



Public Reporting of Hospital Quality Information

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Update on the Quality Initiative



- A little history
- Where are we
- Personal stories of triumph and challenge
- Predictions

A Little History

Why public reporting?

- Building trust
- Demonstrate commitment to the best patient care
- Inform decision-making

Shaking the Public Trust

- IOM Reports
 - To Err is Human
 - Crossing the Quality Chasm
- Headlines about errors

Wish List for Public Reporting

- Fair measurement
- A voice in what is measured
- Predictability
- Consistency

Hospitals' Perception

- Assessments not all fair
 - Measures of varying quality
 - Analytic methods vary, too
- Have little voice
- Constantly changing

Consistency is Lacking

Data Requests:

- Payors
 - Insurers
 - Employer coalitions
- State agencies
- Accrediting bodies
- Quality Improvement Orgs
- Federal agencies
 - CMS
 - CDC
 - AHRQ
 - OPM
 - FTC
- Publications

The Quality Initiative



- AFL-CIO
- American Hospital Association
- Agency for Healthcare Research and Quality
- American Medical Association
- AARP
- Association of American Medical Colleges
- Consumer/Purchaser Disclosure Project
- Federation of American Hospitals
- Joint Commission on Accreditation of Healthcare Organizations
- National Quality Forum

Quality Initiative – Where are we?



Initial Components

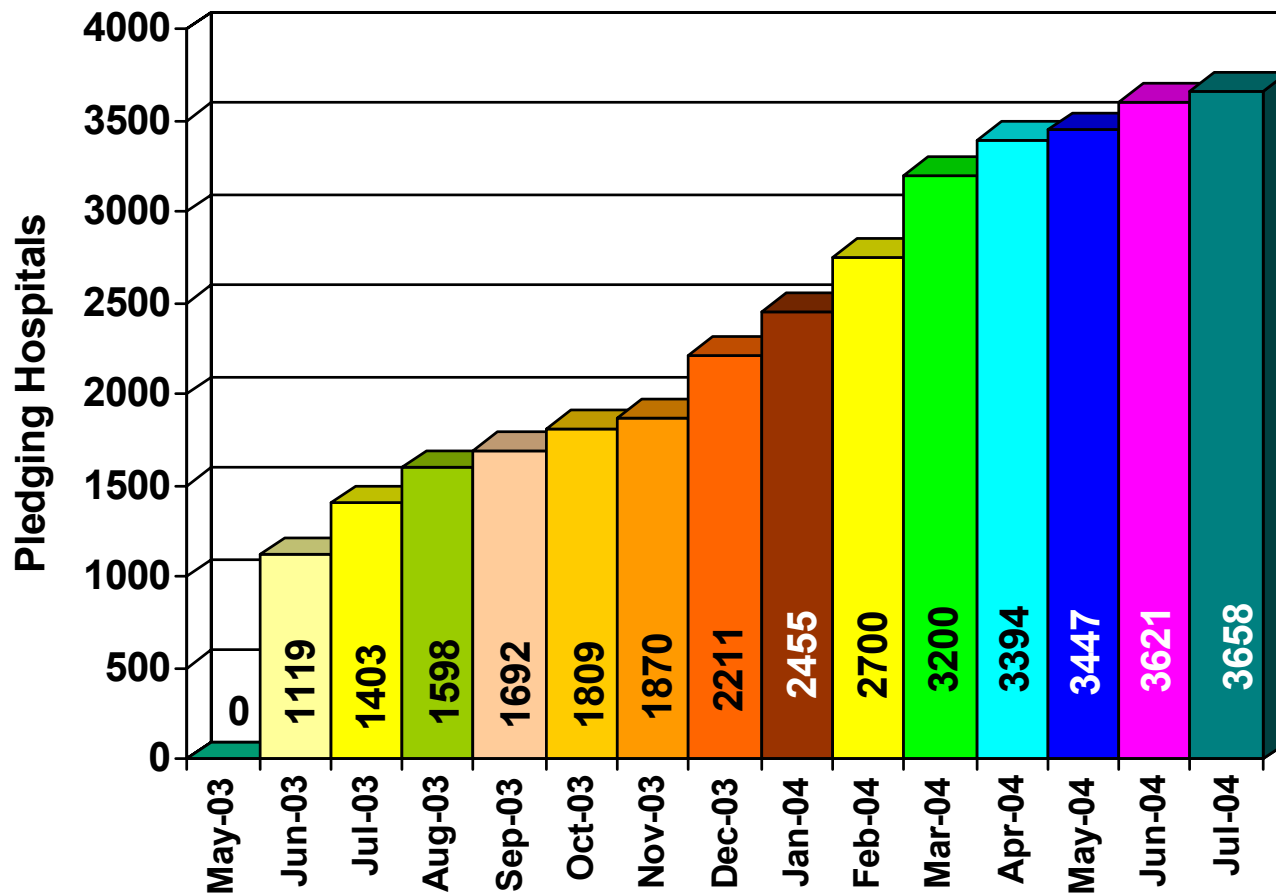
- 10 measures in 3 conditions
 - Heart attack
 - Heart failure
 - Pneumonia
- Build the mechanisms



Quality Initiative – Where Are We?



Participation Trend



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Where are we now?

www.cms.hhs.gov/qualityinitiatives

- October 2003:** Data available to clinicians and media on 400+ hospitals
- February 2004:** Updated with data for 1400+ hospitals
- May 2004:** Update of data – 1952 hospitals
- Nov/Dec 2004:** Planned update of data with all submitting for full update – est 4000
- Jan/Feb 2005:** Consumer friendlier version on Medicare.gov

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On deck ...

- More measures in 3 conditions
 - ✓ *Heart attack*
 - ✓ *Heart failure*
 - ✓ *Pneumonia*
- Surgical Infection Prevention
- *Work on relevant measures for rural hospitals*
- *Patient perceptions of care (HCAHPS)*

New Measures

2nd Qtr '04

- **Heart Attack**
 - PCI in 120 minutes
 - Thrombolytics in 30 minutes
 - Advice to quit smoking
- **Heart Failure**
 - Advice to quit smoking
 - Discharge instructions
- **Pneumonia**
 - Smoking cessation
 - Culture before antibiotic

3rd Qtr '04

- **Pneumonia**
 - Initial antibiotic selection
 - Influenza vaccination
- **Surgical Infection**
 - Timing of antibiotic
 - Choice of antibiotic
 - Cessation of antibiotic in a timely manner

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On deck ...

- *More measures in 3 conditions*
 - ✓ *Heart attack*
 - ✓ *Heart failure*
 - ✓ *Pneumonia*
- *Surgical Infection Prevention (right time, right antibiotic, stopped as appropriate)*
- Patient perceptions of care (HCAHPS)
- Work on measure relevant to rural hospitals

Lessons Learned Thus Far

- Having a single, credible data collection starts with using common measures
- A lot more is needed beyond common measures
- Turning clinical data into useful consumer information is difficult
- Consumers value different information than clinicians

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On the horizon ...

- To Err is Human – redux – November, 2004
- National Disparities Report



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