IHS Quality of Care Site Case Study

IHIM Conference
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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 <u>new</u> measures
    - 5 new measures will be added in 2009
  - **GPRA** – 24 <u>existing</u> 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)

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

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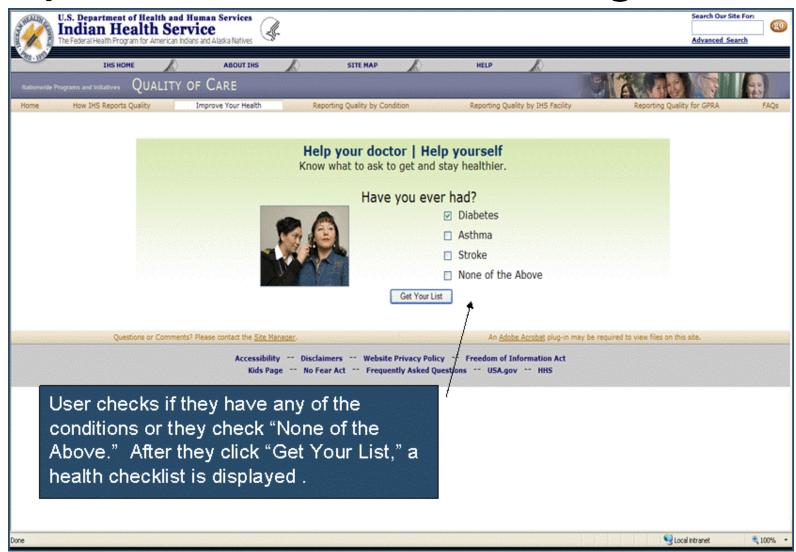
- Demonstrate an understanding of user-centered website design principles and practices

Home Page

How IHS Reports Quality Page

Improve Your Health Page

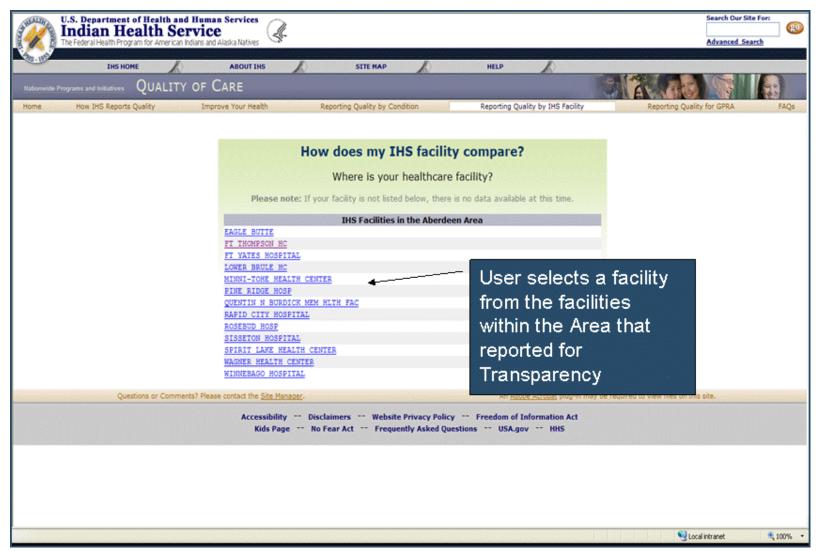# Health Checklist Page

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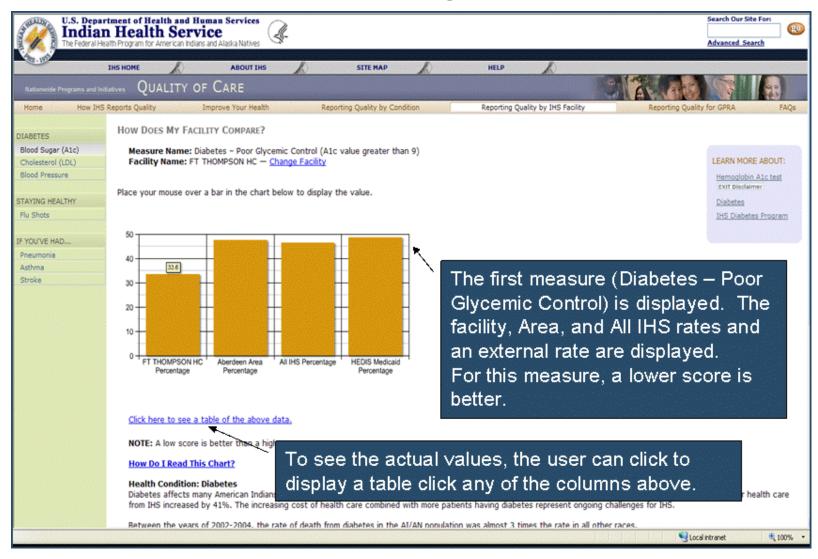
Reporting Quality by Condition - Blood Sugar (A1c) Page

