



# National Quality Strategy Webinar

Introducing Nine Levers to Support the Aims and Priorities

May 13, 2014



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# Agenda

- **Welcome**  
Ann Gordon, Facilitator
- **Presentation of the NQS Levers**  
Nancy Wilson, Executive Lead  
National Quality Strategy
- **Levers in Action: Network for Regional Health Improvement**  
Elizabeth Mitchell, President and CEO  
Network for Regional Health Improvement
- **Questions and Answers**  
Presenters



# The National Quality Strategy and Nine Levers for Program Alignment

Nancy Wilson, BSN, MD, MPH



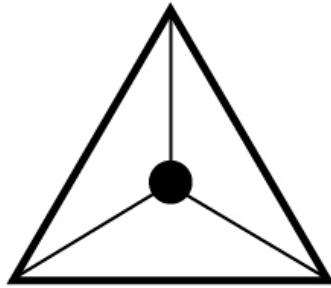
# Background on the National Quality Strategy

- Established by the Affordable Care Act to **improve the delivery of health care services, patient health outcomes, and population health**
- The Strategy was first published in 2011 and serves as a **nationwide effort** to improve health and health care across America
- The Strategy was iteratively designed by public and private stakeholders and provides an opportunity to **align quality measures and quality improvement activities**



# The IHI Triple Aim and NQS Three Aims

Improving the  
patient  
experience of  
care  
(including quality  
and satisfaction)



IHI *Triple Aim*

Improving  
the health  
of populations

Reducing the per  
capita cost of health  
care

**Better Care:** Improve overall  
quality, by making health care  
more patient-centered,  
reliable, accessible, and safe.



Better Care. Affordable Care.  
Healthy People/Healthy Communities.

**Healthy People/Healthy  
Communities:** Improve the  
health of the U.S.  
population by supporting  
proven interventions to  
address behavioral, social  
and, environmental  
determinants of health.

**Affordable Care:** Reduce  
the cost of quality health  
care for individuals,  
families, employers, and  
government.





# The National Quality Strategy: How it Works

## STAKEHOLDER TYPES

States

Federal and HHS

Private Sector

Multi Stakeholder Groups

## PRIORITIES

Six quality concerns that affect most Americans.



Patient Safety



Person- and Family-Centered Care



Effective Communication and Care Coordination



Prevention and Treatment of Leading Causes of Mortality



Health and Well-Being



Affordable Care

## LEVERS

Core business functions, resources, and/or actions that may serve as a means for achieving improved health and health care quality.



Measurement and Feedback



Public Reporting



Learning and Technical Assistance



Certification, Accreditation, and Regulation



Consumer Incentives and Benefit Designs



Payment



Health Information Technology



Innovation and Diffusion



Workforce Development

## THE THREE AIMS



The National Quality Strategy unites efforts to improve health and health care for all Americans. The above graphic provides a high-level view of how the National Quality Strategy works to provide better, more affordable care for the person and the community.

# The National Quality Strategy: How it Works

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# Why We're Here Today: Levers

The Strategy's aims and priorities are supported by **the nine National Quality Strategy "levers"**: organizations' core business functions that serve as a means for improving health and health care quality



# Measurement and Feedback



Provide performance feedback to plans  
and providers to improve care



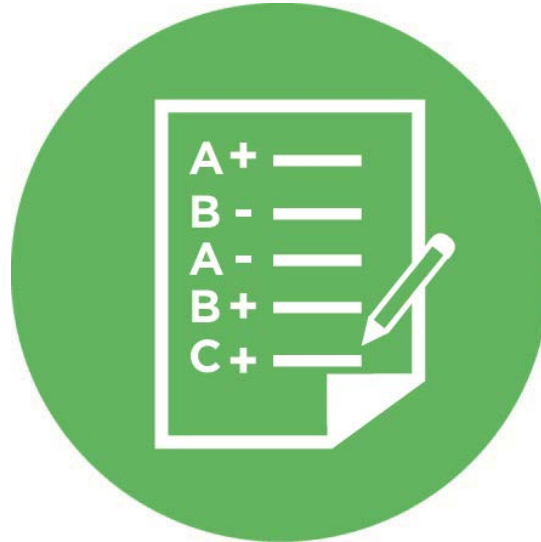
# Measurement and Feedback



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A long-term care provider may implement a strategy that includes the use of Quality Assurance and Performance Improvement data to populate measurement dashboards for purposes of identifying and addressing areas requiring quality improvement

