

# IHS Quality of Care Site Case Study

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# Objectives

- Identify the requirements of the Executive Order to share clinical performance measure data with patients
- Navigate the IHS Quality of Care website and understand its content
- Demonstrate an understanding of user-centered website design principles and practices

# EO 13410

- Four Directives to Promote Quality and Efficient Health Care in Federal Government Administered or Sponsored Health Care Programs
  - Health Information Technology (HIT)
  - Transparency of Quality Measurements
  - Transparency of Pricing Information
    - IHS is exempt because the Agency pricing is based on the CMS fee schedule
  - Promoting Quality and Efficiency of Care
    - IHS may be exempt

# EO 13410 (cont'd)

- In addition to promoting quality and efficiency of care, the relevant information is to be made available to beneficiaries, enrollees, and providers in a readily usable manner and in collaboration with similar initiatives in the private sector and non-Federal public sector

# EO 13410 (cont'd)

- Federal Health Care Programs include:
  - Federal Employees Health Benefit Program
  - Medicare
  - Indian Health Service
  - TRICARE
  - Department of Veterans Affairs

# EO 13410 (cont'd)

- Transparency of Quality Measurements
  - Each agency shall implement programs measuring the quality of services supplied by health care providers to the beneficiaries or enrollees
  - Each agency shall develop its quality measurements in collaboration with similar initiatives in the private and non-Federal public sectors

# 13410 (cont'd)

- An EO Quality Transparency Workgroup was formed that includes representatives from IHS, VA, and DoD
  - Researched and identified “Transparency” measures that will be reported publically by the three agencies in 2008 and 2009
  - Agreed the measures will be harmonized to the extent possible without incurring significant cost and delays

# 13410 (cont'd)

- Agreed that, due to differences in the measure definitions and in the patient populations, measure performance should not be compared across the three agencies until such time the measures can be fully harmonized
- Agreed the measures will be reported at the facility level - not at the provider level – on each agency's web site



# IHS Compliance with EO 13410

- Developed a new report in the Clinical Reporting System (CRS) that provides the information reported to the public
  - EO Quality Transparency Measures Report
    - Currently includes 7 measures reported in 2008
- Reviewed and used the VA's site design and content as a starting point for development of the IHS site

<http://www.qualityofcare.va.gov/home.cfm>

# IHS Compliance (cont'd)

- Developed a web site specifically designed for patients to communicate the information in a way that is meaningful to them
  - Involved input from multiple experts
    - **Internal Resources:** Web developers, testers, subject matter experts, content experts, patient education/health literacy experts (literacy review)
    - **External Resources:** Usability experts from HFI

# IHS Compliance (cont'd)

- IHS Quality of Care web site went live on September 30, 2008  
<http://www.ihs.gov/NonMedicalPrograms/quality/>
- Officially announced by Mr. McSwain on October 1, 2008 and through various listservs and conference presentations

# IHS Quality Measures

# IHS Quality Measures

- IHS is reporting measures for the Executive Order (i.e.. Transparency) measures *and* GPRA measures on the Quality of Care site
  - **Transparency** – 7 new measures
    - 5 new measures will be added in 2009
  - **GPRA** – 24 existing clinical measures
    - Includes only GPRA measures reported by the Clinical Reporting System (CRS)
- The data for the measures is reported from CRS
  - EO Quality Transparency Measures Report
  - National GPRA Report

# Transparency Measures

# Transparency Measures

- IHS is reporting 7 Transparency measures on the Quality of Care site
  - Diabetes A1c Control (A1c >9.0 OR A1c with no result OR no A1c test)
  - Diabetes LDL Control (LDL cholesterol <100)
  - Diabetes Blood Pressure Control (BP >140/90)
  - Flu Shot Ages 50-64 (Flu shot received, refused, or contraindicated)

# Transparency Measures (cont'd)

- Oxygen Saturation Assessment in Patients with Community Acquired Pneumonia
- Appropriate Medication for Asthma (patients 5-56 with persistent asthma with primary asthma therapy prescription)
- Stroke (patients 18+ discharged with stroke/TIA and atrial fibrillation with anticoagulation prescription at discharge)



# Transparency Measures (cont'd)

- IHS performance is reported at three levels
  - Facility (users can select a facility)
  - Area
  - All IHS (National)
- IHS performance is compared to performance reported by HEDIS Medicare, HEDIS Medicaid, or JCAHO performance for similar measures
- Primarily Federal sites reported for Transparency
- Reporting by Tribal and Urban sites is voluntary and must use RPMS CRS

