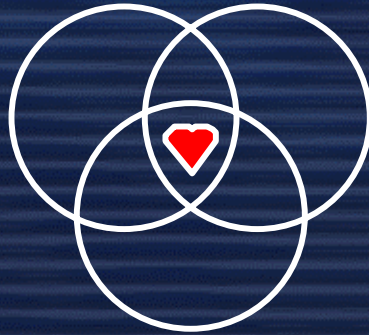


Welcome to: Achieving Transformational Change



A Person Centered Care (PCC) Pilot Collaborative Outcomes Congress

PCC Pilot Collaborative Outcomes Congress:

Achieving Transformational Change

Journey Into the Future

Presented By:

Mary Fermazin, MD, MPA

Health Services Advisory Group (HSAG), Inc.

Vice President, Health Policy & Quality Measurement

CMS Program Vision

**The right care . . .
for every person . . .
every time!**

QIO Framework

Contract Purpose:

- To assist providers in achieving transformational change

QIO Framework

“ . . . so as to accelerate the rate of quality improvement and broaden its impact.”

Past, Current, and Future Nursing Home Projects

Where Have We Been?

(2002 – 2005)

Priority Quality Measures:

- **Chronic Care Pain**
- **Post Acute Care (PAC) Pain**
- **Pressure Ulcers**

**Twenty-one nursing homes in Arizona
intensive group**

What Was Accomplished?

Arizona Statewide Nursing Home Quality Measure Performance

	2 nd Q 2003	2 nd Q 2004	% Relative Change
Pressure Ulcers	8.28%	8.24%	N/A
Chronic Pain	14.78%	9.47%	38%
PAC Pain	33.47%	30.22%	10%

PCC Pilot

(October 2004–July 2005)

- **Twenty-one state pilot collaborative**
- **Eight nursing homes in Arizona**
- **Focus on individual needs of the resident**
- **Three Learning Sessions and Outcomes Congress**
- **Three domains of culture change include . . .**



What's in Store for us?

(2005 – 2008)

Transformational Change

1. We are not 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 health care system.
3. We must focus on projects where our efforts are likely to be transformational.

Steve Jencks, MD, MPH
CMS

Transformational Change

Strategies:

- **Clinical Performance Measurement & Reporting**
- **Process Redesign**
- **Systems Improvement**
- **Organizational Culture Change**

Next Three Years

Priority Quality Measures

- Pressure Ulcers
- Restraints
- Depression
- Chronic Care Pain (optional)

Next Three Years

Organizational Culture Change

- Patient-Centered Care
- ↑ Employee and Resident Satisfaction
- ↓ CNA turnover

Target Setting

Next Three Years

Focus intensive work with two groups

- **Clinical Performance / Culture Change**
- **Process Improvement**

General assistance to statewide group

- **Target Setting**

Recruiting Volunteers (August 2005)

- **Clinical Performance / Culture Change Work Group (30+ NHs)**
- **Process Improvement Work Group (15 NHs)**
- **Providers must *request* QIO assistance to be included in a work group**



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Call for Collaboration: Nursing Home & Home Health Leaders Join New Initiatives

As the Medicare Quality Improvement Organization (QIO) of Arizona, HSAG has begun recruitment efforts for the next phase of the Nursing Home Quality Initiative (NHQI) and Home Health Quality Initiative (HHQI). Learn how you can join your industry colleagues and HSAG to help accelerate the national quality improvement effort by focusing on "transformational change" in nursing home and home health care.

[Learn more >](#)

For Health Care Professionals

▶ Portfolio of Services:

▶ Quality Improvement Web Sites:

For Medicare Beneficiaries



[az medicare](#)



[medicare.gov](#)

What's New

- ▶ Read the U.S. Department of Health & Human Services Weekly Report
- ▶ Compare the Quality of Arizona Home Health Agencies on [medicare.gov](#)
- ▶ "It's All Coming Together": Prescription Drug Coverage Information for Medicare Partners

Three Rural Hospitals Receive Quality Awards

HSAG recognizes three rural Arizona hospitals for providing the highest levels of care in the state to pneumonia patients.

Arizona Goes Online for Hospital Quality

Hospital Compare is a new Web resource that offers instant, objective, easy-to-use, and information about the quality of hospital care.

Doctors' Office Quality Information Technology

Through the national DOQ-IT program, HSAG promotes the adoption of electronic health record systems and IT in Arizona physician offices.

Recruitment Information and Applications

Visit, <http://www.hsag.com>

or contact:

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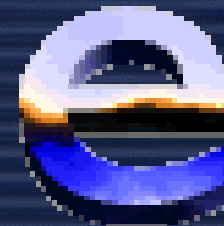
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