Telligen Quality Innovation Network – Quality Improvement Organization

Iowa Kickoff Webinar

12/03/2014
Agenda Overview

• Introduction to QIN QIO staff
• Share QIO Program Successes – 2011-2014
• Review Changes to the QIO Program
• Provide an Overview of New Strategic Initiatives – 2014-2019
Telligen QIN QIO

- **Telligen**: Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Colorado, Illinois and Iowa
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The QIO Program’s Approach to Clinical Quality

Goals

• Make care safer
• Strengthen person and family engagement
• Promote effective communication and coordination of care
• Promote effective prevention and treatment
• Promote best practices for healthy living
• Make care more affordable

Foundational Principles:
• Enable innovation
• Foster learning organizations
• Eliminate disparities
• Strengthen infrastructure and data systems
QIO Program Successes 2011 – 2014

- **Improving Transitions of Care**: Nearly $1 billion in cost savings
- **Improving Health for Populations and Communities**: 1,826 professionals recruited/assisted with PQRS EHR 2012 reporting potentially impacting 4.1 million Medicare beneficiaries
- **Reducing Health Care Associated Infections**: 83,149 fewer days with urinary catheters for Medicare beneficiaries
- **Reducing Potential for Adverse Drug Events**: 44,640 potential adverse drug events were prevented
- **Preventing or Healing Pressure Ulcers in Nursing Homes**: 3,374 pressure ulcers prevented or healed in 767 nursing homes
- **Minimizing the Use of Physical Restraints in Nursing Homes**: 6,250 Medicare beneficiaries in 981 nursing homes are now restraint free
- **Partnering with More Nursing Homes**: 5,021 nursing homes recruited to participate in national collaborative
- **Improving the Lives of People with Diabetes**: 20% absolute rate of improvement in controlling blood sugar level among participants screened
Changes to the QIO Program

- CMS separated medical case review from quality improvement work creating two separate structures:
  - Medical case review to be performed by Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs)
  - Quality improvement and technical assistance to be performed by Quality Innovation Network-Quality Improvement Organizations (QIN-QIOs)
  - Both types of contracts cannot be held by the same organization

- Quality Data Reporting Support restructured

- Contract cycle extended from 3 to 5 years

- Regionalized approach for both QIN-QIOs and BFCC-QIOs
BFCC-QIO Map

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<th>BFCC-QIO Map Areas</th>
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# BFCC QIO Important Contacts

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<th>Area</th>
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<tr>
<td>1</td>
<td>Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701</td>
<td>866-815-5440</td>
<td>Appeals: 855-236-2423 All other reviews 844-420-6671</td>
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<td>5</td>
<td>Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701</td>
<td>877-588-1123</td>
<td>Appeals: 855-694-2929 All other reviews 844-420-6672</td>
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<td>2</td>
<td>5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609</td>
<td>844-455-8708</td>
<td>844-834-7129</td>
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<tr>
<td>3</td>
<td>5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131</td>
<td>844-430-9504</td>
<td>844-878-7921</td>
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<td>5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609</td>
<td>855-408-8557</td>
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Quality Data Reporting Support

• CMS restructured Quality Data Reporting Technical Support
• Florida Medical Quality Assurance, INC (FMQAI) now provides support nationwide for:
  – Inpatient Quality Reporting
  – Outpatient Quality Reporting
• 1-844-472-4477 or 1-866-800-8765
QIN-QIO Map

*Indiana, Puerto Rico and Virgin Islands awards have not yet been determined.*
Quality Innovation Network (QIN) QIOs – What will they Do?

Four key roles permeate all QIN work:

• Champion local-level, results-oriented change
  – Data driven
  – Active engagement of patients and other partners
  – Proactive, intentional innovation and spread of best practices that “stick”

• Facilitate learning and action networks
  – Creating an “all teach, all learn” environment
  – Placing impetus for improvement at the bedside level – e.g. hand washing

• Teach and advise as technical experts
  – Consultation and education
  – The management of knowledge so learning is never lost

• Communicate effectively
  – Optimal learning, patient activation, and sustained behavior change
QIN-QIO Strategic Initiatives

- Improve Cardiac Health
- Improve Diabetes Care
- Meaningful Use of HIT
- Reduce Healthcare-Associated Infections
- Reduce Healthcare-Acquired Conditions
- Improve Care Coordination
- Quality Reporting & Value-Based Incentives
Improve Cardiac Health

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Improve Cardiac Health

• **Partners:**
  – Beneficiaries and Families, Partners and Stakeholders, Providers, Practitioners, Clinics, Home Health Agencies, Federally Qualified Health Centers