# **GPRA Measures**

# IHS GPRA Measures

- Performance is reported at the IHS national level only
- Both Federal and Tribal facilities reported for GPRA

# IHS GPRA Measures (cont'd)

<b>Diabetes</b>	<b>Immunizations</b>
Prevalence*	Influenza (65 and older)
Documented A1c*	Pneumococcal (65 and older)
Poor Glycemic Control (A1c >9.5)	Childhood Immunizations
Ideal Glycemic Control (A1c <7)	<b>Cancer Screening</b>
Blood Pressure Control (<130/80)	Cervical (Pap Smear)
LDL Cholesterol Assessment	Breast (Mammography)
Nephropathy Assessment	Colorectal
Retinopathy Assessment	Tobacco Cessation
<b>Dental</b>	<b>Cardiovascular Disease</b>
Topical Fluoride	Childhood Weight Control
Dental Access	CVD Prevention: Comprehensive Assmt
Sealants	

\*Not official GPRA measure but reported to OMB and Congress.

# IHS GPRA Measures (cont'd)

Behavioral Health	Other Clinical
Alcohol Screening: FAS Prevention	Prenatal HIV Screening
Intimate Partner Violence/Domestic Violence Screening	
Depression Screening	

# Objectives

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# Home Page

**U.S. Department of Health and Human Services**  
**Indian Health Service**  
The Federal Health Program for American Indians and Alaska Natives

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## Welcome to the Indian Health Service (IHS) Quality of Care web site!

We want to provide you with the best health care and make sure you have the information you need to improve your health. We also want to show you how IHS reports on the quality of care it provides to its patients.

The following sections from this web site are described below.

[How IHS Reports Quality](#): This section explains how IHS reports on the quality of care it provides.

[Improve Your Health](#): This section lists questions you can ask your doctor to improve your health.

[Reporting Quality by Condition](#): This section contains information on several health conditions and important tests used to treat or w information about more health conditions.

[Reporting Quality by IHS Facility](#): This section shows you how IHS is doing in making sure that important tests are being performed fo

[Reporting Quality for GPRA](#): This section describes the other way that IHS measures health care quality and how that information is u

[FAQs](#): This section provides answers to frequently asked questions about this site.


The IHS wants you to be an active partner in your care. This works best when both you and your health care team work together to keep you healthy. Please use this information to talk to your doctor and set up a plan of care with your health care team. Now, let's get started by answering the questions below.

### Help your doctor | Help yourself

Know what to ask to get and stay healthier.

Have you ever had?

- Diabetes
- Asthma
- Stroke
- None of the Above



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# How IHS Reports Quality Page

The screenshot shows the IHS Quality of Care page. At the top, there is a navigation bar with links for IHS HOME, ABOUT IHS, SITE MAP, and HELP. Below this is a search bar with the text "Search Our Site For:" and a "GO" button. The main content area is titled "QUALITY OF CARE" and includes a sub-header "HOW IHS REPORTS QUALITY". The page contains several sections of text and a list of seven transparency measures. A blue callout box with white text is overlaid on the right side of the page, pointing to the "What is Transparency?" section. The callout text reads: "This page explains how IHS reports quality for both GPRA and Transparency." The page also includes a footer with links for Accessibility, Disclaimers, Website Privacy Policy, and Freedom of Information Act, along with a status bar showing "Done" and "Local intranet 100%".

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## HOW IHS REPORTS QUALITY

**How does IHS report on the quality of care it provides?**  
There are two ways that IHS reports on the quality of care it provides to its patients. One is for Transparency, described below, and the other is for the Government Performance and Results Act (GPRA). [Click here to learn about GPRA and the IHS GPRA performance measures.](#)

**What is Transparency?**  
IHS, along with other Federal health care agencies such as the Veterans Administration (VA) and the Department of Defense (DoD), are required to report on the quality of care we provide to our patients. This requirement is from a 2006 Executive Order from President Bush. Sharing the reports with you on the quality of health care is known as "Transparency," which means that is not hidden and is easily seen.

**What is reported for Transparency?**  
To meet this requirement, IHS reports on seven performance measures for the health conditions shown at the left, which include diabetes, flu shots, pneumonia, asthma, and stroke. These performance measures are called "Transparency" measures. The VA and the DoD are also reporting some of the Transparency measures.

