Federal ‘Charter’, Local Implementation”

- Community Leader for Value-Driven Healthcare (CL)
- Value Exchange (VE)
- Better Quality Information for Medicare Beneficiaries (BQIMB)
RWJ “Aligning Forces” and “Regional Quality Strategy”

• Aligning Forces
  – 14 Communities
  – Three (3) Main Objectives
    • Ambulatory Performance Measurement/Reporting
    • Quality Improvement
    • “Consumer Engagement”

• Regional Quality Strategy
  – 14 → 20 Communities
  – Expanded Scope of Activities
    • Acute Care
    • Disparities
    • “Consumer Engagement”
Types of Quality Measures

- **Donabedian**
  - Structure
  - Process
  - Outcome

- **IOM**
  - Safe
  - Timely
  - Efficient
  - Effective
  - Equitable
  - Patient-Centered
MEMBER ORGANIZATIONS

40% of all WI physicians; 50% of WI primary care physicians

- Advanced Healthcare
- Affinity Health System
- Agnesian Healthcare
- Aspirus Wausau Hospital
- Aurora Healthcare
- Bellin Health
- Columbia St. Mary’s
- Dean Health System
- Franciscan-Skemp Healthcare
- Froedtert & Community Health
- Gundersen Lutheran
- Lakeshore Medical Clinic
- Luther Midelfort-Mayo Health System
- Marshfield Clinic
- Medical Associates Health Center
- Medical College of Wisconsin
- Mercy Health System
- Meriter Hospital
- Prevea Health Services
- ProHealth Care
- Hospital Sisters Health System
- St. Joseph’s Hospital
- St. Marys Hospital Medical Center, Madison
- Synergy Health – West Bend Clinic
- ThedaCare
- UW Hospital & Clinics
- UW Medical Foundation
- Wheaton Franciscan Services
Public Reporting at the Physician Group Level

ALL PATIENTS. ALL PAYERS. ALWAYS.

• Chronic Care
  – Diabetes
  • A1c screening
  • A1c control
  • LDL-C screening
  • LDL-C control
  • Nephropathy monitoring
  • High blood pressure
  – Control of uncomplicated essential hypertension

• Preventive Care
  – Breast cancer screening
  – Cervical cancer screening
  – Colorectal cancer screening

• Episodic Care
  – Postpartum follow-up
Welcome to Wisconsin PricePoint

This Web site allows health care consumers to receive basic, facility-specific information about services and charges.

PricePoint provides information about two categories of services. Please select one of the following:

**Inpatient Services:** Services for which the patient is admitted to the hospitals.

**Outpatient Services:** Selected services provided on an outpatient basis, such as outpatient surgery and invasive diagnostic procedures.

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CHECKPoint

You play a key role in making decisions about hospital care. As an active and involved partner in your hospital care, you will need information. That's where CheckPoint comes in. This Web site provides reliable information about the quality and safety of care provided by Wisconsin hospitals.

Reports

CheckPoint gives a snapshot of Wisconsin hospitals' performance in key areas. With this information, you can see how often each hospital provides recommended care for patients with certain conditions or the progress hospitals have made towards national patient safety goals. This information may be used by the public to compare how different hospitals perform and to promote quality improvement efforts within hospitals.

About

Wisconsin hospitals are committed to providing excellence in service, quality and safety of care to our patients. To demonstrate this commitment, Wisconsin hospitals voluntarily collect and report standardized data on CheckPoint. The 128 hospitals reporting to CheckPoint provide care to more than 99 percent of the state's patients. This is guided by the Wis Quality Steering Committee, which includes a diverse group of people interested in improving health care.

Achievements

Wisconsin hospitals are making outstanding progress at improving care in many areas that are reported in CheckPoint. Areas of highest achievement are showcased in this section. In addition, an annual report is available to help track the improvement progress of Wisconsin hospitals at a state level.

PricePoint

HealthReports

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Assessing Wisconsin’s Quality Initiatives

• Strengths
  – Significant Degree Of Provider Leadership - - Physicians And Hospitals
  – Engaged Public/Private Sector Purchasers
  – Impressive Breadth Of Information
    • Price (Charge) Data On Hospitals
    • Process Measures
    • Outcomes (Ambulatory Care)
Assessing Wisconsin’s Quality Initiatives

• Weaknesses
  – Relative Paucity of Outcome Measures
  – Multiple Web Sites May Be Confusing To End Users
  – Degree of “Evaluability”
  – Little Functional Coordination of Resources Or Integration of Measures
Progress . . .

But, Measurement Is In Its Infancy

• Gaps in Measurement Abound
  – “Price”
  – “Efficiency”
  – “Care Coordination”
• Accountable Entities Are Poorly Defined
• Data Availability And Expense of Collection
• Political Opposition - - e.g. Appropriateness
Key Ingredients For Value-Driven Healthcare

• Leadership
• Value Proposition ("Business Case") = Sustainability
• Physician Engagement
• Public-Private Partnerships
Contact the Collaborative

• On the Web – www.wchq.org
• Chris Queram, President and CEO
cqueram@wchq.org

(608) 250-1505 or (608) 250-1223