

Using HIT to Measure, Report, and Improve Care and Outcomes: Report from Better Health Greater Cleveland*

*Supported by the Robert Wood Johnson Foundation's
"Aligning Forces for Quality" initiative

Ohio HIT Summit V
October 27, 2008

Randall D. Cebul, MD
rdc@case.edu



Summary

1. Better Health, Greater Cleveland is measuring outpatient care and outcomes for patients with chronic conditions
2. Most partner practices use EMRs to provide performance data
 - Granular, timely, All eligible patients
 - Reporting by insurance (including the uninsured), race, income, educational attainment
 - Allows drill-down to identify specific opportunities for improvement
 - Complementary initiatives in region-wide QI and patient activation
3. First report (diabetes): we're better on *care* (provider-centered) than *outcomes* (more patient-centered)
4. We observe disparities in outcomes (poorer, less well-educated, minority, uninsured patients do worse) but not processes.
5. Future reports will include: a) measures of both performance and practice-level *improvement*; b) hard outcomes



A project of Better Health Greater Cleveland,
the Robert Wood Johnson Foundation's *Aligning
Forces for Quality* initiative and other funders.

Community Health Checkup | JUNE 2008

Diabetes Care and Outcomes
in Greater Cleveland 2007

www.betterhealthcleveland.org

Practices (n=40) Identify Patients by Insurance

Safety Net Practices	Qualifying Diabetics	% Medicare	% Commercial	% Medicaid	% Uninsured
The MetroHealth System	5975	34	25	20	21
Broadway Health Center	547	29	20	25	26
Brooklyn Medical Group	312	29	42	9	21
Buckeye Health Center	718	35	19	23	24
J. Glen Smith Health Center	112	21	15	27	38
Lee-Harvard Health Center	358	32	26	18	25
MHMC - Faculty/Residents	913	32	4	35	29
MHMC - Family Practice	876	41	21	21	17
MHMC - Internal Medicine	1084	44	38	9	9
Strongsville Medical Group	328	22	47	9	22
Thomas F. McCafferty Center	395	33	19	28	21
West Park Medical Group	332	23	47	10	20
Fed Qualified Health Centers	1411	15	20	25	40
Care Alliance	368	14	2	6	78
Neighborhood Family Practice	552	10	40	30	20
NE Ohio Health Services [NEON]	491	20	10	34	34
Safety Net Practices	7386	30	24	21	25
Non-Safety Net Practices	17486	38	56	1	1
All Practices	24872	36	46	7	8

Diabetes Process and Outcome Measures and Standards, 2007

Measure	Standard/Target
Process of Care Standards	
Hgb A1c Obtained	At least once during 2007
Kidney Mgmt	Urine tested for microalbumin or Rx with ACE inhibitor or ARB during 2007
Eye Examination	Visit to Ophthalmologist or Optometrist during 2007
Pneumonia Vaccination	Documented at any time
Outcome Standards	
Hgb A1c Value	< 8%, most recent value in 2007
Blood Pressure	< 140/80, most recent value in 2007
LDL Cholesterol	LDL <100 mg/dl, most recent value in 2007, or on Statin
Body Mass Index	<30, most recent value in 2007
Smoking Status	Non-smoker, most recent documentation

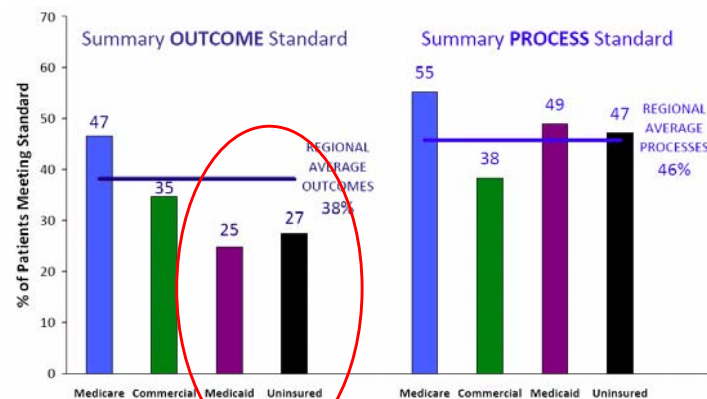
Summary Standard:

% meeting all 4

% meeting ≥4

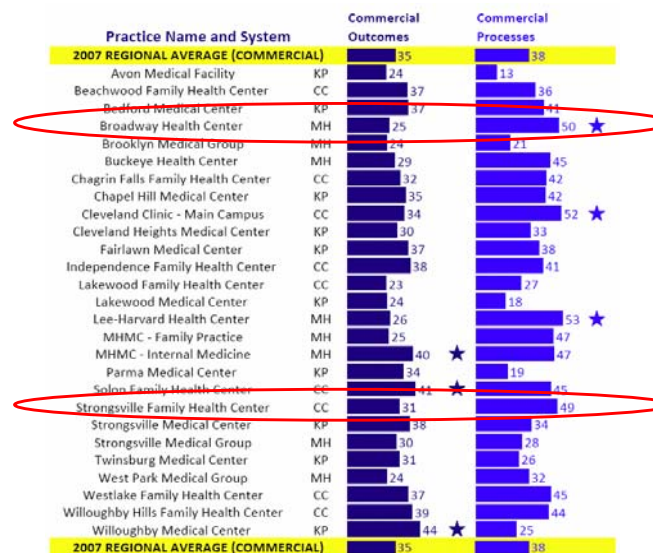
Report #1 Region-wide Results, 2007

- Better Care Than Outcomes
- Disparities in Outcomes by Insurance



Drilling Down to Practice-level Overall Performance on Care and Outcomes

Care and Outcomes for Commercial (50+) Patients, 2007



Drilling Down to Measure-specific Performance



Using Reports to Target Measures

Practice Name and System	Summary Outcome Standard (%)	Good Blood Sugar Control (%)	Good Blood Pressure Control (%)	Cholesterol in Good Control (%)	Weight in Good Control (%)	Not Smoking (%)
REGION - ALL 30 EMR PRACTICES	38	68	49	83	31	83
Avon Medical Facility	KP 26	54	46	87	17	82
Beachwood Family Health Ctr	CC 41	67	48	77	35	91
Bedford Medical Center	KP 42	66	56	88	35	86
Brookway Health Center	MH 25	62	35	80	32	66
Brooklyn Medical Group	MH 91	69	69	74	28	75
Buckeye Health Center	MH 30	69	41	84	30	72
Chagrin Falls Family Health Ctr	CC 40	73	49	78	29	88
Chapel Hill Medical Center	KP 40	75	54	86	16	86
Cleveland Clinic - Main Campus	CC 40	67	48	84	35	83
Cleveland Heights Medical Ctr	KP 35	60	37	87	39	83
Fairlawn Medical Center	KP 37	68	47	85	14	89
Independence Fam. Health Ctr	CC 42	72	55	81	28	88
J. Glen Smith Health Center	MH 27	57	48	79	24	63
Lakewood Family Health Center	CC 31	66	48	83	33	68
Lakewood Medical Center	KP 27	53	45	87	18	81
Lee-Harvard Health Center	MH 30	70	37	89	28	80
MHMC - Faculty/Residents	MH 32	67	47	87	29	68
MHMC - Family Practice	MH 73	63	46	79	27	68
MHMC - Internal Medicine	MH 39	71	53	84	30	77
Parma Medical Center	KP 39	63	53	86	31	85
Solon Family Health Center	CC 46	73	55	83	33	92
Strongsville Family Health Ctr	CC 36	70	46	74	31	89
Strongsville Medical Center	KP 39	72	55	85	32	88
Strongsville Medical Group	MH 35	70	50	81	26	78
Thomas F. McCafferty Health Ctr	MH 34	67	48	78	32	75
Twinsburg Medical Center	KP 38	64	53	86	28	87
West Park Medical Group	MH 26	74	41	77	21	76
Westlake Family Health Center	CC 40	74	49	78	31	88
Willoughby Hills Family Health Ctr	CC 44	73	57	81	30	86
Willoughby Medical Center	KP 49	69	57	87	40	86
REGION - ALL 30 EMR PRACTICES	38	68	49	83	31	83

Brookway targets A1c, BP, Smoking

Strongsville targets Lipids

Data Identify Need to Activate Patients to Improve Outcomes

- Inform Learning Collaborative’s agenda
- Inform “Consumer Engagement” messages and strategies



QI Region-wide Learning Collaborative includes report-catalyzed “Patient Activation” Track



Message Campaign to Empower and Activate Patients

THE POWER OF KNOWLEDGE

Laura is an avid knitter. A terrific mom. And a great patient.