IHS is reporting on the seven Transparency measures listed below. Five additional measures will be added in September 2009.

- Diabetes: Hemoglobin A1c - Blood Sugar Control
- Diabetes: LDL Cholesterol
- Diabetes: Blood Pressure Control
- Immunizations - Flu Shot
- Pneumonia - Oxygen Assessment
- Appropriate Medication for Asthma
- Ischemic Stroke with Atrial Fibrillation - Anticoagulant Therapy

The IHS Transparency measures were developed by IHS and are reported by all IHS Federal health care facilities so that patients can compare the quality of care between IHS facilities. Five new Transparency measures will be added in 2009.

These reports are like report cards and compare the quality of health care in one IHS medical facility with another IHS medical facility in your area. The report also compares the quality of health care with other medical facilities that are not in IHS.

**How does IHS collect the information?**  
IHS maintains electronic medical records for all of its patients. The information used for Transparency reporting is collected from the electronic medical records.

Questions or Comments? Please contact the [Site Manager](#). [An Adobe Acrobat plug-in may be required to view files on this site.](#)

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# Improve Your Health Page

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Nationwide Programs and Initiatives **QUALITY OF CARE**

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**Help your doctor | Help yourself**  
Know what to ask to get and stay healthier.

Have you ever had?

- Diabetes
- Asthma
- Stroke
- None of the Above

[Get Your List](#)

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User checks if they have any of the conditions or they check "None of the Above." After they click "Get Your List," a health checklist is displayed .

# Health Checklist Page

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## Help your doctor - Help yourself [\(View the printable version\)](#)

Print this checklist, place a checkmark to each question/item that applies to you, and take it with you to your next health care appointment. During your appointment, ask your doctor to help you:

- Review all of the questions below.
- Create goals to improve your health. Write them down on this sheet.
- Give you a copy of your Patient Wellness Handout and review it with you.

Discussion checklist: You have had **diabetes**.

### Diabetes

What are my blood sugar (A1c) scores? What can I do to get a lower score?

What is my "bad" cholesterol score? How can I get a better score?

What is my blood pressure?

### Shots

Do I need a flu shot? (Be sure to tell your doctor if you got a flu shot somewhere else.)

### Medicines I currently take

Prescriptions I currently take: \_\_\_\_\_

Herbal medicines: \_\_\_\_\_

Traditional medicines: \_\_\_\_\_

Over the counter medicines: \_\_\_\_\_

Could these cause problems with my other medicines?

### Allergies to medicines

I am allergic to the following medicines: \_\_\_\_\_

Could that present a problem?

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The user can print and complete the checklist and take it to their next visit to discuss with their health care provider.

# Reporting Quality by Condition Page

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**REPORTING QUALITY BY CONDITION OVERVIEW**

Click on any of the links shown at the left to learn about the health conditions and the Transparency performance measures IHS report for the conditions.

[Click this link to see how IHS is performing on the Transparency measures, also known as the Transparency Report Card.](#)

DIABETES  
Blood Sugar (A1c)  
Cholesterol (LDL)  
Blood Pressure

STAYING HEALTHY  
Flu Shots

IF YOU'VE HAD...  
Pneumonia  
Asthma  
Stroke

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User can click the links at the left to view information about the measures or they can click the link above to view the measure performance

# Reporting Quality by Condition - Blood Sugar (A1c) Page

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Nationwide Programs and Initiatives **QUALITY OF CARE**

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**DIABETES**  
Blood Sugar (A1c)  
Cholesterol (LDL)  
Blood Pressure

**STAYING HEALTHY**  
Flu Shots

**IF YOU'VE HAD...**  
Pneumonia  
Asthma  
Stroke

## REPORTING QUALITY BY CONDITION

### DIABETES BLOOD SUGAR (A1c)

**Health Condition: Diabetes**  
Diabetes affects many American Indians and Alaska Natives (AI/AN). In fact, between 1997-2003, the number of AI/AN patients who have diabetes and receive their health care from IHS increased by 41%. The increasing cost of health care combined with more patients having diabetes represent ongoing challenges for IHS.

Between the years of 2002-2004, the rate of death from

Patients who have diabetes also are more likely to have, or heart disease, is the number one cause of death for A themselves and to ensure they are getting the tests the tests, as described below.

