

Healthcare Quality Watch

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IPRO's ESRD NCC Wins Advocacy Award

IPRO's End Stage Renal Disease (ESRD) National Coordinating Center (NCC) is the first organizational recipient of the American Association of Kidney Patients' (AAKPs') Patient Engagement and Advocacy Award, which recognizes leadership in the field of patient education and outreach. AAKP presented the award to IPRO's ESRD NCC for the work performed by the National Patient and Family Engagement Learning and Action Network (NPFE LAN). The award was presented on September 26, 2015 at the association's 41st National Patient Meeting in Nashville, TN—the first such award to an organization in this category, rather than an individual. IPRO's ESRD NCC operates under a contract with the U.S. Centers for Medicare & Medicaid Services (CMS) to support quality improvement activities of the 18 ESRD Networks nationwide, through CMS's Three Part Aim of Better Health Care, Better Health for Communities and Smarter Spending. ESRD Network organizations support dialysis providers, patients and families in all 50 states as well as all U.S. territories. The ESRD NCC brings together patients from the 18 Network regions, ESRD Network leads, and CMS leadership to achieve patient-led goals. The 18 ESRD Networks partner with the ESRD NCC in recruiting and engaging beneficiaries to become active participants in their own health care. "We're very pleased that our outreach to the kidney patient and provider community across the U.S. has been recognized by one of the leading patient organizations in the field," according to IPRO's Senior Vice President and Chief Medical Officer Clare Bradley, MD, MPH. "We're gratified by the opportunity to support CMS in its goal of engaging beneficiaries to improve their care." Based in Tampa,

Florida, AAKP describes itself as leading the effort to bring kidney patients together to promote community and to seek out services that help to maximize patients' everyday lives. Visit the AAKP website at www.aakp.org.

Quality Network Initiates Sepsis Campaign

Atlantic Quality Innovation Network (AQIN) members IPRO and The Carolinas Center for Medical Excellence are undertaking a two-year project aimed at improving early identification and management of sepsis—a life-threatening, whole-body inflammatory response to infections, which kills 250,000 Americans each year. The AQIN project will focus on community-based providers (home health staff, nursing home personnel, Emergency Medical Services responders and physician practices) and hospitals, but will also work on raising public awareness about the signs of sepsis. "We know that between 15% and 30% of sepsis patients die from these medical emergencies," says IPRO Chief Medical Officer Clare Bradley, MD, MPH. "At the same time, we also know that sepsis is among the most under-recognized and misunderstood conditions among providers and the general public. The AQIN project aims to improve care but also to raise awareness, with the overall goal of reducing inpatient admissions, mortality, hospital length-of-stay and hospital readmissions." Nationwide, septicemia accounts for 700,000 Medicare hospital discharges annually, and is the program's single most expensive condition, accounting for nearly 7% of all Medicare payments annually. In New York, septicemia is the number one driver of 30-day readmissions to hospitals (21.3%). Septicemia's in-hospital Medicare mortality (death) rate in New York is 17%—four times the mortality rate from all

causes. New York is the first state in the nation to require that every hospital implement state-of-the-art sepsis recognition and treatment protocols. The AQIN project is targeting the Albany and Syracuse regions of the state. In South Carolina, hospitals are not currently required to have sepsis protocols in place. The Medical University of South Carolina (MUSC) has developed nurse-driven protocols to initiate lifesaving interventions in inpatient units and is actively participating in the AQIN project. "We're fortunate to have nationally recognized experts from MUSC supporting our team with educational sessions, regional face-to-face meetings and quarterly webinars," according to Dr. Bradley. The AQIN South Carolina project will focus on the Charleston region, with 372,913 residents and nearly 62,000 Medicare beneficiaries. To learn more about the AQIN Sepsis Special Innovation Project, contact IPRO Senior Director and Project Lead Sara Butterfield, BSN, RN, CPHQ, CCM at Sara.Butterfield@area-l.hcqis.org or (518) 426-3300, Ext. 104. Visit the AQIN website at www.atlanticquality.org.

