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Healthcare Quality Watch

February/March 2018

IPRO Joins National Leadership Panel

IPRO has been selected to join the National Quality Forum's (NQF) National Quality Partners™ Leadership Consortium (NQP), composed of 30 NQF member organizations recognized as influencers and champions of health and healthcare quality. The Leadership Consortium provides strategic direction to shape NQP™ priorities, based on the current policy environment and a shared agenda for change. In 2017, the NQP Leadership Consortium selected three major priorities for 2018 include creating an opioid stewardship action plan; developing solutions to measure and improve behavioral health quality, with special attention to serious mental illness; and enhancing the integration of social determinants of health into the everyday practice of clinical medicine.

"We're delighted to be a part of the NQP Leadership Consortium team as it rolls out work on the 2018 priority areas and considers new areas for prioritization in 2019," according to IPRO Chief Executive Officer Theodore O. Will.

Other organizations joining the 2018 NQP Leadership Consortium include the Centers for Disease Control and Prevention, the Council of Medical Specialty Societies, Henry Ford Health System, and the Veterans Health Administration. Jennifer N. Edwards, DrPH, will represent IPRO on the NQP Leadership Consortium. Edwards, who is Assistant Vice President for Strategic Planning, brings deep knowledge of measuring and reporting quality for Medicaid beneficiaries, as a researcher, policy analyst, and former state official.

"I look forward to working with such esteemed groups, and at this pivotal time for healthcare quality," says Jennifer Edwards.

The National Quality Forum is the nation's resource for healthcare quality measurement and improvement. NQF is an independent, not for profit, membership-based



organization that brings healthcare stakeholders together to recommend quality measures and improvement strategies that reduce costs and help patients get better care. Visit the NQF website at www.nqf.org

IPRO Seminar to Focus on Patient-Centered Care

Person and Family Engagement Initiatives are the topics of a morning symposium sponsored by IPRO and Livanta, New York's two Quality Improvement Organizations (QIOs), February 27 at the Centers for Medicare & Medicaid Services (CMS) Regional Office at Federal Plaza in Manhattan. The event will highlight Medicare-funded special innovation projects the two organizations are currently undertaking, including efforts to provide extra support services to seniors recently discharged from acute care hospitals and to improve patient management communications among providers across the care continuum. Livanta's QIO contract focuses on reviewing discharge appeals and quality-of-care complaints lodged by Medicare patients and families, while IPRO's contract centers primarily on working with providers to improve clinical care processes. Keynoting the conference is Jeneen Iwugo, Deputy Director, Quality Improvement and Innovation Group, Center for Clinical Standards & Quality, CMS. For information regarding registration, visit <https://qio-engagement.eventbrite.com>.

IPRO Engagement Center Educates Seniors

IPRO's Center for Healthcare Consumer Engagement manages one of the largest community-based self-management programs in the nation, having to date graduated more than 10,000 participants with pre-diabetes and diabetes. Following successful implementation of the Everyone with Diabetes Counts (EDC) program in New York, the Center has initiated additional educational workshop programs on nutrition, antibiotic stewardship, immunizations and chronic kidney disease and is working towards launching three new programs this year. IPRO's Center is involved in city-wide initiatives to



address person and family-centered engagement at all levels of care. The Center develops multi-cultural programs that are measurable, sustainable, and replicable across a range of community and clinical settings. To access a brief new video detailing the program's impact on New York seniors from a variety of backgrounds, visit <https://youtu.be/tJNCdcn7qHU>.

IPRO Leader to Advise on Children's Health Measures

Managed Care Senior Director Margaret Morris has been selected to join the Pediatric Value-Measurement Advisory Panel of the Washington DC-based Children's Hospital Association. The Advisory Panel is charged with developing measures for value-based payment models that recognize the work of child health providers and networks across a variety of care settings. The Panel brings together a number of stakeholders including families, advocates, child-health clinicians, employers, representatives of Medicaid state agencies and health system leaders. Morris is also joining an Advisory Panel subset group, the What Matters Most Task Force.

IPRO Special Project Tackles Opioid Counseling

Recognizing that pharmacists are on the front lines of the opioid epidemic, IPRO is collaborating with the University at Buffalo School of Pharmacy and pharmaceutical Sciences to deliver accredited continuing education to pharmacists via webinars. Through these webinars IPRO provides education and distributes tools to enhance pharmacists' effectiveness in counseling patients and interfacing with prescribers. The IPRO project recognizes that pharmacists are positioned to intervene effectively, insofar as they are experts in drug therapy, mandated to provide general medication counseling, and trained in counseling on high risk medications. For more information regarding IPRO's Atlantic Quality Innovation Network Special Innovation Project, visit www.atlanticquality.org.

Save the Date: IPRO Confirms Annual Meeting Speakers

Health policy author and journalist Elisabeth Rosenthal, MD, and senior federal official Dennis Wagner, will be featured speakers at IPRO's 34th Annual Meeting, to be held June 5, 2018. Currently Editor-in-Chief of *Kaiser Health News*, Dr. Rosenthal was previously a health and science reporter at *The New York Times*. Dennis Wagner is Director of the Quality Improvement and Innovation Group at the Centers for Medicare & Medicaid Services in Baltimore, MD.

IPRO is a non-profit organization that works with government agencies, providers and consumers to implement innovative programs that bring policy ideas to life. For over 30 years we've made creative use of clinical expertise, emerging technology and data solutions to make the healthcare system work better.



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