

External Influences on Healthcare

Transparency, Quality Reporting,
and Accountability

Intermountain's Involvement

Intermountain Healthcare provides feedback and data to federal, state and other regulatory/ accrediting bodies.

This presentation will cover:

- Factors impacting healthcare
- Transparency efforts
- Quality reporting
- Accountability and resources

Major Factors Impacting Healthcare

There is an escalation of government oversight and enforcement activities (*internal and private contractors within Medicare*).

Other payers quickly adopt similar non-payment and/or pay for performance policies.

Potential financial loss and community perception can be significant.

Patient Protection and Affordable Care Act (*healthcare reform*) seeks to improve quality of care while reducing costs.

Health Care Reform Legislation

Transparency: Are we prepared to operate in a more transparent healthcare system?

Quality: Are we focused on quality as a compliance issue?

Accountability: Are we prepared for greater accountability?

Source: Highlights of Keynote Address by Daniel R. Levison, Inspector General of the Department of Health and Human Services, April 19, 2010

Transparency

In the Past:

- All quality and billing data were protect by State / Federal Statute

Within the last decade:

- The Institute Of Medicine published the “*To Err is Human*” Report in 1999

Today – increasing requirements for:

- Quality Reporting
- Cost Reporting
- Compliance

HealthInsight Transparency Efforts

HealthInsight participates in Public Reporting, including:

- National Hospital Rankings
 - Core Measures
 - HCAHPS (*hospital patient perceptions of care*)
- Home Health Agency National Rankings
- Developing consumer website providing physician healthcare data regarding
 - Quality
 - Volume
 - Cost
 - Consumer comments
 - Provider specialty, insurance, address
- Intermountain provides input

** HealthInsight is a Utah-based organization*

Quality Reporting

The Quality Initiative

- Consumer information is published using a variety of tools to support and stimulate improvement in the quality of hospital care.
- The objective is to standardize hospital data, data transmission and performance measures, and develop standardized quality measure sets for hospitals.
- The goal is for all private and public purchasers, accrediting bodies and providers of hospital care to use the same measures in national public reporting activities.

Quality Reporting

(continued)

Examples of reports in the Hospital Quality Initiative are:

- Core Measures – acute heart attack, heart failure, pneumonia
- HCAHPS – patient satisfaction survey of hospital experience
- Mortality / Readmission for specific diagnosis
- Patient Safety and Inpatient Quality Measures

Quality Reporting

(continued)

The government continues to propose expansion of quality sets which must be reported.

This has an impact on healthcare organizations:

- 2011 data collection for Infection Control Measures
- 2011 Value Based Purchasing
(pay for performance)
- 2012 Emergency Department Measures

The Future of Quality Reporting

The government is incentivizing healthcare to move to electronic healthcare records.

Information Technology Focus (*federal*)

- American Recovery and Reinvestment Act (ARRA)
 - HITECH Act – Sub-sections of ARRA with healthcare implications:
 - Meaningful Use – Incentives for development of Electronic Health Record. Transitions to penalties if not implemented in the future
 - HIPAA – Health Insurance Portability and Accountability Act
 - Research funding for the National Institutes of Health
 - Meaningful use, hospital quality reporting, and healthcare reform legislation are not aligned in an integrated program for quality requirements.

Accountability

Leaders and Board members are responsible to ensure that facilities are in compliance with regulatory reporting requirements.

Additionally, the Professional Standards Committee of the system Board of Trustees works in partnership with local governing boards to monitor quality measures and outcomes.

Health care in Utah: available resources

Health.utah.gov/myhealthcare



News | [A to Z List](#) | [Health & Safety](#) | [Health Services](#) | [Data & Stats](#) | [Online Services](#)

MyHealthCare in Utah



Format page for printing

Topics

- [Patient Safety](#)
- [Find a Doctor](#)
- [Verify a License](#)
- [File a Complaint](#)
- [About Us](#)
- [Related Sites](#)



We comply with the HON @ CODE standard for trustworthy health information: [verify here.](#)

YAHOO!
BABEL FISH

Choose a language to translate this

MyHealthCare is designed to help consumers make informed decisions about their medical care.

Consumer Health Corner

[2009 Utah Health Plan Performance Report for Utah Commercial HMOs, Medicaid, and CHIP Health Plans \(HEDIS\)](#) - View information about what health plan enrollees thought about the health care and services they received in the past year

- ▶ [Navigating the Health Care System](#) - Read brief, easy-to-understand advice columns for consumers to help navigate the health care system
- ▶ [The Health of Utah's Health Care](#) - How does Utah compare to other states? What are our strengths, weaknesses, and opportunities for improvement?