New York Re-Launches Online Provider Profiles

The New York State Department of Health has completed its re-launch of its online nursing home, home care, and hospice profiles within the Health Profiles Website. That site, located at <http://profiles.health.ny.gov>, is maintained within the State Health Department's public website, and is a consumer-oriented portal providing centralized access to health care information in four areas: hospitals; nursing homes; home health agencies and hospice programs; and doctors. Users can view details about the quality of care and inspections at health facilities and compare them to national and statewide averages. This information can help inform consumers' health care decisions. Changes to the Health Profiles represent a significant enhancement of the existing website. Key improvements in the redesign include: centralized access to all profiles in a single, easily accessible location; modernized access using updated technology; and improved usability for consumers, including an ability to search for and compare quality measures across facilities in a given region. The launch of phase one of the project, in September 2015, included the fully redesigned hospital profile, enabling consumers to search for hospitals and clinics by county or region, service, designation (i.e., perinatal, trauma, stroke centers), and more. Phase two launched in late September included the modernizing of nursing homes, home health agencies and hospice programs sections of the Health Profiles portal, making it easier for consumers to find quality and safety information. All programming of the NYSDOH Health Profiles portal is the work of IPRO's Department of Health Informatics. You can access the Profiles at <https://lnkd.in/emkAxxF>.

Diabetes Education Project Improves Quality of Life

Atlantic Quality Innovation Network (AQIN), the IPRO-led Medicare quality improvement network for New York is scoring major gains in recruiting Hispanic and Latino Medicare beneficiaries for Everyone with Diabetes Counts (EDC) workshops in and around New York City. A major facet of this success has been recruitment of seniors in need, via a partnership with the New York City Department for the Aging and its robust network of more than 300 senior centers. AQIN's EDC program uses the Stanford Diabetes Self-Management Program, which includes 2.5-hour workshops conducted once a week for six weeks. The workshops emphasize peer learning and are facilitated by

two trained leaders. The classes cover everything from symptoms management, exercise and healthy eating, to strategies for working more effectively with healthcare providers. In 2014, AQIN graduated over 3,000 Medicare beneficiaries with diabetes from the DSMP program, totaling 6,500 graduates in New York since IPRO began offering the program in 2008. "DSMP empowers Medicare beneficiaries living with diabetes to take an active role in their health, according to Janice Hidalgo, IPRO's Director of Patient and Family Engagement Programs. "When you see beneficiaries transform and adopt a new attitude towards life, you can't help but feel that we are the lucky ones for being part of their journey to a healthier life," Hidalgo concluded. For more on the EDC program in New York, South Carolina and the District of Columbia, visit <http://atlanticquality.org/initiatives/diabetes-self-management>.

End of Life Planning Program Focusing on Long Island

The IPRO-led Atlantic Quality Innovation Network (AQIN) has initiated a project aimed at educating the public and providers on advance care planning that empowers seniors facing end of life. AQIN will provide technical support to hospitals, skilled nursing facilities, home health agencies, hospices, emergency medical services, and physician practices on Long Island for adoption, training and implementation on MOLST and eMOLST. MOLST is New York State's Physicians Orders for Life-Sustaining Treatment Paradigm Program. The program emphasizes effective communication of patient wishes, documentation of medical orders on brightly colored forms to ensure visibility, and a promise by healthcare professionals to honor these wishes. eMOLST is a secure web-based application that allows form completion by individuals with developmental disabilities. The project will also educate Medicare beneficiaries and their families/caregivers on the importance of advance care planning, terminology used by medical professionals, and how to communicate with healthcare professionals about their end of life wishes as well as prepare documentation to ensure wishes are properly carried out. For more information regarding the project, contact Project Lead Sara Butterfield, BSN, RN, CPHQ, CCM at Sara.Butterfield@area-l.hcqis.org or (518) 426-3300, ext. 104.

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We welcome your comments and suggestions. Please forward them to the Editor, Spencer Vibbert, at svibbert@ipro.org.

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IPRO is a national organization providing a full spectrum of healthcare assessment and improvement services that foster more efficient use of resources and enhance healthcare quality to achieve better patient outcomes. For 30 years, IPRO has been highly regarded for the independence of its approach, the depth of its knowledge and experience, and the integrity of its programs. IPRO holds contracts with federal, state and local government agencies and corporate clients, in more than 33 states and the District of Columbia. A not-for-profit organization, IPRO is headquartered in Lake Success, NY.