Healthcare Quality Reporting Program

STEERING COMMITTEE

07/22/13, 3-4:30pm
Department of Health, Room 401

Facilitation: Rosa Baier, MPH and Samara Viner-Brown, MS
Recorder: Ann Messier

Voting Members		
✓ Ted Almon (Patty Winderman)	✓ Michael Fine, MD (*Chair*)	☐ Nicholas Oliver, MPA, CAE
☐ David Ashley, MD	✓ Neal Galinko, MD, MS, FACP	✓ Paula Parker, LCSW
☐ Rep. David Bennett	✓ Diane Gallagher	☐ Donna Policastro, NP, RCN
☐ Virginia Burke, Esq.	☐ Deidre Gifford, MD, MPH	☐ Louis Pugliese
☐ Tracey Cohen, MD	☐ Linda McDonald, RN	✓ Gina Rocha, RN, MPH
☐ Bradley Collins, MD	✓ Jim Nyberg	

Agenda

3:00pm **Open Meeting**
Michael Fine, MD, Chair

- Dr. Fine and Sam opened the meeting, welcoming attendees and reviewing the agenda. Today's meeting is the first meeting in FY 2014, and the first time the group has reconvened since funding began again on July 1.
- Rosa reviewed the previous meeting's action items:
  - **Invite state senate representative** (Dr. Fine/Sam) – Ongoing

    Sam and Rosa continue to review committee vacancies, including the state senate representative's seat, and attendance. They will provide Dr. Fine with an invitation letter for the state senate seat. Dr. Fine asked committee members to provide any suggestions about who that senate designee might be.

  - **Provide orientation to new committee members** (Sam/Rosa) – Ongoing

    Two new members are joining the committee, Drs. Bradley Collins (RIMS) and Tracey Cohen (BCBSRI). Both were introduced at previous meetings; their orientation is scheduled for July 29.

  - **Provide primary data collection reports' response rates** (Rosa) – Completed

    At the last meeting, the group reviewed preliminary data from the HIT Survey and requested response rates for other primary data collection efforts. Today's slides presented response rates for nursing home satisfaction (residents: 61%; families: 36%) and the HIT Survey (physicians: 62%; APRNs/PAs: 46%).

    Dr. Fine noted that the HIT Survey data are particularly useful, as they provide

information on longitudinal trends in HIT adoption, workflow and work load.

3:10pm **Fiscal Year 2013 in Review**
Rosa Baier, MPH, Facilitator
Samara Viner-Brown, MS, Facilitator

- Year in Review

  Rosa provided committee members with a copy of the Annual Report and reviewed the major highlights, including the funding levels and sources, expansion of the HIT Survey to APRNs and PAs, and other continuing primary data collection efforts. The report will be submitted to the state legislature.

  She also provided key highlights from the program's legislative mandate as a reminder, and encouraged everyone to review the legislation. The program's primary goal is to provide comparative ratings for hospitals and other providers, including clinical quality measures and patient satisfaction. Over time, the program has expanded from hospitals to nursing homes, home health agencies and individual physicians.

  Rosa then reviewed each of the committee's previous recommendations, describing the recommendation, rationale and impact on FY 2013 activities. The program was able to implement most recommendations, including ceasing the diamond reports, prioritizing primary data collection and seeking grant funding.

  (This discussion included a sidebar of the AHRQ study findings, which are summarized below in the Open Forum.)

- FY 2014 Planning

  Additional funding sources are likely to be increasingly important, with state funding decreasing from $61K to $53K for FY 2014. Even with CDC funding for healthcare-acquired infections, the program exceeded its budget and required nearly $7K of in-kind support from Healthcentric Advisors. Dr. Fine commented that the funding levels are not likely to improve, and may worsen over time. He said that charging providers may be one option that the program needs to explore. Rosa challenged committee members to think about other funding opportunities.

  Rosa asked the group to consider the FY 2013 recommendations and determine if and how to modify them for FY 2014. This will allow program leadership to use these recommendations as a road map for the first Advisory Letter to Dr. Fine and for prioritizing and implementing activities.