# Public Reporting



Compare treatment results, costs, and patient experience for consumers



# Public Reporting



A regional collaborative may ask member hospitals and medical practices to align public reports to the National Quality Strategy aims or priorities

Compare treatment results, costs, and patient experience for consumers

# Learning and Technical Assistance



Foster learning environments that offer training, resources, tools, and guidance to help organizations achieve quality improvement goals

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Foster learning environments that offer training, resources, tools, and guidance to help organizations achieve quality improvement goals

A Quality Improvement Organization may disseminate evidence-based best practices in quality improvement with physicians, hospitals, nursing homes, and home health agencies

# Certification, Accreditation, and Regulation



Adopt or adhere to approaches to meet  
safety and quality standards

# Certification, Accreditation, and Regulation



The National Quality Strategy aims and priorities may be incorporated into continuing education requirements or certification maintenance

Adopt or adhere to approaches to meet safety and quality standards

# Consumer Incentives and Benefit Designs



Help consumers adopt healthy behaviors  
and make informed decisions

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Help consumers adopt healthy behaviors  
and make informed decisions

Employers may  
implement workforce  
wellness programs  
that promote  
prevention and  
provide incentives  
for employees to  
improve their health



# Payment



Reward and incentivize providers to deliver high-quality, patient-centered care

# Payment



Join a coalition of purchasers that are pursuing value-based strategies

Reward and incentivize providers to deliver high-quality, patient-centered care

# Health Information Technology



Improve communication, transparency, and efficiency for better coordinated health and health care

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Improve communication, transparency, and efficiency for better coordinated health and health care

A hospital or medical practice may adopt an electronic health record system to improve communication and care coordination

# Innovation and Diffusion



Foster innovation in health care quality improvement, and facilitate rapid adoption within and across organizations and communities

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Center for Medicare & Medicaid Innovation tests various payment and service delivery models and shares successful models across the Nation

# Workforce Development



Investing in people to prepare the next generation of health care professionals and support lifelong learning for providers



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A medical leadership institution may incorporate quality improvement principles in their training

