

## Take UAHQ with You in 2016

UAHQ News

Winter 2016

U A H Q



### In This Issue:

[President's Message](#)

[New Year's Resolution](#)

[Get Involved](#)

[AHRQ](#)

[Committed to Healthcare Quality](#)

[Buzzword: Measurement](#)

### A Message from Our President

I have been a nurse for 30 years, most of that in critical care. I entered the quality arena in 2007 and joined UAHQ almost immediately. I have enjoyed every minute of it. I would like to welcome any new and returning UAHQ members to our wonderful peer networking organization.

- Last year's Annual Conference was excellent. Of course we plan on this year's conference being just as good or even better. More information will be coming shortly.
- There will also be Professional Development offerings. Stay tuned for the dates.
- You will be receiving quarterly emailed newsletters and we are in the process of updating our website.
- We hold monthly board meeting the 3<sup>rd</sup> Tuesday of the month at 4:00 pm via webinar. Members are welcome to attend. Contact me for connection information.
- Feel free to contact any board member with your questions. [Click here](#) for a complete list of board members and their contact information.

*Sandy Snider, RN, MHA, CPHQ, UAHQ President*

### Have You Made Your New Year's Resolution? Have You Broken It Yet?

Tell us about it! Our resolution is to try our best to meet your networking and education needs. Last year you asked for:

- Quality & Patient Safety in ambulatory and outpatient care
- Patient Safety Indicators/HACs
- Creating a "Survey Ready" Facility
- AHRQ
- High Reliability, ROI for QI, Sharing of PI Projects

## Take UAHQ with You in 2016

### UAHQ News

Winter 2016



Read on to learn about [ARHQ](#). If you know of experts and/or great speakers on any of these topics, share that information with [Deb Widmer](#) or [Lynnette Shimmin](#). If you are looking for a new resolution, let IHI help you: [Discover what your improvement aims are in our online assessment](#). For those who asked for chocolate, cookies, a smile and a coke, here you go!



[Back to Top](#)

### Attention Procrastinators: Get Involved in Your Association!

We welcome member contributions! We need your ideas in order to continue being a vibrant organization. Contact [Linda Johnson](#) if you would like to contribute an article, have a project, success story, or tool/tip to share, have an announcement, or know of an upcoming event, **WE WANT TO KNOW**. Share with us and we'll share with your peers. This is an easy way to learn and network with your colleagues.

Do you have ideas for our website? [Linda Egbert](#) would love to hear from you!

[Back to Top](#)

### Agency for Healthcare Research and Quality (AHRQ)

The Agency for Healthcare Research and Quality's (AHRQ) mission is to produce evidence to make health care safer, higher quality, more accessible, equitable, and affordable, and to work within the U.S. Department of Health and Human Services and with other partners to make sure that the evidence is understood and used.

AHRQ maintains a strong focus on quality and patient safety, measurement, healthcare delivery, education and training, and funding. They have recently redesigned their website, making it much easier to find the information you're looking for.

AHRQ is committed to making a difference through research, generating measures and data to improve performance, and creating materials to teach and train professionals and healthcare systems. The AHRQ website is a treasure trove of information for quality professionals, some of which is housed on their subsites:

- [Academy for Integrating Behavioral Health and Primary Care](#)
- [AHRQ Podcasts](#)
- [AHRQuality Indicators™](#)
- [Consumer Assessment of Healthcare Providers and Systems](#)
- [Effective Health Care](#)
- [Electronic Preventive Services Selector](#)
- [Grants On-Line Database](#)
- [Healthcare Cost and Utilization Project \(HCUP\) User Support \(HCUP-US\)](#)
- [Health Information Technology](#)
- [Health Care Innovations Exchange](#)
- [Medical Expenditure Panel Survey](#)
- [Morbidity & Mortality Rounds on the Web](#)

- [National Guideline Clearinghouse™](#)
- [National Healthcare Quality and Disparities Reports \(NHQR/DR\)](#)
- [National Quality Measures Clearinghouse™](#)
- [Patient-Centered Medical Home](#)
- [Patient Safety Network](#)
- [Patient Safety Organizations](#)
- [Patient Safety Organizations Privacy Protection Center](#)
- [Practice-Based Research Networks \(PBRNs\)](#)
- [Systematic Review Data Repository](#)
- [TalkingQuality](#)
- [TeamSTEPS®](#)
- [U.S. Health Information Knowledgebase](#)

<http://www.ahrq.gov/cpi/about/otherwebsites/Index.html>

## Take UAHQ with You in 2016

UAHQ News

Winter 2016

U A H Q

Don't forget - if it's on the AHRQ website, unless otherwise noted, it's in the public domain. Take advantage of this free, reliable resource. Learn more [here](#), bookmark [AHRQ](#) today, and start browsing. **Next time:** The AHRQ Innovations Exchange.

