



Better healthcare,  
realized.

## Healthcare Quality Watch

May 2018

### IPRO Expands NY Provider Search Tool

The online tool that IPRO developed on behalf of the New York State Department of Health (NYSDOH) to help consumers ascertain which providers participate in which health plans has been greatly expanded. It now includes information to assist more than 4.3 million individuals accessing physicians and hospital services across the state of New York. Initially rolled out last summer to support individuals covered by NYSDOH's NY State of Health Marketplace (including Qualified Health Plans, the Essential Plan, Child Health Plus and Medicaid managed care), the look-up tool now includes information on more than 100 additional commercial insurance provider networks, and includes dental and vision provider information. The only networks not accessible via the tool are self-funded plans, which aren't regulated by New York State. A tutorial video is available at <https://info.nystateofhealth.ny.gov/LookUpTutorial>. The tool was developed by IPRO's Health Informatics Department.

### Senior CMS Official to Speak at Annual Meeting

Dennis Wagner, a senior official in the U.S. Centers for Medicare & Medicaid Services, has accepted IPRO's invitation to be a featured speaker at a June 5 Annual Meeting in Garden City, New York. Currently Director of the Quality Improvement & Innovation Group (QIIG) at CMS, where he supervises the Quality Improvement Organization (QIO) program, Wagner was previously Co-Director of the Partnership for Patients, as well as Associate Deputy Director and Acting Director of the Health Resources and Services Administration, where he previously served as Director of the Office of Health Information Technology and Quality and as Deputy



Director of the Center for Quality. Also confirmed as a speaker at IPRO's Annual Meeting is author and journalist Elisabeth Rosenthal, MD. Currently Editor-in-Chief of Kaiser Health News, Dr. Rosenthal is the author of *An American Sickness: How Healthcare Became Big Business and How You Can Take It Back*. She was previously a health and science reporter at *The New York Times*. Also appearing at the IPRO Annual Meeting is Marnie Doubek, MD, a family physician and mother of a sepsis survivor. Registration is required for IPRO's Annual Meeting. For registration information, visit [ipro.org/annualmeeting](http://ipro.org/annualmeeting).

### IPRO and Livanta Co-sponsor Symposium

Medicare-funded Special Innovation Projects (SIPs) were the subject of a one-day conference held February 27 in New York City. Sponsored by IPRO, the Quality Innovation Network QIO for New York, and Livanta, the state's Beneficiary and Family Centered Care (BFCC) QIO, the symposium focused on special projects addressing person and family engagement initiatives. These included Livanta's Patient Navigation Program, which offers patients social worker follow-up for 30 to 40 days after discharge from an acute care hospital and IPRO's Community-Based Sepsis Project, which encourages providers to use sepsis recognition and treatment protocols and includes a campaign to make the public aware of the early warning signs of sepsis. Copies of the written Proceedings of the February 27 event, "Quality Improvement Organization

Person and Family Engagement Initiatives in New York State," are available by emailing Marina Monello at [mmonello@ipro.org](mailto:mmonello@ipro.org).

## ESRD Network Event Scheduled for May 17

"Working Together to Inspire Changes in ESRD Care" is the title of the IPRO-led End Stage Renal Disease (ESRD) Network of New York's Annual Meeting, scheduled for May 17 at the Garden City Hotel in Garden City, NY. The all-day event will feature topics including the ESRD Network Program Overview, Kidney Transplants, Home Dialysis, Vocation Rehabilitation, Fluid Management, Quality Improvement and Quality Awards. The conference is seeking continuing education recognition for dietitians, nurses, technicians and social workers.



Registration is \$85.00. For additional information, contact Laura Wright at 516-209-5578 ([lwright@nw2.esrd.net](mailto:lwright@nw2.esrd.net)) or Sharon Lamb at 516-209-5459 ([slamb@nw2.esrd.net](mailto:slamb@nw2.esrd.net)).

## IPRO Announces New Consumer Panel

IPRO is developing a new consumer engagement initiative aimed at assuring that the patient experience is the focal point of the organization's Medicare quality improvement strategy across the state of New York. The Community Advisory Panel (CAP) is envisioned as a 20- to 25-member multi-ethnic Standing Committee of the IPRO Board of Directors. The goals of the CAP include improving the patient experience across the care continuum; incorporating the patient perspective in activities and materials developed by IPRO; and enriching the participation of

patients, family members and care partners in IPRO coalitions and Learning and Action Networks. The initial meeting of the CAP is planned for May 1 at IPRO's headquarters in Lake Success, NY, with upstate members



participating in the same session via remote video conferencing at our Albany office.

For more information regarding the initiative, contact IPRO Vice Presidents Spencer Vibbert ([svibbert@ipro.org](mailto:svibbert@ipro.org) and 516-326-7767, ext. 652) or Patricia Gagliano MD ([pgagliano@ipro.org](mailto:pgagliano@ipro.org) and 516-326-7767, ext. 281).



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.



Corporate Headquarters  
1979 Marcus Avenue  
Lake Success, NY 11042  
516-326-7767  
[ipro.org](http://ipro.org)