



# **Getting to Know AF4Q: An Introduction**

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# Evidence of Poor Quality

- 50-50 chance of getting the right health care.
- Unnecessary care is rampant; the health system inefficient and wasteful.
- The US spends more on health care than any other country, but lags behind most major industrialized nations in outcomes and value.



# A Little AF4Q History



# What Could be Done?

## Critical Assumptions:

- Fixing health care requires local action.
- Real change requires all of the health care system's stakeholders to work together.
- Measurement and transparency are essential to drive quality improvement.
- Important to address BOTH ambulatory and inpatient care in tandem.
- Advancing multiple levers in unison would drive improvements further and faster

# Aligning Forces for Quality: A Bold Experiment



- Can those that **pay** for care, **provide** care, and **receive** care organize around a common goal...to ensure that their community provides high quality, patient-centered, and equitable care?

# What is Aligning Forces for Quality?

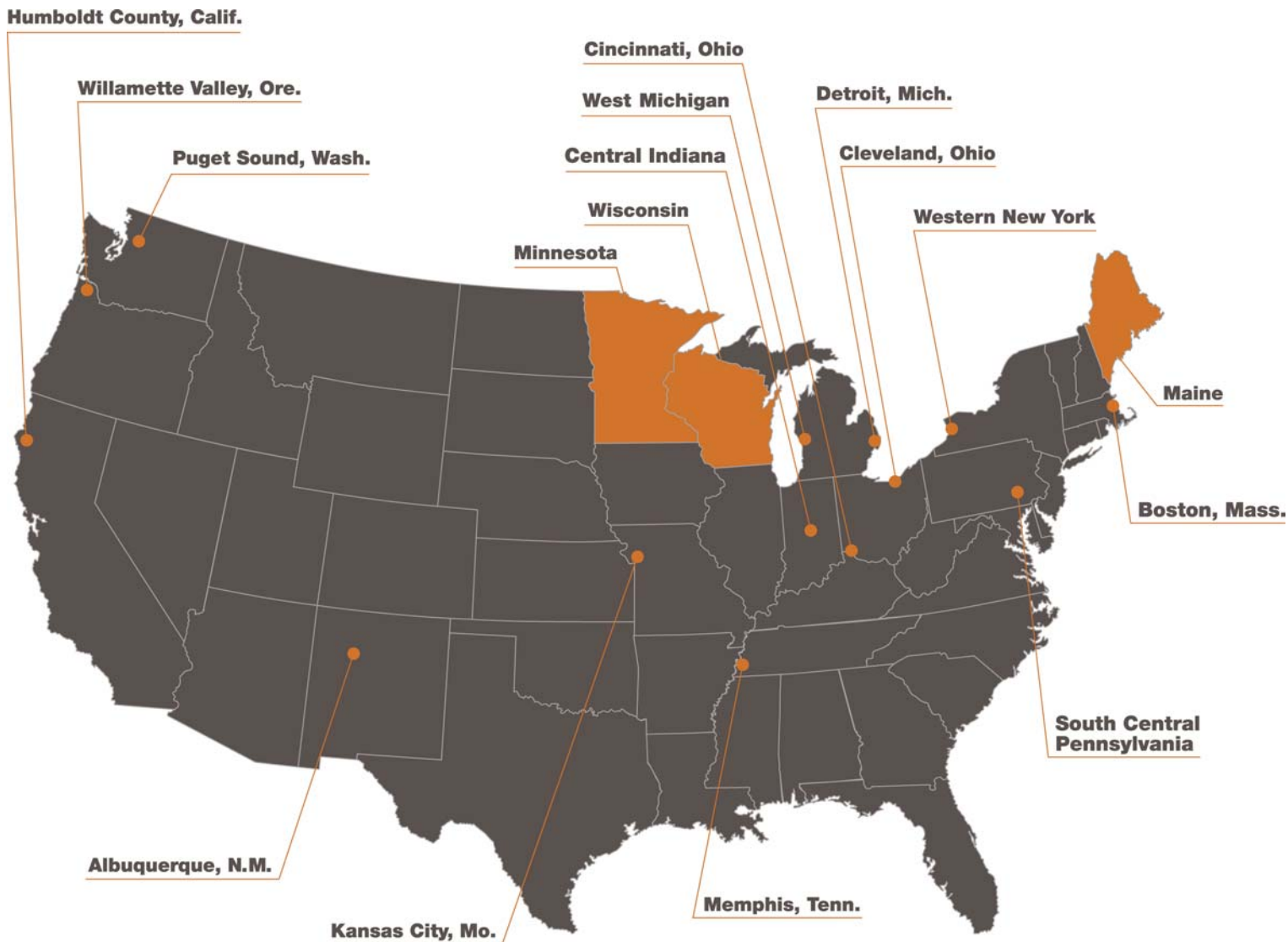
An unprecedented commitment by the Robert Wood Johnson Foundation to improve the quality of health care, reduce disparities related to race and ethnicity, and provide models for reform.