She asks questions. Learns what she needs to know to take charge. And she isn't shy about finding the support she needs.

Laura has a simple slogan when it comes to dealing with her diabetes: Knowledge is Power. She knows she can't cure her diabetes, so she has learned to live well with it - and to keep learning. She's built a strong support team that includes her family, doctor, counselor, friends and too many other people to count. For Laura, knowing about diabetes means the power to take control of it. And to get the health care she deserves.

Visit www.betterhealthcleveland.org to learn more about the role you can play to manage your health — or the health of someone you love.

Thanks to the Partnership for Healthcare Excellence

Better Health Greater Cleveland
An Alliance for Improved Health Care

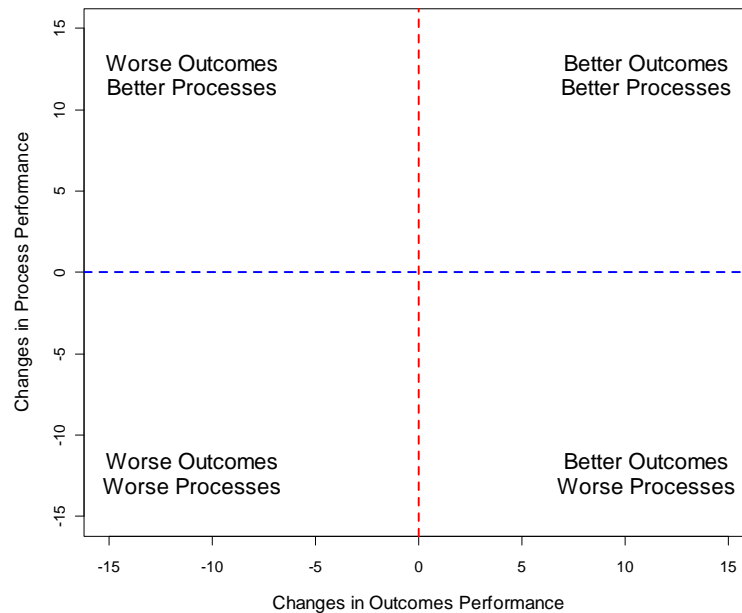
KAISER PERMANENTE
A Proud Partner of Better Health Greater Cleveland



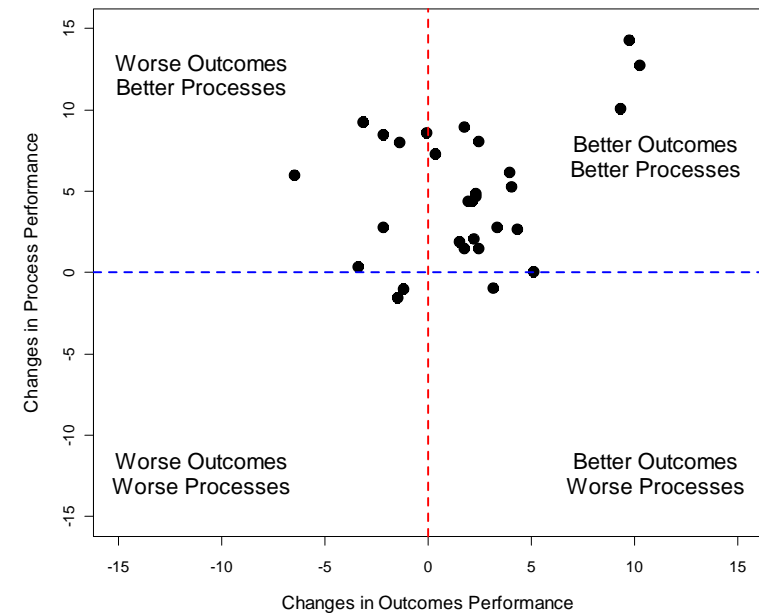
Some Next Steps

- Use Data for Performance Incentives, Re-certification, Research to identify what works-what doesn't-and why
- Monitor changes over time, and recognize *improvement*.
- Link to Real Outcomes (blindness, amputations, kidney failure, etc) when RHIO or similar occurs
- Establish plan for sustainability

Changes in Performance, Time 2 - Time 1



Changes in Performance, Time 2 - Time 1



Questions