



MNCommunity
MEASUREMENT®

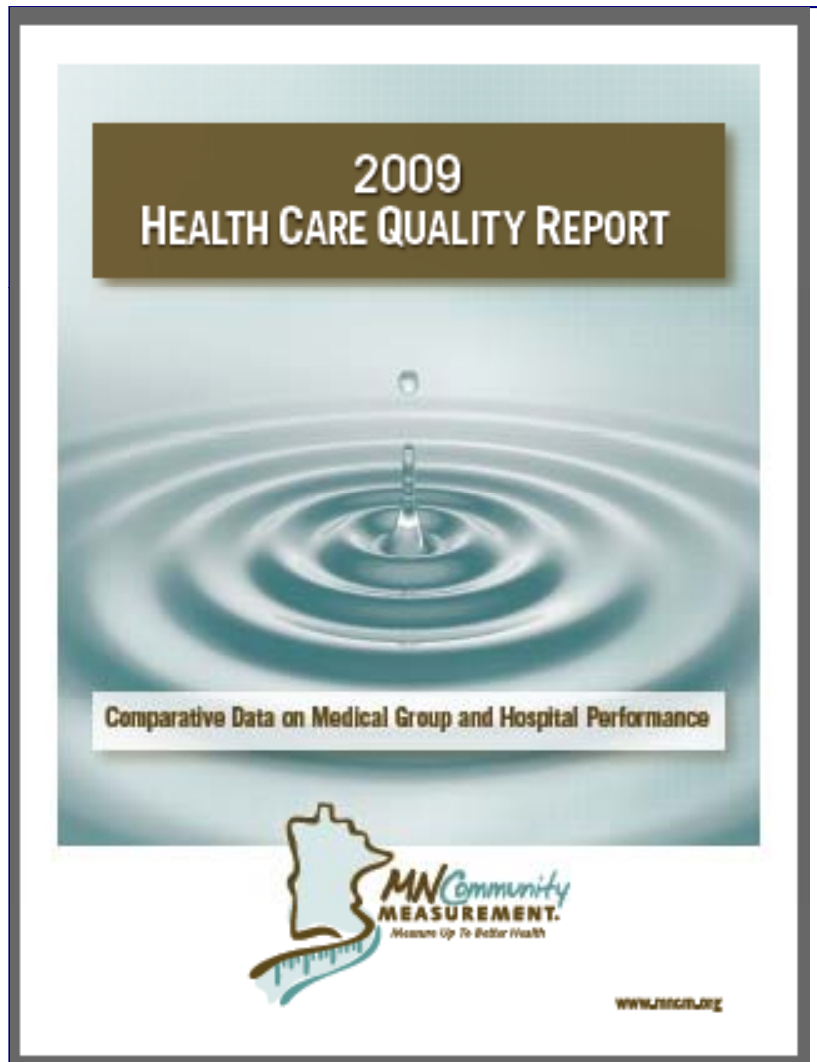
NQF Dashboard Workshop
October 12, 2010

MN Community Measurement

Accelerating the Improvement of Health Through Public Reporting

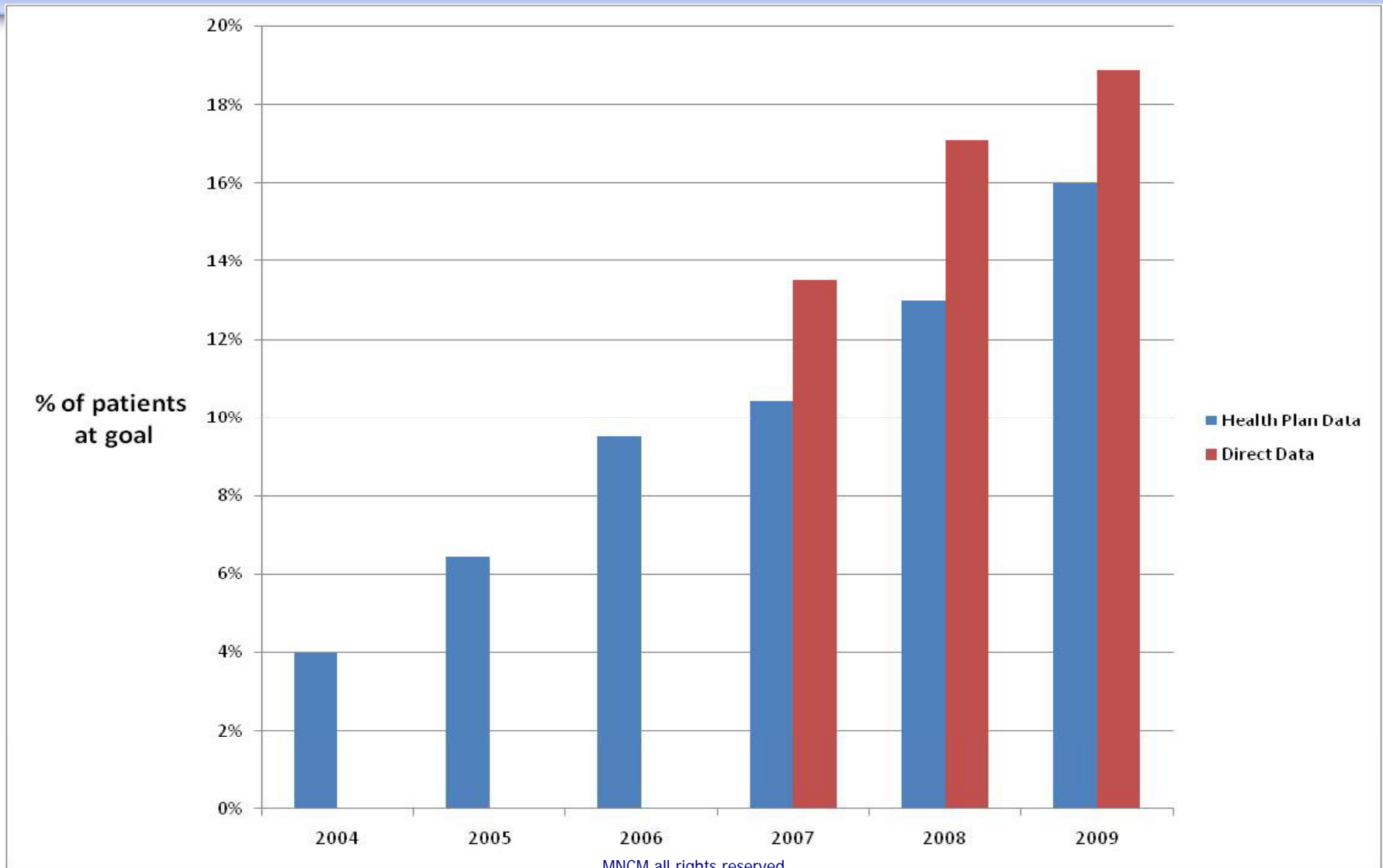
- The trusted source of information across the spectrum of care and the Triple Aim
- Used by providers to improve care and by patients to make better decisions
- Our community works together on measurement

MNCM Health Care Quality Report



- Reports on 14 clinical quality measures, patient experience, and cost
- Reports results on 169 medical systems/960 sites
- Results from health plan and medical group data
- Improved results for most measures

Minnesota Optimal Diabetes Care Measure



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Support for Measurement Impact

- Public Reporting
- Alignment Across the Community
- Composite Measures
- Clinical Data Collection
- Prioritization/Focus
- Community Goals

Optimal Diabetes Care Measures

Optimal Diabetes Care I (2002)

- HbA1c = 8.0 or less
- Blood Pressure = 130/85 or less
- Bad Cholesterol = 130 or less
- Daily aspirin use
- Tobacco free

Care Guidelines

Optimal Diabetes Care II

- HbA1c = less than 7.0
- Blood Pressure = less than 130/80
- Bad Cholesterol = less than 100
- Daily aspirin use
- Tobacco free

2009

Direct Data Submission Advantages

- All patients represented
- Faster results
- Site level reporting
- Increased provider confidence in data
- Submitted through a secure portal
- Collects clinical and patient experience data not available in claims

Measurement Selection Criteria

- Significant Impact
- Demonstrated Gap in Outcomes
- Opportunity for Improvement – Redesign
- Inclusive
- Feasible
- Relevant to Consumers

Measurement Domains

- Patient Experience
 - Shared Decision Making
- Clinical Quality
- Cost of Care
- Access and Equity

Why Patient Experience?

