



Advancing the Health of the Underserved Communities: *The Health Center Quality Journey*

July 28, 2016

Suma Nair MS, RD
Director, Office of Quality Improvement
Bureau of Primary Health Care (BPHC)
Health Resources and Services Administration (HRSA)



Using Data to Drive Improvement

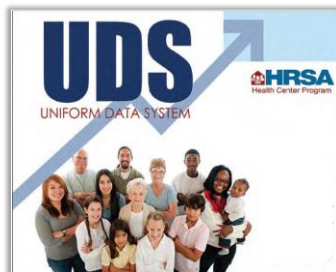
Health Center Program Journey...

- The Early Years
- Focusing on Impact
- Aligning Systems to Improve Quality
- Transparency & Accountability
- Incentivizing Improvement



Uniform Data System – The Early Years

- HRSA began collection over 20 years ago
- UDS focused on patient demographics, services provided, utilization rates, costs, and revenues
- UDS data was primarily used for program evaluation
- Health center data was not shared widely for quality improvement



Introduction of Clinical Quality Measures

- In 2008, introduced a small set of 6 clinical quality measures (has grown to 16)
- Collected health outcome measures by race/ethnicity
- Increased focus on alignment – NQF, CMS MU, HP2020
- Focused on quality improvement and the story behind the data/trend
- No negative impact on grant funding
- Built ongoing focus on quality metrics into program oversight activities, including program applications and progress reviews



Clinical Quality Measures

Measure Title	NQF Endorsed	HP 2020	CMS MU
Early Entry to Prenatal Care	-	✓	-
Childhood Immunization	-	✓	-
Cervical Cancer Screening	✓	✓	✓
Weight Assessment and Counseling for Children and Adolescents	✓	-	✓
Adult Weight Screening and Follow-Up	✓	-	✓
Tobacco Use Screening and Cessation Intervention	✓	-	✓
Asthma Pharmacologic Therapy	✓	-	✓
Coronary Artery Disease (CAD): Drug Therapy for Lowering LDL Cholesterol	-	-	-



Clinical Quality Measures (cont.)

Measure Title	NQF Endorsed	HP 2020	CMS MU
Ischemic Vascular Disease: Use of Aspirin or Another Antithrombotic	✓	-	✓
Colorectal Cancer Screening	✓	✓	✓
HIV Linkage to Care	-	-	-
Depression Screening and Follow-Up	✓	-	✓
Low Birth Weight	✓	✓	-
Dental Sealants for Children	✓	✓	-
Hypertension Control	✓	✓	✓
Diabetes Control	✓	✓	✓



Using Data to Support Improvement

- Developed a robust set of performance feedback reports
 - Grantee Summary Report
 - Trend Report (3 yr. grantee trends)
 - Comparison Report (grantee vs. similar grantees/state/national)
- Integrated clinical quality metrics and a quality improvement plan into grant applications and annual program reviews
 - Required grantees to share baseline data, and set annual and project period targets
 - Grantees described factors contributing to and restricting performance and developed actions to improve performance and meet targets
 - Monitoring calls and site visits included discussions around performance on key metrics
- Shared data with state/national training and technical assistance partners and added quality improvement goals to their work plans



Data Transparency & Accountability

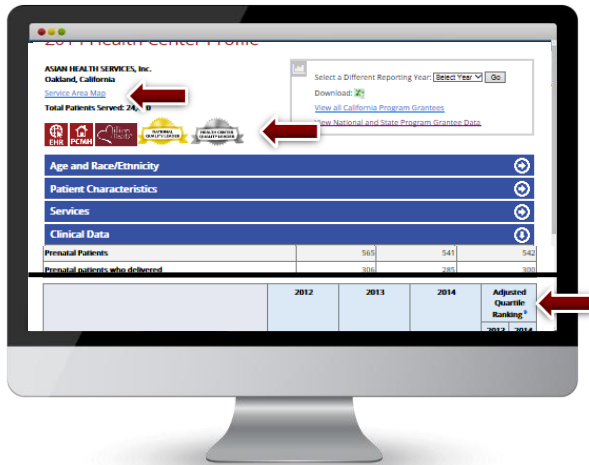
- Shared data publicly via UDS webpage
 - National/state/grantee level, includes program compliance status and adjusted quality rankings
- Set bold QI goals
 - 89% of health centers met/exceeded at least 1 HP2020 goal
 - Continuously raise the bar (% meet/exceed 5 or more HP2020 goals)
- Incorporate UDS performance data in presentations
 - Maps comparing states
 - Charts showing variability in performance