Within the 17 different Alliances of AF4Q exist local stakeholder groups charged with making sense of the quality problem in America and meeting it with local solutions.

*Targeted Regions will Improve and Sustain High-Quality, Patient-Centered, Equitable Care by 2015*



# 17 Communities Across America





# The Who – AF4Q Alliances

**Albuquerque, NM:** Aligning Forces for Quality in Albuquerque

**Boston, MA:** Greater Boston Aligning Forces for Quality

**Central Indiana:** Indiana Health Information Exchange

**Cincinnati, OH:** Health Improvement Collaborative of Greater Cincinnati

**Cleveland, OH:** Better Health Greater Cleveland

**Detroit, MI:** Greater Detroit Area Health Council

**Humboldt County, CA:** Community Health Alliance of Humboldt-Del Norte

**Kansas City, MO:** Kansas City Quality Improvement Consortium

**Maine:** Maine Aligning Forces for Quality

**Memphis, TN:** Healthy Memphis Common Table

**Minnesota:** MN Community Measurement

**Puget Sound:** The Puget Sound Health Alliance

**South Central Pennsylvania:** Aligning Forces for Quality—South Central PA

**West Michigan:** Alliance for Health

**Western New York:** P2 Collaborative of Western New York

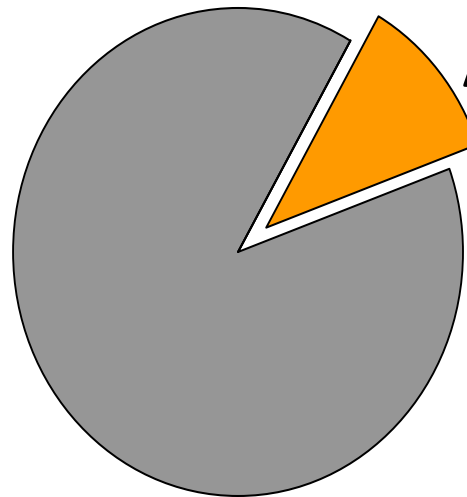
**Willamette Valley, OR:** Oregon Health Care Quality Corporation

**Wisconsin:** Wisconsin Collaborative for Healthcare Quality

# Do We Have a Tipping Point?



- 12.5% of the U.S. population
- Almost 15% of all PCPs in the U.S.
- 12% of U.S. hospitals



**AF4Q Alliances**



# The How: Performance Measurement & Public Reporting

- Use common (nationally endorsed) standards to measure quality. Measures of clinical quality, patient experience, and efficiency/cost.
- Inpatient and ambulatory (medical group, site-level, or individual physician level) information widely available.
- Goal is to spur quality improvement and facilitate informed decision making by consumers.

# We've Made Progress!

Table 2: Publicly Reported Ambulatory Performance Measures in AF4Q Communities, 2010

	Diabetes Care	Cardiovascular Care	Cancer Screening	Other*
<b>Boston</b>	✓	✓	✓	✓
<b>Cincinnati</b>	✓		✓	✓
<b>Cleveland</b>	✓	✓		✓
<b>Detroit</b>	✓	✓	✓	✓
<b>Humboldt County</b>	✓		✓	
<b>Kansas City</b>	✓	✓	✓	✓
<b>Maine</b>	✓	✓		✓
<b>Memphis</b>	✓		✓	
<b>Minnesota</b>	✓	✓	✓	✓
<b>Puget Sound</b>	✓	✓	✓	✓
<b>South Central PA</b>	✓	✓		
<b>West Michigan</b>	✓			
<b>Williamette Valley</b>	✓	✓	✓	✓
<b>Wisconsin</b>	✓	✓	✓	✓

\*Includes performance measures related to asthma, depression, prescription use, weight control, adult pneumococcal vaccines, and pediatric care (immunizations, well child visits, treatment of colds and testing for sore throats).