- Part of the Triple Aim
- Supports Patient Centered Care
- Comparable Results
- Actionable
- Business case evident – experience drives volume



Patient Experience Surveys

First Round in 2009

- 9 medical groups were recruited for participation (representing a total of 124 clinic sites)
- CG CAHPS – total population sample
- Medical groups funded their own surveys
- Used a 2-wave mail method
- Groups worked either with their current vendor or a shared vendor (splitting the costs)
- Standardized survey, sample size, reporting







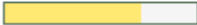








Results from 2008 Survey

Patient Experience

These four measures show what patients experienced during their last visit to their doctor. Patients who were surveyed rated their doctor and overall office visit on how well care was provided. The survey asks about key things that should be part of every patient visit, including prompt care, good communication, and respectful staff.

[read more ▶](#)

Legend:  = Top Performance (statistically higher than the average)

<u>Sort by Name</u>	<u>Sort</u>	<u>Sort</u>	<u>Sort</u>	<u>Sort</u>
	Getting Care When Needed info	How Well Doctors Communicate info	Courteous and Helpful Office Staff info	Doctors with an Exceptional Rating info
	Average = 92%	Average = 88%	Average = 89%	Average = 67%
<u>Fairview Hugo Clinic</u> view profile >	95% 	92% 	97% 	71% 
<u>Park Nicollet Clinic - Bloomington</u> view profile >	94% 	82% 	96% 	57% 
<u>Park Nicollet Clinic - Eagan</u> view profile >	93% 	89% 	95% 	69% 