**What is a Hemoglobin A1c test?**  
Hemoglobin A1c measures your blood sugar control over a 3 month period.

**Who should get this test?**  
It is important for people with diabetes to have this test done once a year or more.

**Why are blood sugar levels important?**  
Blood sugar levels show if your diabetes is controlled. Controlling your blood sugar makes you feel better. This can reduce your chances of going blind, losing feeling in your legs and getting amputations. It also reduces your chances of getting kidney disease, going on dialysis, and having a heart attack or stroke.

**What is a good Hemoglobin A1c number?**  
A lower number is a better score.

- A number lower than 7% shows you have ideal (best) blood sug
- A number higher than 9% shows you have poor blood sugar con

**What is the Transparency Performance Measure?**  
The percentage of IHS AI/AN patients with diabetes whose most recent hemoglobin A1c (blood sugar) test had a result higher than 9% or the A1c test did not have a result, or they did not have an A1c test. This measure shows how many patients with diabetes do NOT have good control of their blood sugar.

**How is IHS doing?**  
To see how IHS is performing on this measure, [click here](#).

**LEARN MORE ABOUT:**  
[Hemoglobin A1c test](#)  
[EXIT Disclaimer](#)  
[Diabetes](#)  
[IHS Diabetes Program](#)

This is the page that is displayed for the Diabetes Blood Sugar (A1c) measure.

Additional information about the measure is available here.

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# Reporting Quality by IHS Facility Page

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**How does my IHS facility compare?**  
The IHS divides the United States into 12 Areas.  
Click an Area on the map to find a report for your facility.

Alaska  
Portland  
Billings  
Bemidji  
Aberdeen  
Phoenix  
Albuquerque  
Oklahoma City  
Nashville  
Navajo  
Tucson  
California

User selects the geographic area in which their facility is located

Please note: Only facilities for which reports are available shall be listed.

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# Reporting Quality by IHS Facility Page

The screenshot shows the Indian Health Service (IHS) website's "Quality of Care" reporting interface. At the top, the IHS logo and name are displayed, along with a search bar. The main navigation bar includes links for "IHS HOME", "ABOUT IHS", "SITE MAP", and "HELP". Below this, a secondary navigation bar features "Nationalwide Programs and Initiatives" and "QUALITY OF CARE". The primary navigation bar lists several reporting options: "Home", "How IHS Reports Quality", "Improve Your Health", "Reporting Quality by Condition", "Reporting Quality by IHS Facility" (which is highlighted), "Reporting Quality for GPRA", and "FAQs".

The main content area is titled "How does my IHS facility compare?" and asks "Where is your healthcare facility?". A note states: "Please note: If your facility is not listed below, there is no data available at this time." Below this, a section titled "IHS Facilities in the Aberdeen Area" lists the following facilities as blue hyperlinks:

- EAGLE BUTTE
- FT THOMPSON HC
- FT YATES HOSPITAL
- LOWER BRULE HC
- MINNI-TOME HEALTH CENTER
- PINE RIDGE HOSP
- QUENTIN N BURDICK MEM HLTH FAC
- RAPID CITY HOSPITAL
- ROSEBUD HOSP
- SISSETON HOSPITAL
- SPIRIT LAKE HEALTH CENTER
- WAGNER HEALTH CENTER
- WINNEBAGO HOSPITAL

A blue callout box with a white arrow pointing to the "MINNI-TOME HEALTH CENTER" link contains the text: "User selects a facility from the facilities within the Area that reported for Transparency".

At the bottom of the page, there is a footer with links for "Accessibility", "Disclaimers", "Website Privacy Policy", "Freedom of Information Act", "Kids Page", "No Fear Act", "Frequently Asked Questions", "USA.gov", and "HHS". The page also includes a "Local intranet" logo and a "100%" zoom level indicator.

# Facility Compare Page (DM A1c > 9)

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Home How IHS Reports Quality Improve Your Health Reporting Quality by Condition Reporting Quality by IHS Facility Reporting Quality for GPRA FAQs

**DIABETES**  
Blood Sugar (A1c)  
Cholesterol (LDL)  
Blood Pressure

**STAYING HEALTHY**  
Flu Shots

**IF YOU'VE HAD...**  
Pneumonia  
Asthma  
Stroke

**HOW DOES MY FACILITY COMPARE?**

**Measure Name:** Diabetes - Poor Glycemic Control (A1c value greater than 9)  
**Facility Name:** FT THOMPSON HC — [Change Facility](#)

**LEARN MORE ABOUT:**  
[Hemoglobin A1c test](#)  
[EXIT Disclaimer](#)  
[Diabetes](#)  
[IHS Diabetes Program](#)

Place your mouse over a bar in the chart below to display the value.

