

Toward “Value” in Healthcare:

A Synopsis of the State of Quality and Cost Measurement



Wisconsin Collaborative
for Healthcare Quality

Christopher Queram
President and CEO
Health Care Purchasing Symposium
October 3, 2007

The Quality Drumbeat . . .

- President's Commission on Consumer Protection and Quality in the Healthcare Industry (1998)
- "To Err is Human" (1999)
- Leapfrog Group (2000)
- "Quality Chasm" (2001)
- McGlynn, NEJM, "The Quality of Healthcare Delivered to Adults in The United States" (2003)



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... 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



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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



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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)



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BQI Pilot Sites

Minnesota Community
Measurement

Wisconsin
Collaborative
for Healthcare
Quality

Indiana Health
Information Exchange

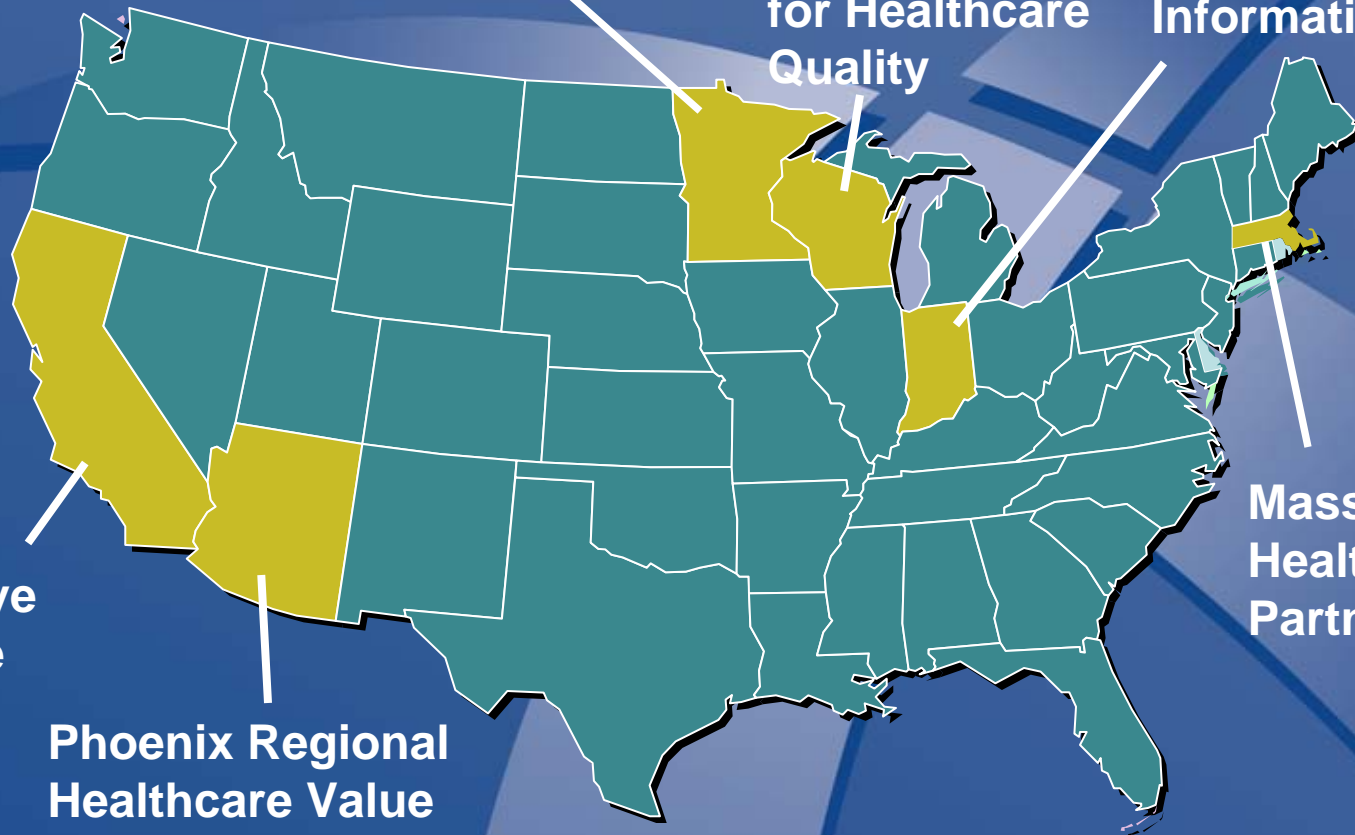
Massachusetts
Health Quality
Partners

California
Cooperative
Healthcare
Reporting
Initiative

Phoenix Regional
Healthcare Value
Measurement Initiative



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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”



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Types of Quality Measures

- Donabedian
 - Structure
 - Process
 - Outcome
- IOM
 - Safe
 - Timely
 - Efficient
 - Effective
 - Equitable
 - Patient-Centered



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www.wchq.org



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View Our Reports

[Home](#) > [Reports](#)

Welcome to our Performance & Progress Report

View Reports by **Provider Type and Region(s)**

TYPE OF PROVIDER

- Physician Group
- Hospital
- Health Plan

All Regions

Central
Fox Valley
North Eastern
North Western
South Eastern
Southern
Western

[View Map of Regions](#)



NEXT

View Reports by **Topic or Category**

AMBULATORY CARE MEASURES

WCHQ Exclusive

[Chronic Care](#) **Updated**

[Episodic Care](#) **NEW**

[Preventive Care](#) **NEW**

POPULATION FOCUS

NEW!

[WCHQ population results](#) **NEW**

CLINICAL TOPIC

[Access](#)

[Critical Care](#)

[Diabetes](#)

[Health Information Technology](#)

[Heart Care](#)

[Patient Satisfaction](#)

[Pneumonia](#)

[Surgery](#)

[Women's Health](#)

INSTITUTE OF MEDICINE CATEGORY*

[Safety](#)

[Timeliness](#)

[Effectiveness](#)

[Efficiency](#) **NEW**

[Patient-Centeredness](#)

*Aims for Improvement



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



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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



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PricePOINT



Wisconsin PricePoint System

Powered by WHA Information Center

5510 Research Park Drive

Madison, WI 53711 - (608) 274-1820

[INPATIENT](#)[OUTPATIENT SERVICES](#)[CONSUMER INFORMATION](#)[ABOUT](#)[CONTACT](#)[WHAIC HOME](#)

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](#)

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

[OUTPATIENT SERVICES](#)

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

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CHECKPoint



Wisconsin Hospitals Accountable for Quality



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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 hospital's 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.



Consumers



Providers



Purchasers



Public Policy Makers



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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)



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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



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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



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Key Ingredients For Value-Driven Healthcare

- Leadership
- Value Proposition (“Business Case”) = Sustainability
- Physician Engagement
- Public-Private Partnerships



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Contact the Collaborative

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