



Advancing the National Quality Strategy: An Introduction to the Stakeholder Toolkit

April 25, 2013



Agenda

- **Welcome**
Ann Gordon, Facilitator
- **Overview of the National Quality Strategy**
Nancy J. Wilson, BSN, MD, MPH
- **Questions and Answers**
Ann Gordon



How to Submit a Question through the Webinar Console

The image displays two views of a webinar console's Q&A interface. On the left is a smaller, overview view with a blue arrow pointing to the 'Q&A' tab in the top navigation bar. On the right is a larger, detailed view of the Q&A window. This window has a title bar with a question mark icon and the text 'Q&A'. Below the title bar are two tabs: 'All (1)' and 'My Q&A (1)'. The main content area shows a question from 'Mike' at 9:12 AM: 'Q: What time does the presentation start?' followed by an answer from 'Michael Ward' at 9:13 AM: 'A: The presentation starts at 9:30.'. At the bottom of the window is a question submission form. It features a dropdown menu labeled 'Ask:' with 'All Panelists' selected. Below this is a text input field containing the question 'Where can I get a copy of the slides?'. To the right of the input field is a 'Send' button. A blue arrow points to this 'Send' button.



Overview of the National Quality Strategy

Nancy J. Wilson, BSN, MD, MPH



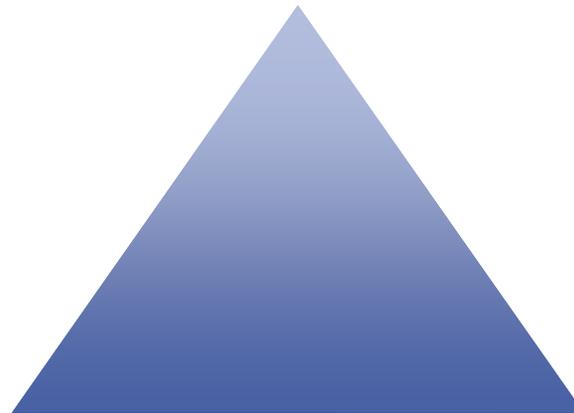
Background on the National Quality Strategy

- The National Quality Strategy (NQS) is a centerpiece of the Affordable Care Act and was **created to improve the delivery of health care services, patient health outcomes, and population health.**
- The Strategy is for the **nation** and serves as a catalyst and compass for **nationwide** focus.
- The Strategy has been iteratively designed by public and private stakeholders and provides an opportunity to **align quality improvement actions and monitoring of impact.**



National Quality Strategy Three-Part Aim

Better Care

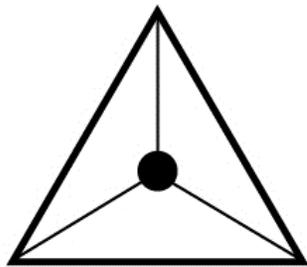


**Healthy People/
Healthy Communities**

Affordable Care



The Triple Aim and the Three Aims



IHI *Triple Aim*

- **Improving the patient experience of care** (including quality and satisfaction)
- **Improving the health of populations**
- **Reducing the per capita cost of health care**



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



National Quality Strategy Aims and Priorities

Better Care

PRIORITIES

-  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

**Healthy People/
Healthy Communities**

Affordable Care



Patient Safety Priority



Making care safer by reducing harm caused in the delivery of care



Patient Safety Priority's Long-Term Goals



Making care safer by reducing harm caused in the delivery of care

Long-Term Goals

1. Reduce preventable hospital admissions and readmissions.
2. Reduce the incidence of adverse health care–associated conditions.
3. Reduce harm from inappropriate or unnecessary care.



Patient Safety Priority's Key Starter Measures



Making care safer by reducing harm caused in the delivery of care

Long-Term Goals

1. Reduce preventable hospital admissions and readmissions.
2. Reduce the incidence of adverse health care–associated conditions.
3. Reduce harm from inappropriate or unnecessary care.

Hopital Measures	Measure Name/Description	Current Rate	Aspirational Target
Hospital-acquired Conditions	Incidence of measureable hospital-acquired conditions	145 per 1000 admissions*	Reduce preventable HACs** by 40% by the end of 2013.
Hospital Readmissions	All-payer 30-day readmission rate	14.4%, based on 32.9 million admissions*	Reduce all readmissions by 20% by the end of 2013.

*Source: AHRQ, CDC, and CMS, March 2012

**HACs = Hospital–acquired conditions



What's in the future for the National Quality Strategy?

2013 Annual Progress Report, which will provide:

- update on collaboration between public and private payers to align measures and reduce reporting burdens on providers;
- updates on national tracking measures for each of the six priority areas;
- examples of private sector successes in quality improvement; and
- an update on progress within each of three cross-cutting strategic opportunities for improvement.



Tools and Resources: Priorities in Action

The Working for Quality site features ***Priorities in Action*** that display some of our nation's most promising and transformative quality improvement programs, and describe their alignment to the strategy's six priorities.



Tools and Resources: Stakeholder Toolkit

- Whether you are just learning about the Strategy or are a veteran partner, you can support NQS implementation by helping us spread the word.
- The **Stakeholder Toolkit** provides downloadable materials to increase awareness about the Strategy and communicate its impact on health and health care quality improvement.