# Nine National Quality Strategy Levers



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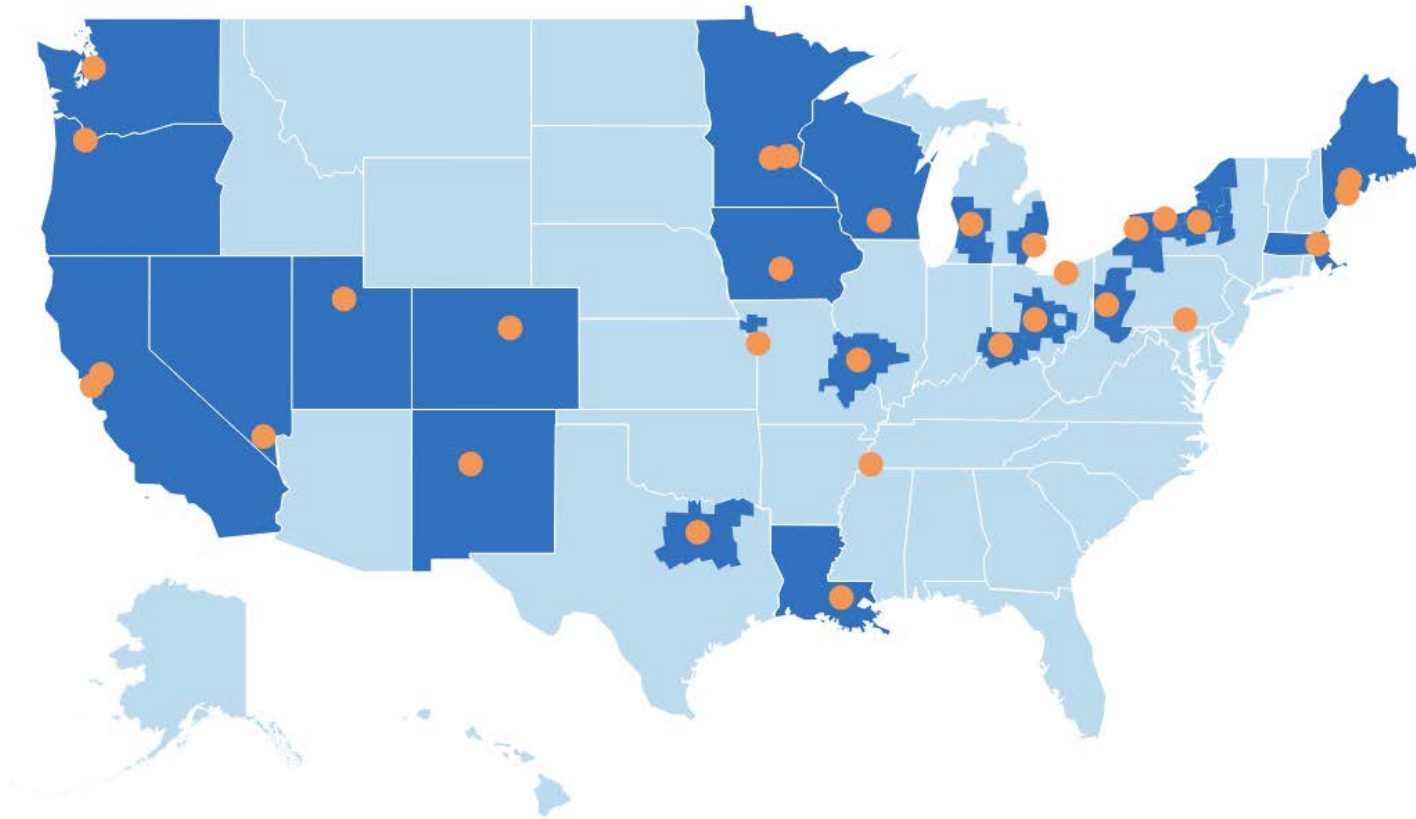
# National Quality Strategy Levers in Action