Facility/Group	Percentage
FT THOMPSON HC	33.6
Aberdeen Area	~48
All IHS	~47
HEDIS Medicaid	~49

[Click here to see a table of the above data.](#)

**NOTE:** A low score is better than a high score.

[How Do I Read This Chart?](#)

**Health Condition: Diabetes**  
Diabetes affects many American Indians and Alaska Natives. The rate of diabetes from IHS increased by 41%. The increasing cost of health care combined with more patients having diabetes represent ongoing challenges for IHS.

Between the years of 2002-2004, the rate of death from diabetes in the AI/AN population was almost 3 times the rate in all other races.

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# Reporting Quality for GPRA Page

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## REPORTING QUALITY FOR GPRA

**What other way does IHS report quality of care?**  
In addition to reporting for Transparency, IHS also reports quality of care as required by Federal law for the Government Performance and Results Act (GPRA).

**What is GPRA?**  
Federal law says that IHS has to report to Congress each year on the quality of health care it provides to its patients. Other Federal health care programs such as the Department of Veterans Affairs and the Department of Defense have to do the same. This kind of report card is known as "Government Performance and Results Act" or GPRA report card. This means that all government health care programs are expected to improve the health of their patients with the money they get from Congress. Each year IHS includes its GPRA report card to Congress as part of the IHS budget.

The GPRA report card tells Congress about the quality of care IHS is providing to the American Indian and Alaska Native people. The report card includes specific performance measures developed by IHS for the AI/AN patient population. For example, quality of care is measured by how well we are treating diabetes and heart disease. It also measures how well we are doing in preventing diseases like cancer, obesity, and HIV.

[Click this link to view a list of the GPRA measures.](#)

[Click here to read about the differences between the Transparency and GPRA measures.](#)

Questions or Comments? Please contact the [Site Manager](#).

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This page explains how IHS reports quality for the Government Performance and Results Act (GPRA).

Users can click this link to select from a list of GPRA measures reported on this site.



# GPRA Measure: DM LDL Assessed

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Home [How IHS Reports Quality](#) [Improve Your Health](#) [Reporting Quality by Condition](#) [Reporting Quality by IHS Facility](#) [Reporting Quality for GPRA](#) [FAQs](#)

**DIABETES + --**  
Diabetes Prevalence  
Blood Sugar Assessed  
Poor Blood Sugar Control  
Ideal Blood Sugar Control  
Ideal Blood Pressure Control  
**LDL Cholesterol Assessed**  
Nephropathy Assessed  
Retinopathy

**DENTAL + --**

**IMMUNIZATIONS + --**

**CANCER SCREENING + --**

**BEHAVIORAL HEALTH + --**

**CARDIOVASCULAR DISEASE + --**

**OTHER CLINICAL + --**

**REPORTING QUALITY FOR GPRA**

**MEASURE - DIABETES: LDL CHOLESTEROL ASSESSED**

The GPRA measure is the percentage of IHS AI/AN diabetes patients who had a low density lipoprotein (LDL) cholesterol test performed.

LDL cholesterol is sometimes called the "bad" cholesterol. When it gets too high, it increases the risk of heart disease.

**How is IHS doing?**

The IHS long-term goal is to test LDL cholesterol in at least 70% of diabetes patients at least once a year. In 2008, IHS exceeded the goal by 2%. The bars on the graph below show that IHS has raised the percentage of diabetes patients who have had their LDL cholesterol test from 44% in 2002 to 63% in 2008 while at the same time providing care to more patients with diabetes. In fact, between 1997-2003, the number of AI/AN patients who have diabetes and receive their health care from IHS increased by 41%.

**This page shows GPRA performance over time and only reports the national (All IHS) rate. Rates are not reported at the facility or Area levels.**

**Percentage of IHS AI/AN Patients with Diabetes with LDL Cholesterol Assessed (IHS 2010 Goal is 70%)**  
NOTE: A higher score is better

Year	Percentage
2002	44%
2003	48%
2004	53%
2005	53%
2006	60%
2007	61%
2008	63%

**Users can select other GPRA measures to view.**

Questions or Comments? Please contact the [Site Manager](#).