National Quality Strategy Stakeholder Tool Kit

A communications resource for stakeholders to promote the National Quality Strategy online and in person



Agency for Healthcare Research and Quality
Publication Number: OM 12-0090-EF November 2012



Contents of the Stakeholder Toolkit

- **Two Fact Sheets** provide an overview of the National Quality Strategy.
- **Two blog entries** provide a broad introduction to the Strategy's aims and priorities and detail five important facts about the Strategy.
- Several choices of shortened **social media announcements** can be used in a stakeholder's Twitter or in Facebook feeds.



SOCIAL MEDIA ANNOUNCEMENTS FOR USE BY STAKEHOLDERS



INSTRUCTIONS TO USERS

Does your organization use Facebook or Twitter to connect with stakeholders? The following messages with shortened URLs that link to National Quality Strategy content serve as easy-to-use content on your social media properties.



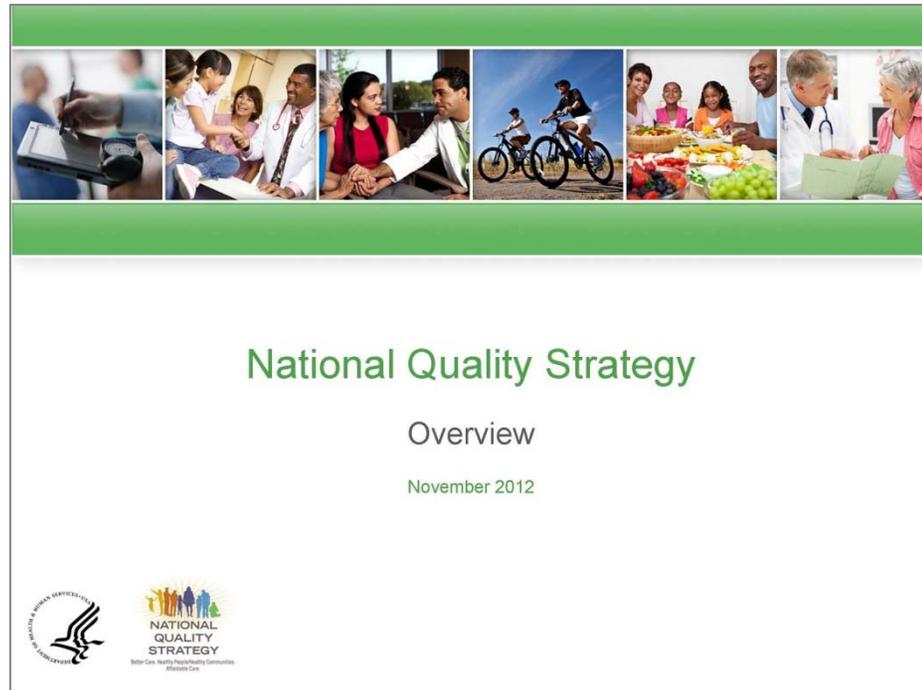
1. Check out the National Quality Strategy's Annual Progress Report released earlier this year: <http://1.usa.gov/KNdP0E>
2. The National Quality Strategy is a nationwide effort to improve health care. Learn about the Strategy's three aims and six priorities at: <http://1.usa.gov/OtRvvb>
3. The National Priority Partnership's 51 member organizations play a role in advancing the National Quality Strategy: <http://goo.gl/vyg9O>
4. Learn more about the Federal government's role in improving the nation's health care: <http://1.usa.gov/MFDf68>

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Tools and Resources: Briefing Slides

- **Briefing Slides** present a comprehensive overview of the NQS that provides a substantive introduction to anyone unfamiliar with the Strategy.
- The **Briefing Slides** are available for download and use in presentations, or as a stand-alone briefing.



How to Find These Tools and Resources:

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

- Stakeholder Toolkit and Briefing Slides <http://www.ahrq.gov/workingforquality/toolkit.htm>



- Initial Report (2011) and Progress Report (2012) <http://www.ahrq.gov/workingforquality/reports.htm>

2012 Annual Progress Report to Congress
**National Strategy for
Quality Improvement
in Health Care**

- Priorities in Action <http://www.ahrq.gov/workingforquality/priorities.htm>



Contact me with questions or suggestions at: nancy.wilson@ahrq.hhs.gov



Questions and Answers

Ann Gordon



Question and Answer Session

Please submit your questions via the question and answer panel.

The image shows a screenshot of a meeting interface with a Q&A panel. The top navigation bar includes 'Participants', 'Chat', and 'Q&A'. A blue arrow points to the 'Q&A' tab. The 'Q&A' panel is open, showing a list of questions and answers. A question from 'Mike' asks 'What time does the presentation start?' and the answer from 'Michael Ward' is 'The presentation starts at 9:30.' At the bottom of the panel, there is an 'Ask:' dropdown menu set to 'All Panelists' and a text input field containing the question 'Where can I get a copy of the slides?'. A blue arrow points to the 'Ask:' dropdown menu.



Final Comments

- Webinar slides and transcript will be posted to the Working for Quality Website: <http://www.arhq.gov/workingforquality>.
- Stay tuned for the 2013 Annual Progress Report Webinar.

