

Helping States Meet the Three-Part Aim

HealthInsight's consulting and review services in Nevada, New Mexico and Utah help the states meet the national "Three-Part Aim" for health care as outlined in the following examples.

Improving Population Health

Preventive care initiatives with agency and clinical partners:

- In 2009 we created a New Mexico clinical guideline to address ***inappropriate use of medications in older adults*** based on the respected Beers list. We utilized a panel of New Mexico pharmacists, geriatric care providers and managed care specialists, and the guidelines were endorsed by health care organizations and providers statewide. Following launch of these guidelines, prescribing of potentially inappropriate medications for seniors decreased by 20 percent over two years.
- As a Beacon community funded by the Office of the National Coordinator (ONC) for Health Information Technology, we developed a ***software system to extract data*** directly from electronic health record (EHR) systems used by participating clinics to evaluate the quality of their diabetes care. HealthInsight provides customized reports to the clinics, who use the information to improve care. The system is being used in 13 clinics and extracts data from 11 different EHR products. We plan to expand use of the software system over the next six months.

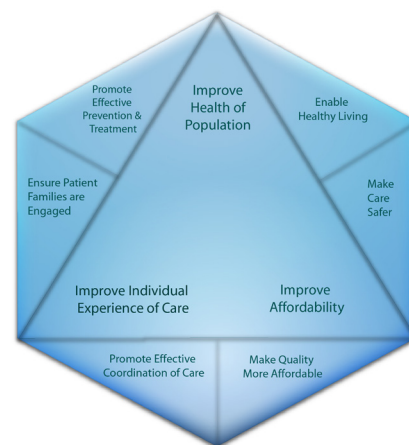
System improvement initiatives with agency and clinical partners:

- We have convened the ***Nevada Hospital Engagement Network***, which consists of 25 hospitals in the state under the national Partnership for Patients Program. As of May 2013, six of the 11 hospital-acquired conditions measures are showing improvement rates of 30 percent or more, with 60 percent of eligible hospitals reporting data. Harm reduction within our HEN Network is currently estimated to be 1,500 patient lives and more than \$14 million.
- We work with ***small and critical access hospitals*** in the most rural parts of our states to ensure that they have the quality improvement technical assistance and support they need to succeed on the same levels as their larger, more urban counterparts.

Performance Monitoring and Review:

- We ***protect the rights of Medicare consumers*** in Nevada, New Mexico and Utah who file complaints about the quality of their medical care or appeal a decision by a hospital, nursing home, home health agency or hospice facility to discharge a Medicare patient or stop providing skilled services that the patient feels he or she still needs. Another 24 states subcontract with us to handle their appeals and with 21 states to cover cases mitigated due to possible conflicts of interest. This activity involves processing more than 900 cases monthly, more cases than any other Quality Improvement Organization nationally.

The National Quality Strategy's Triple Aim and Six Priorities



The CMS Three-Part Aim

The "Three-Part Aim" for health care, adopted by the Centers for Medicare & Medicaid Services (CMS) and by many states, calls for (1) improving population health, (2) improving care for individual patients, and (3) controlling health care costs through quality improvement.

Corporate Offices:

HealthInsight
756 E. Winchester Street, Suite 200
Salt Lake City, Utah 84107
Phone: 801-892-0155
Fax: 801-892-0160

This material was prepared by HealthInsight, the Medicare Quality Improvement Organization for Nevada, New Mexico and Utah, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.
10SOW-NM-CORP-13-10 6/2013

Health Care Impact: Nevada, New Mexico, Utah

- Our independent **external quality review** in New Mexico help the state build capacity to improve the quality of their physical, long-term care and behavioral health services programs for Medicaid managed care clients. Through extensive data collection and analysis of managed care contract performance as required by the state, we identify strengths and improvement needs in the managed care system as a whole and within individual health plans serving the Medicaid population.

Improving Care through Health IT

We operate the **Health Information Technology Regional Extension Center** (REC) for Nevada and Utah, and in New Mexico we serve as a major subcontractor. Designated by ONC in February 2010, RECs were created out of the American Recovery and Reinvestment Act of 2009 to assist health care providers in adopting EHRs to improve the quality and value of health care. In Nevada and Utah, we are assisting 1,500 providers and in New Mexico 700 providers in selecting and effectively using their EHRs.

HealthInsight has long supported **health information exchange** (HIE) to help providers improve the timeliness, quality and coordination of patient care. In Utah, *HealthInsight* was a founding member of the Utah Health Information Network (UHIN) administrative data exchange. Our staff contributed in many areas of its development, and our president and CEO is the current chair of the UHIN board. In Nevada, we collaborated with stakeholders statewide to launch a community-based HIE: HealthIE Nevada, enabling physicians to securely share real-time patient information at the point of care. HealthIE Nevada is now a separate non-profit which contracts with *HealthInsight* for management and operations services.

Controlling the Cost of Care

We are one of 17 Beacon Communities across the United States funded by ONC. Our **Utah Beacon Community Program**, “Improving Care through Connectivity and Collaboration (IC3),” leverages health IT to create dramatic and quantifiable improvements in health care quality, cost and efficiency. IC3 is a community collaborative effort led by *HealthInsight* and represents three Utah counties. Through this intervention, Beacon has impacted more than 300 physicians in 60 clinics resulting in improved care for more than 25,000 patients with diabetes. More than 2,500 people have their A1C under control who did not before the Beacon project began.

Albuquerque, New Mexico, is one of 16 communities in the nation participating in the Robert Wood Johnson Foundation’s **Aligning Forces for Quality** initiative through a grant held by *HealthInsight*. This initiative convenes health plans, hospitals, health care providers, businesses and consumers to transform health care in local communities. One activity is a statewide nurse learning collaborative involving eight hospitals and more than 60 nurses across the state. Of participating hospitals, 87 percent saw reductions in falls, falls with harm and pressure ulcers, and several hospitals saw consecutive months of zero falls or falls with harm.

Promoting Transparency

We developed **national performance rankings** using data from CMS that facilitate simple comparisons of health care quality in hospitals, nursing homes and home health agencies. Since 2004, we have seen dramatic improvement in quality of care measures resulting in *HealthInsight* Quality Award presentations to 60 hospitals, 38 nursing homes and 157 home health agencies in Nevada and Utah.

We are the Agency for Healthcare Research and Quality **Chartered Value Exchange** in Nevada and Utah: a multi-stakeholder collaborative effort that includes health care purchasers, health plans, providers and consumers to lead, develop and implement appropriate change around the value and transparency of health care. As part of this work, we have developed two public websites, one (utahhealthscape.org) offering consumers comparable information about health care providers and another that provides information for those interested in discussing and documenting their end-of-life care preferences (leaving-well.org).