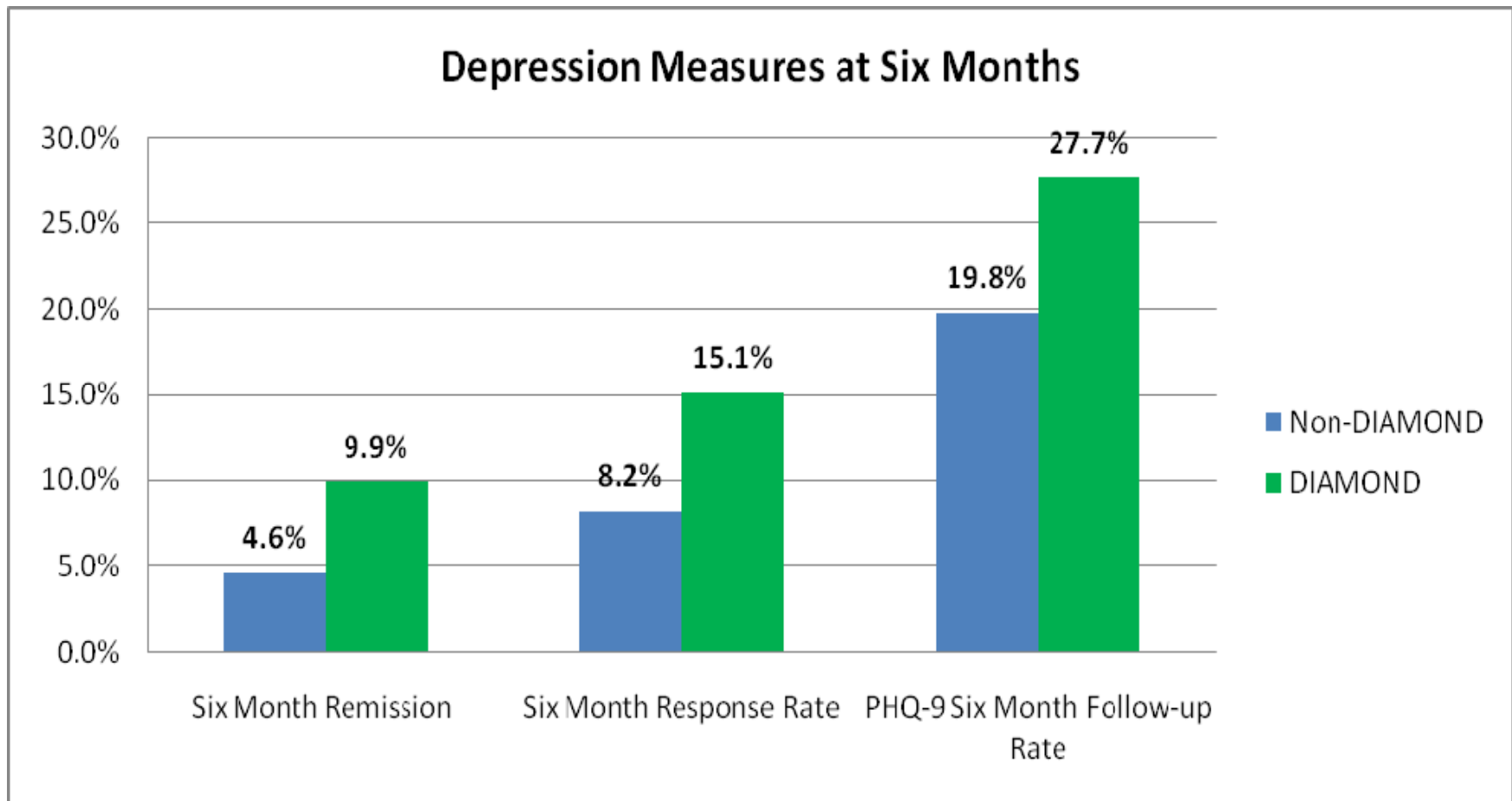
Clinical Quality Measures

- Living with Illness (chronic care)
- Staying Healthy (preventive care)
- Getting Better (acute and procedural care)

Data Sources

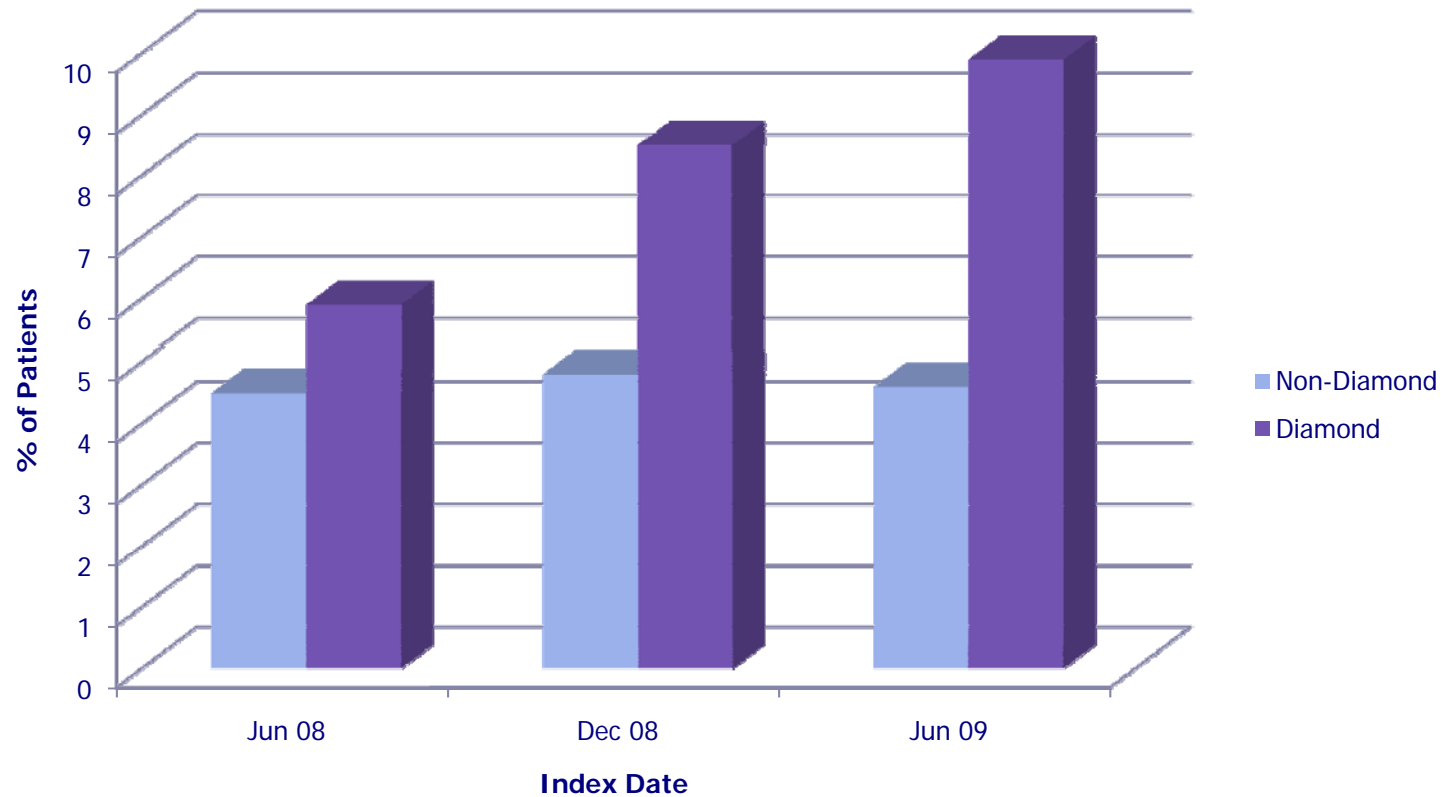
- Administrative – Process
- Clinical results
- Patient functional status – patient reported data