# Reporting on Physician Performance

- 14 reports on ambulatory performance released
  - Includes at least 16,240 physicians
- Reports driving improvements in care:
  - *Cleveland: 33 of 34 practices improved diabetes care processes and/or outcomes*
  - *Minnesota: Tens of thousands of patients now meeting evidence-based treatment goals*
  - *Detroit: Focusing on diabetes and seeing results*



# Engaging Consumers

- Patients are active managers of their health care and make informed decisions and choices about their doctors and hospitals.
- Consumer advocates and individual consumers are meaningfully participants in the Alliance.
- Comparative performance information should be displayed in a consumer friendly manner.



## ASK What Your Doctor Should Be Doing For You



### Be Prepared

You might have side effects caused by your diabetes, but feel afraid to discuss them with your doctor. It might be physical problems that concern you, or feelings of guilt, being out of control, or depression. Don't pass off such concerns as being "just your diabetes."

### Be Honest About What's on Your Mind

It's OK to ask your doctor questions and to share what's worrying you. Be your own champion in achieving success with diabetes.

### A Checklist For Your Doctor Visit

The following chart lists the medical tests and exams that should be part of your regular office visits. It includes why each test is given, what the test result should be and how often the test is typically needed. Use this checklist as a tool to better communicate with your doctor and to make sure you are receiving ADA-recommended care for your diabetes. Plus, you can [download and print the doctor visit checklist](#) for free.

#### Medical Test/Examination

#### Why The Test Is Given

A1C

Measures the average of all blood sugars over 2-3 months to evaluate how well your diabetes treatment plan is working

Blood Pressure

Determines if medication is needed to control blood pressure and reduce risks of high blood pressure to the heart, eyes, kidneys, and nerves

## Diabetes CareKit

Helping people take control of their diabetes. Click on each item to download.

- [A Diabetes Footprints Campaign brochure](#)
- [A doctor visit checklist](#)
- [A self-care checklist](#)
- [A Certified Diabetes Educator contact list](#)
- [A list of organizations striving to provide great diabetes care](#)

[Download the Complete CareKit ▶](#)

## Campaign Partners Toolkit

Helping our partners spread the word about great diabetes care.

[Download the Complete Toolkit ▶](#)

[Download Campaign Logo ▶](#)

**What The Test Result Should Be (ADA-Recommended Goal)**    **How Often The Test Is Typically Needed**

Below 7

Every 3-6 months

Less than 130/80mmHg

Every doctor visit



# Improving Quality in Hospitals and Physician Practices

- Hospital Quality Network (HQN)
  - ✓ *Reducing Readmissions*
  - ✓ *Improving Language Services*
  - ✓ *Increasing Throughput*
  - ✓ *Transforming Care at the Bedside*
- Ambulatory Quality Network (AQN)
  - Supporting communities in building infrastructure for primary care improvement

# AF4Q Hospital Quality Network

137 hospitals

**Aligning Forces  
for Quality** | Improving Health & Health Care  
in Communities Across America

An initiative of the Robert Wood Johnson Foundation.

## Wisconsin

St. Mary's Hospital - Madison  
Holy Family Memorial Medical Center  
Hudson Hospital & Clinics  
Langlade Hospital  
Memorial Medical Center  
Mercy Medical Center - Oshkosh  
Ministry Eagle River Memorial Hospital  
Oconomowoc Memorial Hospital  
Reedsburg Area Medical Center  
Sacred Heart Hospital  
Sauk Prairie Memorial Hospital & Clinics  
St. Joseph's Hospital - Chippewa Falls  
St. Mary's Hospital Medical Center -  
Green Bay

Waukesha Memorial Hospital  
Columbia St. Mary's - Milwaukee  
Columbia St. Mary's - Ozaukee  
Fort HealthCare  
Howard Young Medical Center  
Ministry Saint Michael's Hospital  
St. Agnes Hospital  
St. Elizabeth Hospital - Appleton  
St. Joseph's Hospital - West Bend  
Memorial Hospital of Lafayette County  
Mile Bluff Medical Center  
Ministry Sacred Heart Hospital  
Ministry Saint Mary's  
St. Nicholas Hospital  
Our Lady of Victory Hospital  
St. Vincent Hospital - Green Bay