[Back to Top](#)

### Committed to Healthcare Quality?

Many of you are, as evidenced by participation in our 2014 and 2015 quality professional review and study sessions. **Thirty-four** quality professionals have attended the sessions, most in preparation for the CPHQ exam, and a few as a refresher. **Congratulations** to our newest CPHQs, **Robin Betts and Sandy Snider**. Are you a new CPHQ? Let us know so you can be recognized.

If you would like us to host a session in 2016 contact [Linda Johnson](#). We need at least ten participants in order to hold a course in late fall. If you are a long time quality professional, we would encourage you to consider taking the course as a refresher. Trust me, you'll be surprised at what you'll learn!

[Back to Top](#)

### Buzzword: Measurement

Measures, measures everywhere and what information do they provide? If you add up the measures in the [AHRQ Measure Matrix](#), there are 4,680! What do all these measures *really* tell us about healthcare quality in our value over volume, population health, outcomes focused, return on investment world? This article may get

#### [The Evolution of Healthcare Quality Measurement in the United States](#)

H. Burstin, S. Leatherman, D. Goldmann

#### Abstract

Quality measurement is fundamental to systematic improvement of the healthcare system. Whilst the United States has made significant investments in healthcare quality measurement and improvement, progress has been somewhat limited. Public and private payers in the United States increasingly mandate measurement and reporting as part of pay-for-performance programmes. Numerous issues have limited improvement, including lack of alignment in the use of measures and improvement strategies, the fragmentation of the US healthcare system, and the lack of national electronic systems for measurement, reporting, benchmarking and improvement. Here, we provide an overview of the evolution of US quality measurement efforts, including the role of the National Quality Forum. Important contextual changes such as the growing shift towards electronic data sources and clinical registries are discussed together with international comparisons. In future, the US healthcare system needs to focus greater attention on the development and use of measures that matter. The three-part aim of effective care, affordable care and healthy communities in the US National Quality Strategy focuses attention on population health and reduction in healthcare disparities. To make significant improvements in US health care, a closer connection between measurement and both evolving national data systems and evidence-based improvement strategies is needed. [Journal of Internal Medicine, February, 2016. 10.1111/joim.12471](#)

[Back to Top](#)

# Take UAHQ with You in 2016

## UAHQ News

Winter 2016



### 2016 UAHQ Board

President	Sandy Snider	<a href="mailto:sandra.snider@hsc.utah.edu">sandra.snider@hsc.utah.edu</a> 801-587-2778
President-elect	Linda Johnson	<a href="mailto:linda.l.johnson@hsc.utah.edu">linda.l.johnson@hsc.utah.edu</a> 801-587-2777
Past President	Marlyn Conti	<a href="mailto:marlyntconti@gmail.com">marlyntconti@gmail.com</a>
Secretary	Judi Matts	<a href="mailto:judi.matts@imail.org">judi.matts@imail.org</a> 801-357-7462
Treasurer	Dave McGrath	<a href="mailto:dave.mcgrath@imail.org">dave.mcgrath@imail.org</a> 435-658-6712
Member at Large	Deb Widmer	<a href="mailto:debra.widmer@mountainstarhealth.com">debra.widmer@mountainstarhealth.com</a> 801-743-6707
Education Chair	Lynnette Shimmin	<a href="mailto:lshimmin@iasishealthcare.com">lshimmin@iasishealthcare.com</a> 801-807-7138
Communications Chair	Linda Johnson	<a href="mailto:linda.l.johnson@hsc.utah.edu">linda.l.johnson@hsc.utah.edu</a> 801-587-2777
Legislative Chair	Linda Egbert	<a href="mailto:legbert@healthinsight.org">legbert@healthinsight.org</a> 801-892-6670





## What is the Agency for Healthcare Research and Quality?

The Agency for Healthcare Research and Quality (AHRQ) is the lead Federal agency charged with improving the safety and quality of America's health care system. AHRQ develops the knowledge, tools, and data needed to improve the health care system and help Americans, health care professionals, and policymakers make informed health decisions. AHRQ works with Department of Health and Human Services (HHS) agencies and other partners to make sure that the evidence is understood and used in an effort to achieve the goals of better care, smarter spending of health care dollars, and healthier people.

In 1999, an Institute of Medicine report, "To Err Is Human," documented serious patient safety problems in our health care system. In the intervening years, AHRQ has led the Nation in responding to those issues and improving the safety of health care. Using AHRQ's research and how-to tools, the U.S. health care system prevented 1.3 million errors, saved 50,000 lives, and avoided \$12 billion in wasteful spending from 2010–2013. But, even with these successes, safety is far from optimal, and AHRQ's work continues.