Depression Care Outcomes



Improvement in Depression Care (PHQ-9 Scores)

Six Month Remission



Colonoscopy Quality and Surveillance

- Procedure Quality Measures
 - Volume of Procedures Performed
 - Completion Rate
 - Adenoma Detection Rate
- Surveillance Measures
 - Patient waited appropriate interval for repeat colonoscopy
- Use by Consumers?

Asthma Care Composite

- Asthma well controlled
- Patient reported emergency department and hospital visit
- Written asthma plan

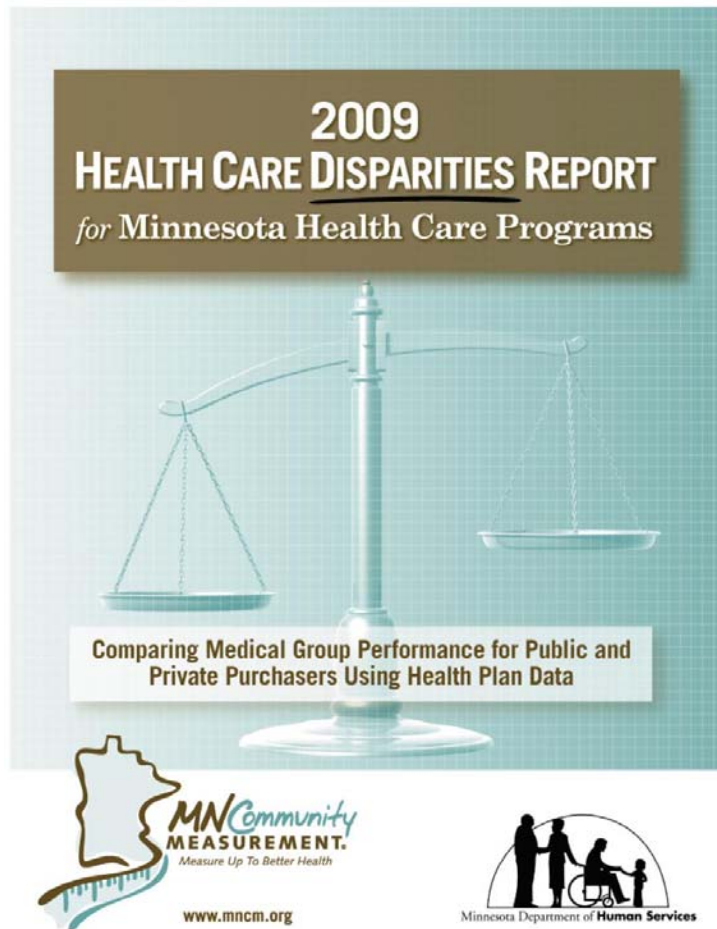
Cost of Care Measure

- Payments
- Resource Use
- Cost per Episode
- Total Cost of Care
- Peer Grouping
 - Cost and Quality metrics

Other Issues

- Race and Ethnicity Data Collection
- Risk Adjustment
- Risk Reduction Measures

Health Care Disparities Report



- DHS and MNCM partnership
- Compared Public Program results to other populations for eight measures
- Showed gap across all measures, but some groups have a smaller gap
- Third year of study
- Examples of improvement

Risk Reduction Measures

- Concerns with “all or nothing”
 - Measure incremental impact
- Patient specific focus
- Move from single disease
- Does complexity = “black box”

Other Measures Under Development

- High Tech Diagnostic Imaging Use
- Hospital Readmissions
- Low Back Pain
- Maternity Care
- Total Knee Replacement
- Shared Decision Making
- Health Care Homes

Dashboard Outcomes

- Focuses Attention
- Engages the Audience
- Demonstrates the Opportunity for Change
- Covers the Spectrum of Care

Questions or Comments

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