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# Reporting Quality for GPRA Page

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## REPORTING QUALITY FOR GPRA

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**What is GPRA?**  
Federal law says that IHS has to report to Congress each year on the quality of health care it provides to its patients. Other Federal health care programs such as the Department of Veterans Affairs and the Department of Defense have to do the same. This kind of report card is known as "Government Performance and Results Act" or GPRA report card. This means that all government health care programs are expected to improve the health of their patients with the money they get from Congress. Each year IHS includes its GPRA report card to Congress as part of the IHS budget.

The GPRA report card tells Congress about the quality of care IHS is providing to the American Indian and Alaska Native people. The report card includes specific performance measures developed by IHS for the AI/AN patient population. For example, quality of care is measured by how well we are treating diabetes and heart disease. It also measures how well we are doing in preventing diseases like cancer, obesity, and HIV.

[Click this link to view a list of the GPRA measures.](#)

[Click here to read about the differences between the Transparency and GPRA measures.](#)

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Users can click this link to read about the differences between the Transparency and GPRA measures.

# Differences Between Transparency and GPRA Measures

**U.S. Department of Health and Human Services  
Indian Health Service**  
The Federal Health Program for American Indians and Alaska Natives

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## REPORTING QUALITY FOR GPRA

### Differences between the Transparency and GPRA Measures

IHS, along with other Federal health care agencies such as the Veterans Administration (VA) and the Department of Defense (DoD), is required to report on the quality of care it provides to its patients. This is known as "Transparency." This requirement is from a 2006 Executive Order from President Bush. To meet this requirement, IHS reports seven performance measures. These performance measures are called "Transparency" measures. The VA and the DoD are also reporting some of the Transparency measures.

The IHS Transparency measures were developed by IHS and are to be reported by all Federal IHS health care facilities so that patients and the general public can compare performance on the measures between IHS facilities.

The Government Performance and Results Act (GPRA) measures are developed by each Agency as a way for each Agency and Congress to look at their performance. Each Agency sets its own priorities and goals for improving performance. The GPRA measures were devised by subject matter experts within IHS and are specific to the types of health issues that affect the patients of IHS. IHS has been reporting many of the GPRA measures since 2002, whereas the Transparency measures are being reported beginning in 2008.

You will see there are some differences between the Transparency and GPRA measures. In most cases, this is because IHS has set a more difficult goal for itself because of the great importance of these health problems to the AI/AN people.

Listed below is a comparison of the Transparency and GPRA measures.

Comparison	Measure	Transparency	GPRA
Diabetes	Blood Sugar Control	Diabetic patient has a blood sugar with a result that is <b>greater than 9 OR patient has no blood sugar test OR patient has blood test but it does not have a result</b>	Diabetic patient has a blood sugar test with a result that is <b>greater than 9.5</b>
Diabetes	Blood Pressure Control	Diabetic patient has blood pressure less than <b>140/90</b>	Diabetic patient has blood pressure less than <b>130/80</b>
Diabetes	LDL Cholesterol	Diabetic patient has an LDL cholesterol test <b>with a result less than 100</b>	Diabetic patient has an <b>LDL cholesterol test</b>
Immunizations	Flu Shot	Patients ages <b>50-64</b> who receive a flu shot once each year	Patients <b>65 and older</b> receive a flu shot once each year
Asthma	Appropriate Medication	Asthma patients 5-56 who receive appropriate asthma medication therapy	No GPRA measure
Pneumonia	Oxygen Assessment	Pneumonia patients 18 and older diagnosed with pneumonia had their oxygen saturation level assessed	No GPRA measure
Ischemic Stroke with Atrial Fibrillation	Anticoagulant Therapy	Stroke patients with irregular heart rhythm ages 18 and older who receive anticoagulant therapy (blood thinners)	No GPRA measure

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# Frequently Asked Questions Page

The screenshot shows the top of a website for the Indian Health Service. The header includes the U.S. Department of Health and Human Services logo, the Indian Health Service logo, and the text "The Federal Health Program for American Indians and Alaska Natives". There is a search bar with "Search Our Site For:" and a "GO" button, and a link to "Advanced Search". Below the header is a navigation bar with links for "IHS HOME", "ABOUT IHS", "SITE MAP", and "HELP". The main content area is titled "QUALITY OF CARE" and has a sub-header "Nationalewide Programs and Initiatives". Below this is a horizontal menu with links for "Home", "How IHS Reports Quality", "Improve Your Health", "Reporting Quality by Condition", "Reporting Quality by IHS Facility", "Reporting Quality for GPRA", and "FAQs". The "FAQs" link is highlighted. The main content area is titled "FREQUENTLY ASKED QUESTIONS (FAQS)" and contains several sections of text.