## What are AHRQ's areas of focus?

- **AHRQ invests in research on the Nation's health delivery system that goes beyond the "what" of health care to understand "how" to make health care safer and improve quality.**
  - There aren't enough specialists to treat everyone who needs care, especially in rural and underserved communities. AHRQ funded an

innovative model, called Project ECHO (Extension for Community Healthcare Outcomes), for training and supporting primary care clinicians in rural communities to provide specialized care for their patients. This model has flourished, receiving ongoing funding from the State of New Mexico, spreading to other States, and expanding from its initial focus on hepatitis C into new clinical areas, including mental health and substance abuse, and HIV. It has also been adopted by the Veterans Health Administration as a tool for expanding access to high-quality care for veterans across the country.

- AHRQ's Re-Engineered Discharge (RED) is a structured protocol and suite of implementation tools that helps hospitals rework their discharge processes to reduce readmissions by determining patients' needs and carefully designing and communicating discharge plans. Hospitals using these tools have seen a 30 percent reduction in hospital readmissions and emergency rooms visits.
- AHRQ recently funded three Centers of Excellence to study how high-performing health care systems promote evidence-based practices in delivering care. Health systems in the United States vary tremendously in their ability to produce outcomes that patients care about, such as those for cardiovascular risk factors. However, we know very little about which systems are doing a good job, or about how those systems are achieving superior outcomes. The AHRQ project will help close this research gap and produce information that can be used by health systems throughout the United States to improve patient outcomes.





■ **AHRQ creates materials to teach and train health care systems and professionals to put the results of research into practice.**

- AHRQ supported the development of a training module, called the Comprehensive Unit-based Safety Program, tested in more than 1,000 U.S. hospitals, which is being used to prevent deadly bloodstream and catheter-associated urinary tract infections. Hospitals that used these tools found that bloodstream infections fell by 41 percent, saving more than 500 lives and \$34 million. All of these tools are free and available to be adapted and used based on the specific setting.
- In 2015 AHRQ launched an initiative to directly bring the latest scientific research, tools, and support to over 5,000 primary care physicians that will improve the care for over 8 million Americans. AHRQ awarded seven large grants to establish EvidenceNOW, an initiative aligned with Million Hearts® that will provide practice support to over 5,000 primary care physicians with the goal of improving the heart health of millions of patients and improving the capacity of the practices to incorporate new research findings and information into practice.
- AHRQ, in conjunction with the Department of Defense, developed Team STEPPS®, a training program designed for health care professionals to improve patient safety, communication, and teamwork skills. AHRQ has trained more than 1,500 individual organizations in the United States through this program and is continuing to provide free training around the country. To increase training capacity, AHRQ has shared the curriculum and tools with the Centers for Medicare & Medicaid Services (CMS), which has tasked the Nation's Quality Improvement Organizations to disseminate this training further throughout the country.

■ **AHRQ generates measures and data used by providers and policymakers.**

- Data from AHRQ's Healthcare Cost and Utilization Project helped to highlight a jump in hospitalizations among Medicare, Medicaid, and

private-pay patients for overuse of opioids. AHRQ showed that hospitalization rates more than doubled between 1993 and 2012, when there were more than 700,000 Americans hospitalized for opioid overuse. This warning contributed to HHS' launch of a major multipronged initiative to reduce opioid abuse in 2015.

- AHRQ created and maintains the gold-standard suite of surveys, called the Consumer Assessment of Healthcare Providers and Systems, which provide valid assessments of patients' experience of care in hospitals, nursing homes, and doctors' offices. The hospital industry, patients, and CMS chose the hospital version of the AHRQ survey to be the measure for all of the patient experience elements for CMS' Hospital Quality Initiative. CMS incorporates these results into the Hospital Compare Web tool and its five-star rating system.
- AHRQ's Medical Expenditure Panel Survey data helped the Medicaid and CHIP Payment and Access Commission develop estimates of eligibility for Medicaid and the Children's Health Insurance Program; the Congressional Budget Office also uses AHRQ data in its estimates of the budgetary impact of many Congressional proposals.

## **How will AHRQ make health care safer and better tomorrow?**

■ **AHRQ is beginning work to tackle some of the health care system's greatest challenges, including:**

- Reducing antibiotic overuse and health care-associated infections.
- Improving care for people with multiple chronic conditions.
- Incorporating the latest research findings into electronic health records to facilitate clinical decisionmaking.
- Discovering how to better provide opioid addiction treatment services in rural communities.