## Minnesota

Range Regional Health Services  
(Fairview University Medical Center - Mesabi)  
CentraCare Health System - Long Prairie  
Avera Marshall Regional Medical Center  
Rice County District One Hospital  
St. Mary's Hospital of Superior

## Puget Sound, Wash.

Overlake Hospital  
Valley General Hospital  
Multicare Health System  
Good Samaritan Hospital  
Providence St. Peter Hospital  
Virginia Mason Medical Center

## Humboldt County, Calif.

Jerold Phelps Community Hospital  
St. Joseph Hospital - Eureka  
Mad River Community Hospital

## Willamette Valley, Ore.

Bay Area Hospital  
Lake District Hospital  
Pioneer Memorial Hospital  
Samaritan Albany General Hospital  
St. Anthony Hospital  
St. Charles Bend Medical Center  
St. Charles Redmond Medical Center  
Willamette Valley Medical Center  
Good Shepard Health Care System  
Mercy Medical Center - Roseburg  
Rogue Valley Medical Center  
Southern Coos Hospital  
Three Rivers Community Hospital  
Ashland Community Hospital  
Sky Lakes Medical Center  
Tuality Community Hospital  
Mid-Columbia Medical Center  
Oregon Health & Science University  
Silverton Hospital

## Albuquerque, N.M.

Heart Hospital of New Mexico  
Presbyterian Healthcare Services  
UNM Hospitals  
Lovelace Medical Center  
Lovelace Women's Hospital  
Lovelace Westside Hospital

## West Michigan

Mercy Health Partners - Muskegon  
Saint Mary's Health Care  
Spectrum Health  
Carson City Hospital  
North Ottawa Community Hospital  
Allegan General Hospital

## Central Indiana

Community Hospitals of Indiana, Inc.  
DBA Community Hospital East  
Community Hospitals of Indiana, Inc.  
DBA Community Hospital North  
St. Francis Hospital and Health Center  
(Beech Grove)  
St. Vincent Hospital - Indianapolis  
St. Francis Hospital - Indianapolis  
Methodist Hospital - Indianapolis  
Clarian North Medical Center  
Clarian West Medical Center  
The Indiana Heart Hospital  
Wishard Health Services

## Detroit, Mich.

St. Joseph Mercy Oakland  
Sinai-Grace Hospital  
Mount Clemens Regional Medical Center

## Western New York

Kaleida Health  
Roswell Park Cancer Institute  
Brooks Memorial Hospital  
Buffalo General Hospital  
Niagara Falls Memorial Medical Center  
Erie County Medical Center Corporation

## Maine

Blue Hill Memorial Hospital  
Maine Medical Center  
Penobscot Valley Hospital  
HD Goodall Hospital  
MaineGeneral Medical Center  
Penobscot Bay Medical Center  
Redington-Fairview General Hospital  
Central Maine Medical Center  
Eastern Maine Medical Center  
Mercy Hospital - Portland  
Mid Coast Hospital  
Rumford Hospital

## Boston

Newton-Wellesley Hospital  
Beth Israel Deaconess Medical Center  
Tufts Medical Center

## South Central Pennsylvania

York Hospital

## Cleveland, Ohio

Cleveland Clinic  
Fairview Hospital  
Hillcrest Hospital  
Huron Road Hospital  
Lakewood Hospital  
Lutheran Hospital  
Marymount Hospital  
Medina Hospital  
South Pointe Hospital  
St. Vincent Charity  
Medical Center  
The MetroHealth System