**U.S. Department of Health and Human Services  
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## FREQUENTLY ASKED QUESTIONS (FAQS)

**What does this information mean to me? How can I use it?**  
These reports offer you information about the quality of care that patients receive at IHS. This information focuses on important conditions that can be prevented or treated to reduce illness in American Indian and Alaska Native patients. These measures look at the number of patients at an IHS facility who receive these tests or services to help them achieve better health. You can compare your facility's scores on these health care measures with regional and national IHS scores and with non-IHS organizations.

Each of these measures gives you details about the quality of care IHS gives to patients. You might want to ask your IHS health care team about ways you can get the best possible care.

**Where does this data come from?**  
Reports were developed specifically to collect the information needed for the Transparency Report Card. Later we will add other measures to look at the quality of care we provide. IHS also regularly collects information for reporting measures for the [GPRA Report Card](#).

**Reports show a facility score and an Area score. What is a facility and what is an Area?**  
The facility score is for one specific IHS facility. You may choose the IHS facility where you normally receive care or you may choose any other IHS facility. That score is compared to the scores of other IHS facilities that are in the same geographic area, which is called the Area score. For example, a score from Gallup Indian Medical Center located in the Navajo Area (facility score) can be compared to scores of all other facilities within the Navajo Area (Area score). But these same scores are not compared to scores of other facilities outside of the Navajo Area. You can use the Area score to compare the health provided by the facilities in your geographic area (e.g. the Navajo Area) to care provided by facilities in other parts of the country.

**How can having this information help me?**  
This information will help you to know how IHS is caring for patients at your facility, compared to other IHS facilities and non-IHS facilities. It may help you identify questions to ask your health care team about your own care.

These measures do not apply to every patient. We encourage you to talk with your health care provider if you have questions concerning your health care and the information in these reports. Your provider can work with you on a treatment plan that will meet your needs and help you get the best care possible.

**What should I do if I have questions?**  
Links to additional information are provided for each measure. Reading about these measures may remind you to ask about a particular health issue. If you have questions about your health care, please talk with your health care provider.

**What is the Joint Commission?**  
The Joint Commission is an organization that examines and accredits hospitals across the country. It checks to see that hospitals meet certain standards of health care. The Joint Commission gives each hospital it evaluates a report card. Hospitals are given scores on many items, such as: patient safety, average number of patients receiving certain kinds of treatments, and so on. Joint Commission scores are shown so that you can compare IHS scores with the scores from other hospitals.

**What is HEDIS?**  
HEDIS is another set of quality measures used by government, private health care providers and insurance companies. HEDIS scores are given so that you can compare IHS health care to non-IHS providers. The information provided is gathered from health care providers who take care of Medicaid patients. Medicaid is a state program that pays for the health care of patients of all ages, who cannot pay for personal insurance. This may also include Medicare patients who are 65 and older.

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# Planned Future Changes

- Add 5 Transparency measures
  - Flu Shot Ages 65+ (Flu shot received, refused, or contraindicated)
  - Pneumovax 65+ (Pneumococcal shot ever received or contraindicated OR refused during report period)
  - Hypertension patients 18-85 with blood pressure <140/90
  - CVD 18-75 with LDL <100
  - AMI 18+ with beta blocker at discharge
- Add ability to view Transparency data for 2008, 2009 or multiple years
- Add 2009 results to GPRA measures

# Planned Future Changes (cont'd)

- Make changes as a result of HHS' review and feedback
- Add ability to complete the health checklist online
- Possible expansion of the site to a patient portal, including health education materials

# Objectives

- Identify the requirements of the Executive Order to share clinical performance measure data with patients
- Navigate the IHS Quality of Care website and understand its content
- Demonstrate an understanding of user-centered website design principles and practices

# Questions?