

Perfecting Health Care: A Policy Approach



HCQIP

MEDICARE'S HEALTH CARE QUALITY IMPROVEMENT PROGRAM



Vision

The right care for every person every time.



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What is the right care?

- Safe
- Effective
- Patient-centered
- Timely
- Efficient
- Equitable

-- Institute of Medicine
Crossing the Quality Chasm



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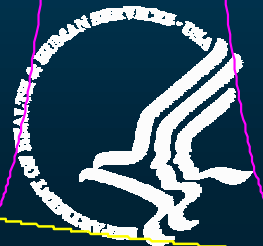


How Are We Doing?



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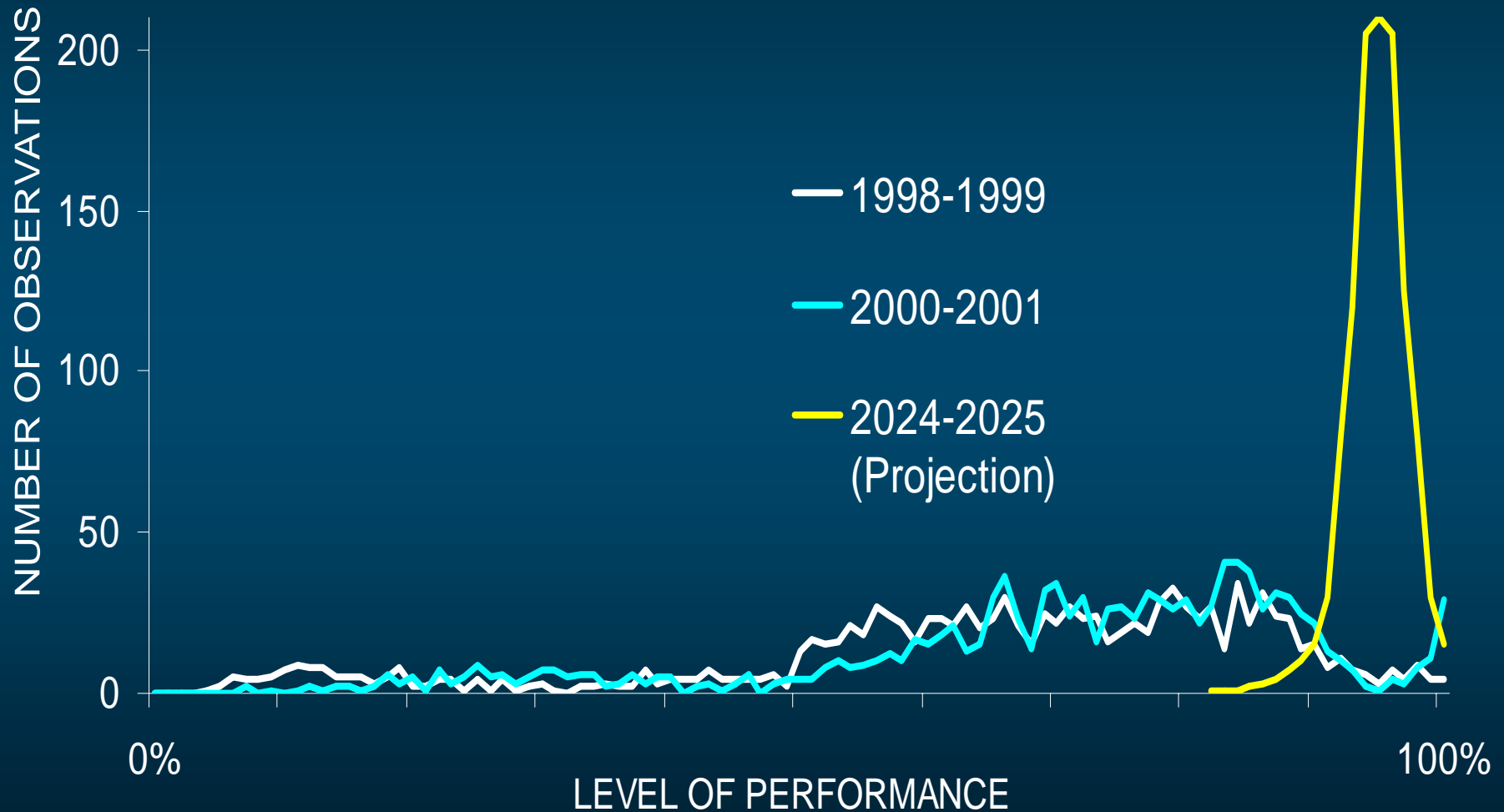


Overall

- All care (McGlynn et al) 54%
- Medicare inpatient and ambulatory (Jencks et al) 72%



Pursuing Perfection: A National Picture for Medicare



Transformational Change

1. We are no longer in the business of helping the system do it better, we are in the business of helping the system do it right.
 2. Doing it right requires transformation of the healthcare system.
- ∴ We must focus on projects where our efforts are likely to be transformational.