Reporting Quality by IHS Facility Page

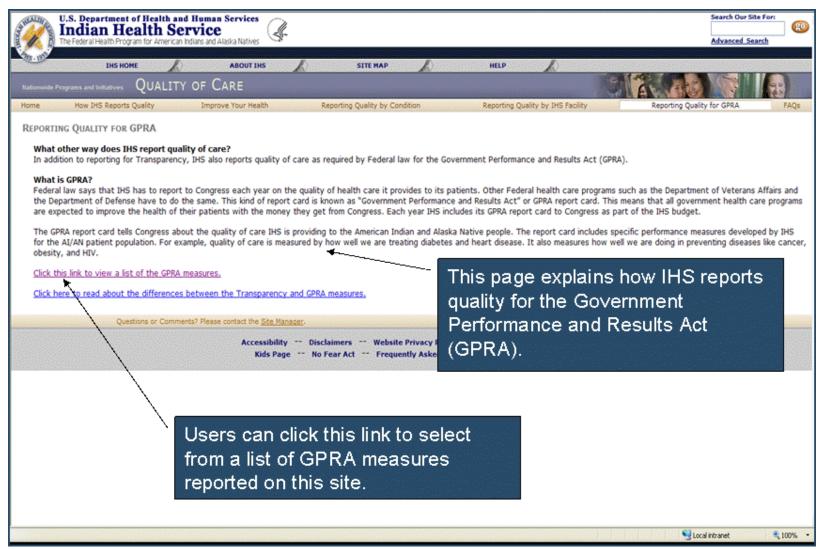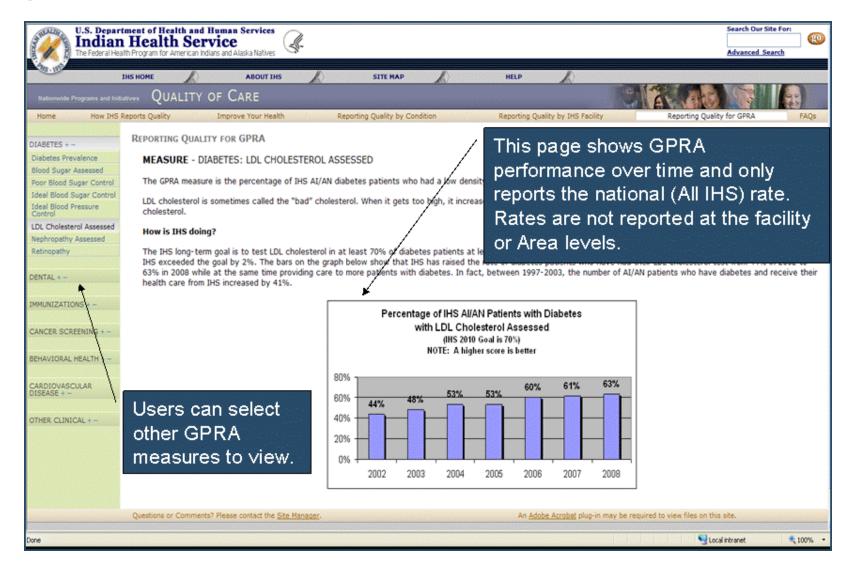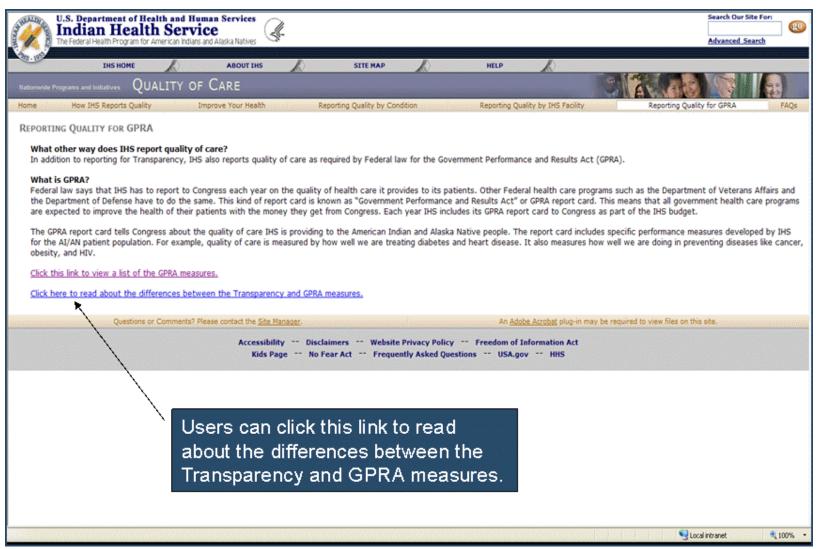# Reporting Quality by IHS Facility Page