Elizabeth Mitchell

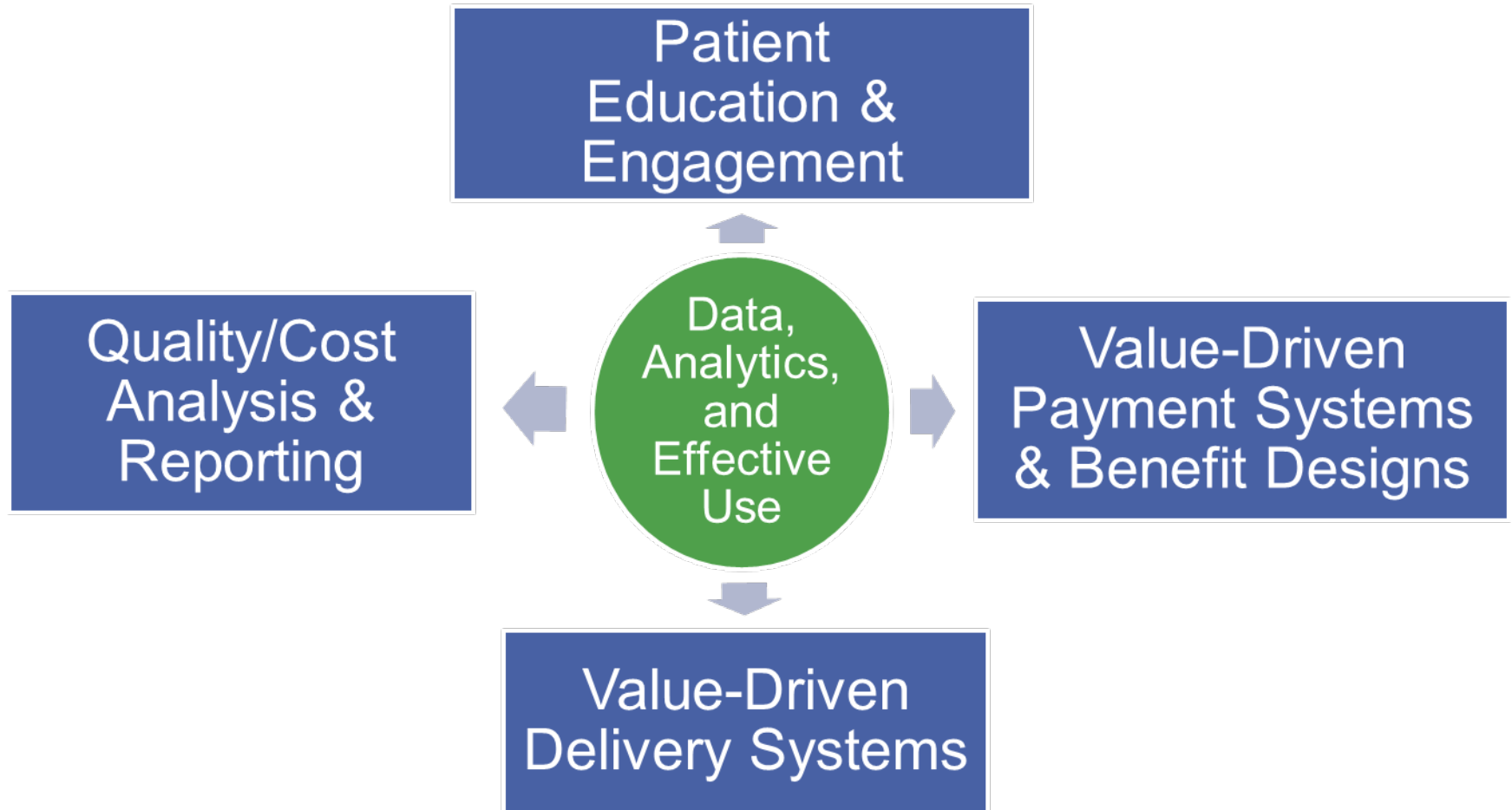
President and CEO, Network for Regional Health Improvement