## Cincinnati, Ohio

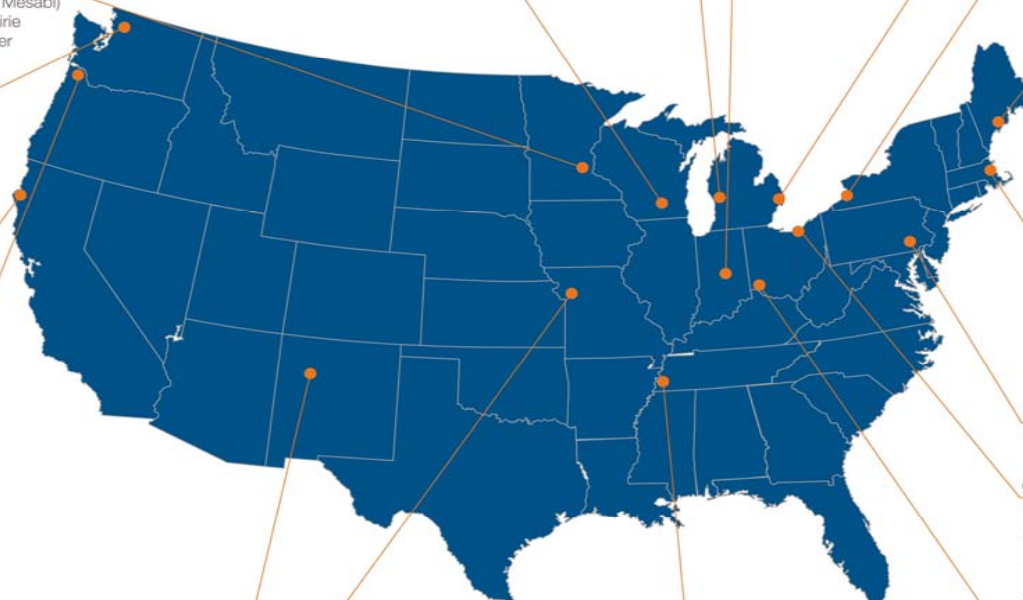
Dearborn County Hospital  
Euclid Hospital  
McCullough Hyde Memorial Hospital Inc.  
University Hospital  
St. Elizabeth Healthcare - Edgewood  
St. Elizabeth Healthcare - Florence  
Highland District Hospital

## Memphis, Tenn.

Methodist South Hospital  
Regional Medical Center at Memphis  
Methodist North Hospital

## Kansas City, Mo.

Providence Medical Center  
Saint Luke's Hospital  
The Children's Mercy Hospitals and Clinics  
Truman Medical Center Hospital Hill  
Truman Medical Center Lakewood  
St. Joseph Medical Center - Kansas City  
St. Mary's Medical Center - Blue Springs





# ***Aligning Forces for Quality***

## **Hospital Quality Improvement**

# AF4Q Hospital Quality Network (HQN)

## Three Distinct QI Programs

Reducing  
Readmissions

Increasing  
Throughput

Improving  
Language  
Services

- **Engage health care providers** at all levels of the organization to improve the quality and safety of patient care;
- **Identify potential disparities** in the quality of care and develop a plan to ensure equity as a core component of quality; and
- **Develop and encourage the spread** of effective and replicable QI strategies, models and resources within the organization and across Aligning Forces communities.

# Hospital Quality Network: Reducing Readmissions

Improve heart failure care, reduce racial and ethnic disparities, and ultimately reduce avoidable readmissions by March 2012 as part of the *Aligning Forces for Quality* strategic initiative to improve and sustain high-quality, patient-centered, equitable care by 2015.

- **Hospitals receive consultation, coaching and tools to:**
  1. reduce 30-day readmission rates following heart failure hospitalization by  $\geq 20\%$  from baseline by March 2012
  2. achieve and maintain  $\geq 95\%$  compliance on the heart failure Measure of Ideal Care by March 2012
  3. standardize R/E/L data collection

# Hospital Quality Network: Improving Language Services

Improving the quality and safety of care, communication, and the delivery and availability of language services to limited English-proficient (LEP) patients by March 2012.

- **Hospitals receive consultation, coaching and tools to:**
  1. Better screen patients at admission for preferred and written language
  2. Provide LEP patients receive both initial assessment and discharge instruction from qualified language service providers (both critical junctures for ensuring quality outcomes)



# Hospital Quality Network: Increasing Throughput

Increasing Emergency Department throughput and reduce racial and ethnic disparities by March 2012.

- **Hospitals receive consultation, coaching and tools to:**
  1. Increase Emergency Department throughput and reduce racial and ethnic disparities.
  2. To help them improve select emergency department performance measures by 15% from baseline by March 2012



# ***Aligning Forces for Quality***

## Ambulatory Quality Improvement

# Ambulatory Quality Improvement

GOAL: Development of a sustainable regional ambulatory quality improvement infrastructure

- Technical Assistance
  - Support QI leaders and those implementing QI programs in the region – not in the “retail business”
- Peer-to-Peer Learning
- Ambulatory Quality Network Resource Repository
- Leadership Consortium



# Ensuring not just Quality, but also Equality

- Standardize collection of patient race, ethnicity and language data
- Stratify and analyze data
- Use data to reduce disparities through quality improvement interventions

***Disparities is a failure in health care quality.***



**forces4quality.org**

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in Communities Across America

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