• **Our Shared Goals:**
  – Align with Million Hearts Initiative to prevent one million heart attacks and strokes
  – Improve ABCS
  – Reduce disparities
Improve Cardiac Health

• Assistance with...
  – Use of Best Practice Intervention Packages
  – Reporting on CV Data Registry
  – ABCS, Million Hearts, Patient Engagement
  – VBPM/PQRS Measures and Reporting
  – Blood Pressure Control and Tobacco Screening/Cessation
Improve Diabetes Care

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Improve Diabetes Care

• **Partners:**
  – Beneficiaries and Families, Practitioners, Clinics, Educational Agencies, Community Health Workers, Certified Diabetes Educators

• **Our Shared Goals:**
  – Help eliminate diabetes health disparities
  – Increase opportunities for diabetes self-management education among underserved populations with diabetes
  – Improve quality of life for diabetics
Improve Diabetes Care

• **Assistance with...**
  – Train-the-Trainer Program for Diabetes Educators
  – Development of Statewide Training Sites
  – Tracking Amputation Rates
  – PQRS Measures like HbA1c, Lipids, Eye Exam, Blood Pressure, Weight, Foot Exams
Improve Meaningful Use of HIT

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Improve Meaningful Use of HIT

• **Partners:**
  – Providers, Hospitals, including Critical Access, Federally Qualified Health Centers, Medical Homes

• **Our Shared Goals:**
  – Collaborate with Regional Extension Centers to assist providers and hospitals with meaningful use criteria
  – Increase screening and delivery of preventative services for beneficiaries
Improve Meaningful Use of HIT

• Assistance with...
  – Educational Resources Related to Benefits of HIT
  – Best Practices for Patient Engagement and Self-Care Management
  – Collecting, Tracking, Reporting Data via CEHRT
Reduce Healthcare Associated Infections

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Reduce Healthcare Associated Infections

• **Partners:**
  – Hospitals

• **Our Shared Goals:**
  – Implement data driven improvement efforts and reduce HAI rates
  – Safer, healthier beneficiaries
Reduce Healthcare Associated Infections

• Assistance with...
  – Comparison Data: Unit Specific, Facility, State and National Data
  – Tracking of HAIs in Multiple Settings
  – Prevention Best Practices, NHSN Database, and Quality Improvement Tools
  – Monitoring of NHSN HAI data
Reducing Healthcare-Acquired Conditions in Nursing Homes

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Reducing Healthcare-Acquired Conditions in Nursing Homes

• **Partners:**
  – Nursing Homes with One to Five Stars, Peer Coaches from Nursing Homes and Long Term Care Community, Residents & Families

• **Our Shared Goals:**
  – Reduce HACs and antipsychotic use in nursing homes
  – Safer, happier nursing home residents
Reducing Healthcare-Acquired Conditions in Nursing Homes

• Assistance with...
  – QAPI
  – Consistent Assignment and Staff Stability
  – Communications and Leadership
  – Composite Scores and Five Star Rating
  – Quality of Life Indicators
  – Antipsychotic Reduction
  – Avoidable Readmissions
  – Falls/Mobility
  – Immunizations
  – HAIs/HACs
Improve Care Coordination

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Improve Care Coordination

• **Partners:**
  – Pharmacies & Pharmacists, Beneficiaries & Families, Post Acute Care Providers, Hospitals, Community Providers & Organizations

• **Our Shared Goals:**
  – Foster community coalitions of patients, caregivers and clinical teams to improve the quality of patients’ transitions between health care settings and reduce avoidable hospital readmissions and adverse drug events
Improve Care Coordination

• Assistance with...
  – Evidence-Based Tools & Resources
  – Using Data to Drive Change
  – Identifying Root Causes of Readmissions
  – Implementing and Monitoring of Interventions
  – Community Developed Logic Models
  – Community Organizing and Relationship Building
Quality Reporting and Value-Based Incentives

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Quality Reporting and Value-Based Incentives

• **Partners:**
  – All Hospitals, Ambulatory Surgical Centers, Inpatient Psychiatric Facilities, Physicians, Other Practitioners

• **Our Shared Goals:**
  – Support all venues of healthcare in improving outcomes and lowering costs
• Assistance with...
  – Quality Improvement Tools & Techniques
  – PQRS Reporting
  – QRUR Reports
  – Value-Based Modifier and Hospital Value-Based Purchasing Programs
  – Meaningful Use
Program Support

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Will you join us?

- **Learning and Action Network Needs Assessment**
  - Areas of Interest

- **Provider Participation Agreements**
  - Share with health care providers

- **Additional Resources**
  - [www.telligenqio.org](http://www.telligenqio.org)