National Data



Individual Health Center Data



Other Innovations - UDS Mapper

- Combines health center data with a variety of health/public health/community-level datasets
- Used by grantees (and many others) to demonstrate need for health resources using data
- Mapping tool allows for addition of local datasets to support planning activities and resource allocation decisions



Incentivizing Improvement

- **Recognize success**
 - Highlight high performers during presentations
 - Badges for EHR, PCMH, Million Hearts, Quality Awards on website
- **Quality Improvement Awards**
 - Triple aim focused: Access, Cost and Quality
 - Designed with disparities in mind
 - Incorporates design elements to reward both absolute quality scores and improvement over time
 - Accounts for patient-mix related differences via adjustment



Impact on Performance

- Adoption of Electronic Health Records
 - 25% (2007) to 98% (2014)
- Patient Centered Medical Home Recognition
 - 1% (2010) to 65% (2015)
- Clinical Quality Measures
 - 89% meet/exceed at least one HP2020 goals
 - 48% exceed Prenatal Care goal
 - 62% exceed Low Birthweight goal
 - 57% exceed Blood Pressure Control goal
 - 42% exceed Immunization goal



Health Center Program - National Presence

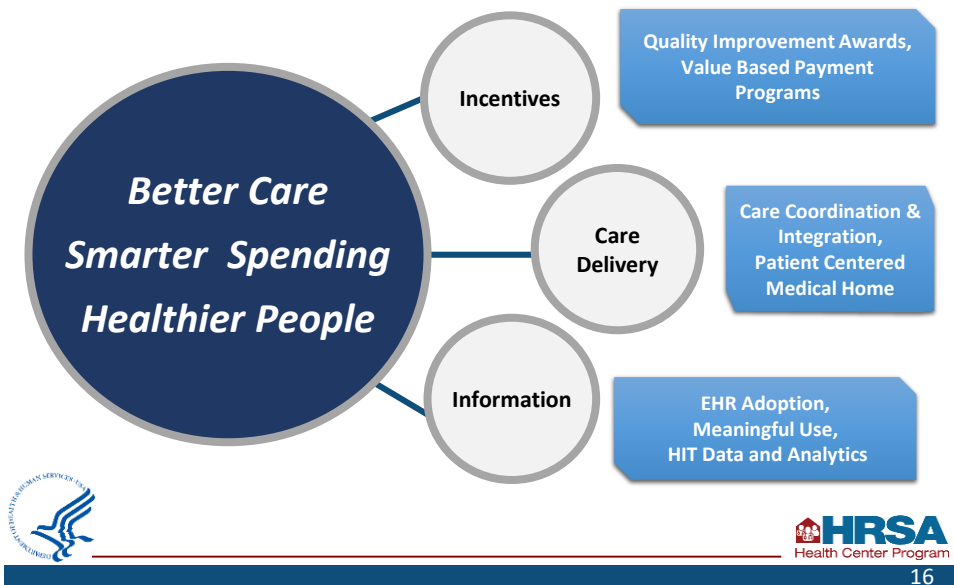


Primary Care Mission and Strategies

Improving the health of the Nation's underserved communities and vulnerable populations by assuring access to comprehensive, culturally competent, quality primary health care services.



Improving the Health Care System



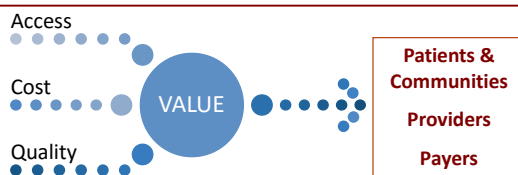
The Road Ahead...

Increasing focus on Value

- **Health Care Delivery System**
 - Managed Care
 - Accountable Care
 - Alternative Payment Methodologies
 - Merit-Based Incentive Payment System
- **Community-wide**
 - Accountable Health Communities
 - Public Health 3.0



Investing to Improve Quality and Value



Health Center Investments

- Service Expansions – Behavioral Health, Oral Health, Pharmacy, Enabling Services, Substance Abuse
- PCMH Recognition Support
- Quality Improvement Awards
- Delivery System Health Information Investment

Training & Technical Assistance Investments

- Health Center Controlled Networks
- Primary Care Associations
- National Cooperative Agreements

<http://bphc.hrsa.gov/qualityimprovement/strategicpartnerships/index.html>



Contact Information

Suma Nair MS, RD
Director, Office of Quality Improvement
Bureau of Primary Health Care (BPHC)
Health Resources and Services Administration (HRSA)

Email: SNair1@hrsa.gov

Phone: 301-594-0818

Web: bphc.hrsa.gov

Twitter: twitter.com/HRSAgov

Facebook: facebook.com/HHS.HRSA