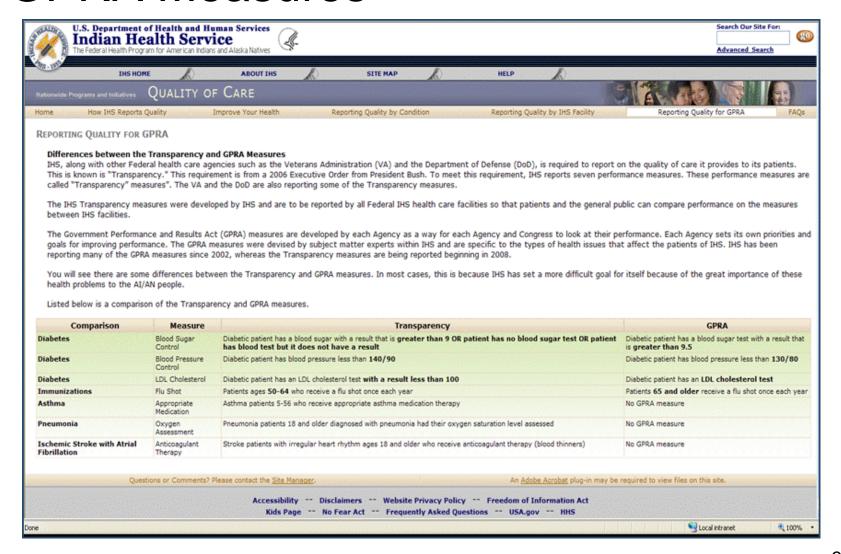# Facility Compare Page (DM A1c > 9)

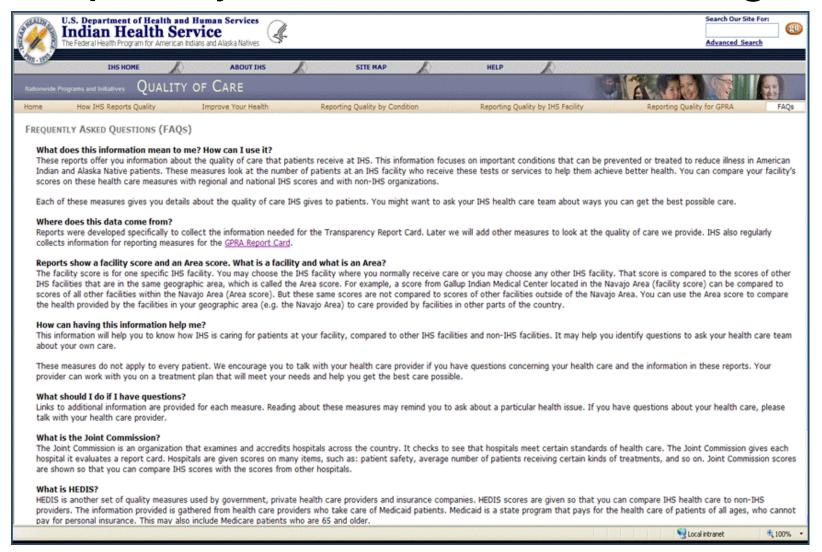# Reporting Quality for GPRA Page

GPRA Measure: DM LDL Assessed

Reporting Quality for GPRA Page

Differences Between Transparency and GPRA Measures

Frequently Asked Questions Page

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

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Questions?