Some transformational projects

1. Surgical care improvement partnership
 - imagines an army of stakeholders working effectively together with clear, major goals
2. Office information technology
 - reimagines how doctors' office work is done
3. Mediation
 - reimagines what to do with a complaint
4. Corporate partnerships (nursing homes and dialysis)
 - reimagine government-business relationships

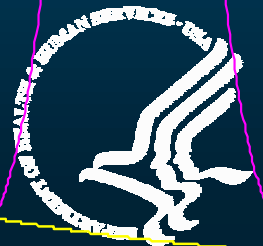


Improvement Strategies

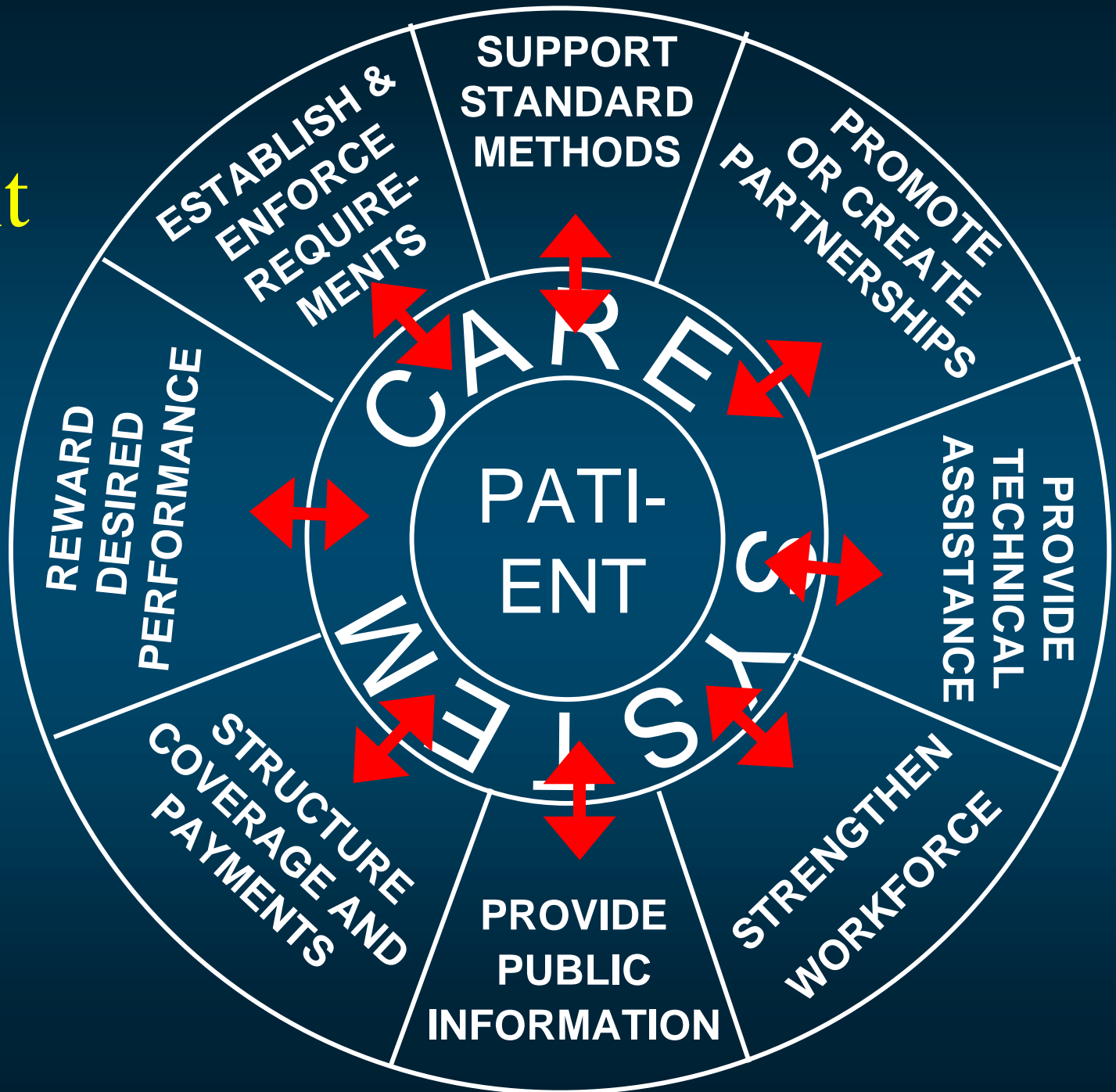


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The Toolkit



Key Strategies

- Change the way we think about performance
- Support and create partnerships
- Promote teamwork
- Defeat secrecy
- Improve information systems
- Balance mindfulness and protocols
- Pay for performance



Paying for Performance

- Payment v. tiering
- Zero sum v. fixed lower thresholds
- Premier
- Chronic care improvement organizations
- DOQ-IT



Reasons for Hope:

- Growing partnerships to support quality and quality improvement
- Widespread and growing acceptance of standardized measurement
- Information systems are finally taking hold