## 30 Regional Health Improvement Collaboratives



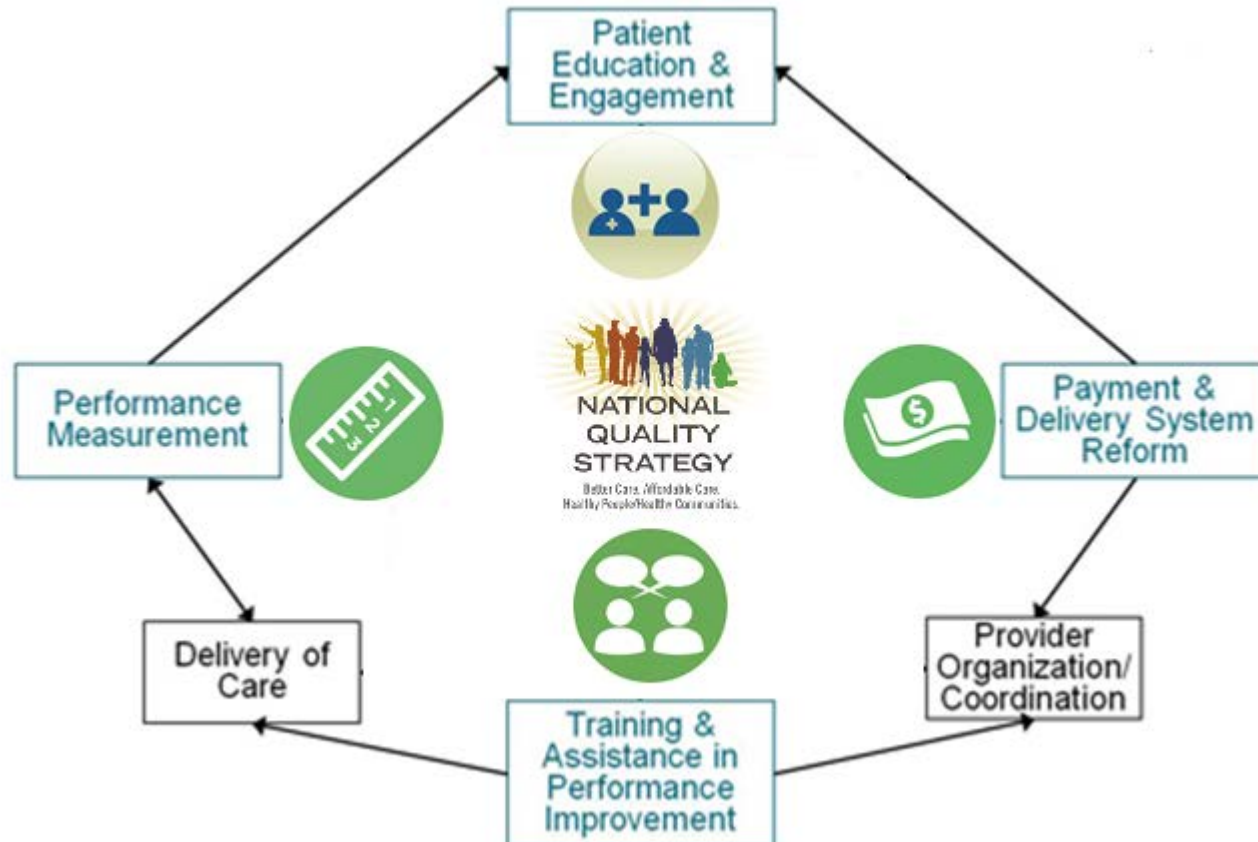
# Transformation Must be Founded on Reliable Data and Information



# Regional Health Improvement Collaborative Stakeholders



# Regional Health Improvement Collaborative Levers





# How to Find NQS Tools and Resources:

Visit the Working for Quality Web site  
([www.ahrq.gov/workingforquality](http://www.ahrq.gov/workingforquality)) to find:

- Stakeholder Toolkit and Briefing Slides  
<http://www.ahrq.gov/workingforquality/toolkit.htm>
- Priorities in Action  
[www.ahrq.gov/workingforquality/priorities.htm](http://www.ahrq.gov/workingforquality/priorities.htm)

**Sign up** for updates from the National Quality Strategy team [here](#).

**Contact** for questions, suggestions or to share your use of the levers at:  
NQStrategy@ahrq.hhs.gov.



# How to Find NRHI Tools and Resources

Visit the NRHI (<http://www.nrhi.org/>) site to learn more about:

- NRHI Publications  
<http://www.nrhi.org/publications/>
- NRHI Collaboratives  
<http://www.nrhi.org/about-collaboratives/>
- NRHI in the News  
<http://www.nrhi.org/news/>



# Questions and Answers

Presenters



# Questions and Answers

- For users of the audio broadcast, submit questions via chat
- For those who dialed into the meeting, dial 14 to enter the question queue



# Thanks for attending today's event.

The presentation archive will be available on [www.ahrq.gov/workingforquality](http://www.ahrq.gov/workingforquality) within 2 weeks.