☆ HOSPITALS

- ▶ [UT Hospital Comparison Reports](#) - Compare Utah's hospitals in selected treatment areas based on cost, quality and patient safety.
- ▶ [UT Hospital Consumer Satisfaction Report](#) - Find information on how well hospitals care for patients with certain medical conditions or surgical procedures
- ▶ [UT-PricePoint](#) - Find out how much your hospital charges for many of its procedures
- ▶ [UT-CheckPoint](#) - Find out how your hospital performs in several important quality areas
- ▶ [Where can I find a list of Utah hospitals?](#)

☆ HEALTH PLANS

- ▶ [Which health plan is right for me?](#)
- ▶ [What are the costs of health insurance?](#)
- ▶ [Where can I find a health plan in my area?](#)

☆ LONG TERM CARE

- ▶ [Where can I find cost and quality information for long-term care facilities?](#)

Comparing Hospitals: available resources

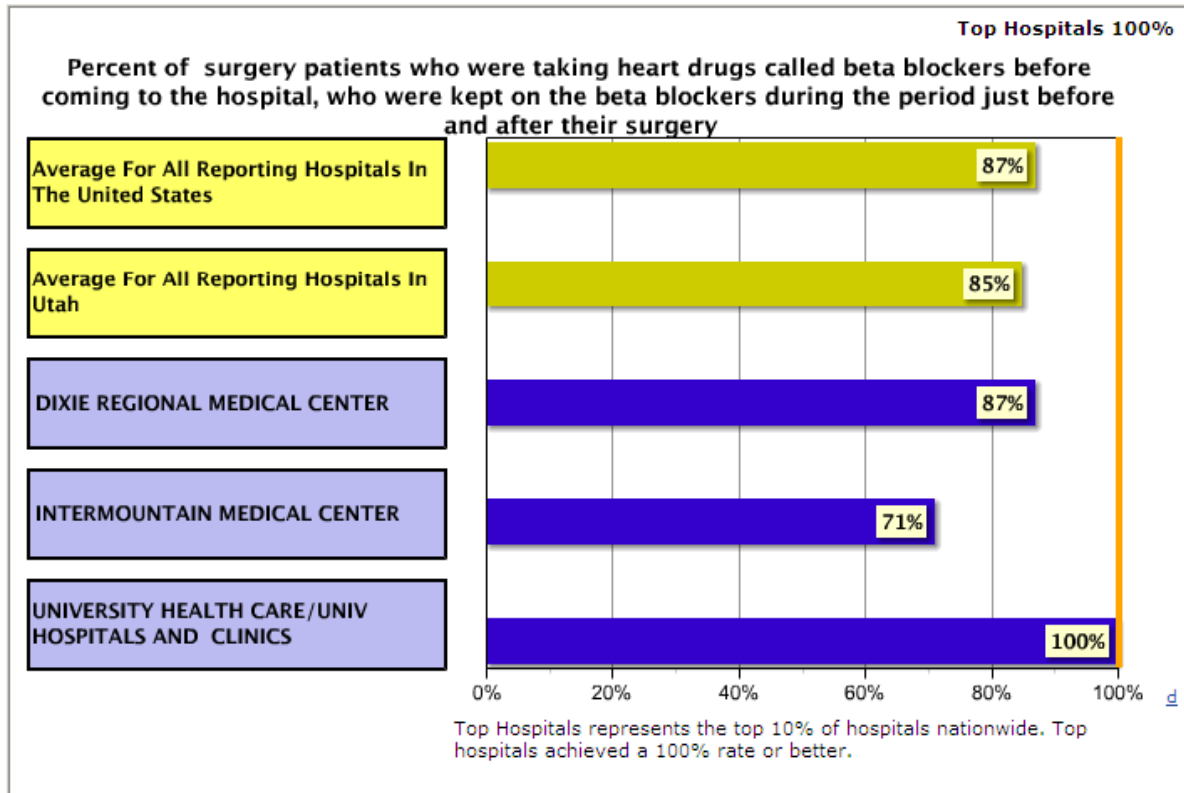
Hospitalcompare.hhs.gov

Graph 1 of 1

Hide Information

Percent of surgery patients who were taking heart drugs called beta blockers before coming to the hospital, who were kept on the beta blockers during the period just before and after their surgery

The rates displayed in this graph are from data reported for discharges January 2009 through June 2009.



Summary

Increasing external pressures, scrutiny, oversight, and enforcement continue to support improvement of processes.

At Intermountain Healthcare we champion these processes to enhance patient safety and reduce errors.

Patient
Safety