- Group discussion:

  The group spent the remainder of the meeting discussing recommendations for the Advisory Letter. Some of the discussion themes included:

  - Continuing past recommendations, including omitting diamond reports
  - Exploring how the website is being used
  - Evaluating the impact of reporting on quality over time
  - Leveraging emerging data, such as the All-Payor Claims Database (APCD)
  - Supporting care transitions efforts, e.g., by reporting hospital readmission
  - Aligning the program with public health priorities, such as obesity, adolescent pregnancy, premature deliveries
  - Coordinating physician practices' data collection efforts

Sam and Rosa will use these discussion results to draft the year's first Advisory Letter, and will work with Emily on a report examining the impact of reporting on quality over time for the September meeting.

Rosa also reminded the group that the program's primary goal is to provide comparative ratings for hospitals and other providers, including clinical quality measures and patient satisfaction. There may also be opportunities to leverage the program's activities and voice to inform other concurrent priorities and work, but the group will need to weigh those opportunities against the $53K state budget.

4:15pm **Other Business/Announcements**
Michael Fine, MD, Chair

- Open Forum:

  - <u>AHRQ Public Reporting Grant (Rosa/Emily)</u>

    During the "Year in Review" discussion, Rosa provided an update on Healthcentric Advisors' concurrent AHRQ public reporting grant, which is intended to provide information and resources (such as web development) that complement the program and address known gaps.

    Rosa stated that the AHRQ team has now completed the qualitative research phase. That includes 28 case manager interviews at five hospitals, and two patient/family focus groups with 13 participants. Overall, themes included:

    - *Lack of awareness of the public reports*

      None of the case managers or patients had seen the home health "diamond report" or were aware that such information was publicly available through HEALTH's website. Many hospitals maintain their own list of agencies, with agency name, phone and insurance accepted.

      Many of the case managers were, however, aware of the information about nursing homes publicly available through HEALTH or Medicare. Case managers at one hospital were using a Facilities Regulations nursing home "report" generated several years ago. Rosa expressed surprise and promised to share a copy with the meeting minutes.

    - *Need to support "patient choice"*

      Social Security and Medicare laws require providers to allow patients to freely choose among Medicare providers, which many case managers interpret as not providing any information to inform that decision. The investigative team explored how different hospitals are addressing this, in terms of their policies and the information they provide to patients.

    - *Desire for more information*

      Case managers and patients alike spoke about their desire for more information to inform the patient's choice, but the difficulty of accessing information during the fast-paced hospital discharge process. Many patients choose agencies based on their prior experience with that agency or familiarity with the agency's name or location (despite the fact that agencies cover broad service areas).

      Many of the case managers felt that the decision about home health was less important than the decision about nursing homes, and many commented that the

care was roughly equivalent across agencies. They also expressed a desire for information they can print ahead of time, since few (if any) have computer access at the patient bedside.

- *Need for logistical information*

  Both case managers and patients focused primarily on logistical considerations, such as insurance, services, languages spoken, etc. Case managers were not very interested in information about quality; patients were somewhat more interested, but focused more on satisfaction than clinical quality measures.

- *Need for current information and links*

  Case managers suggested that agencies be able to update contact information and other basic demographics in real-time, and both case managers and patients said it would be important to update data regularly and to include the date that the data were updated on any printed reports.

After providing the update, Rosa mentioned that the study is currently looking for a Web developer; please contact her with any suggestions.

- HEALTH website development (Rosa/Emily)

  Rosa and Emily have been working with Sally Johnson, the HEALTH Webmaster, to align the AHRQ resources with HEALTH's needs. Sally is also in the process of redesigning the website and incorporating changes that will make it more user friendly, so the timing is apt.

  Paula and Gina asked for the program's website link and wondered whether it was possible to track visits to this website as a way of measuring the success of the program. Rosa said that Emily would ask Sally for that information.

The committee asked if there was a way for us to determine whether the program was making a difference.

- **Action items:**
  - Suggest state senate representatives to Dr. Fine (All)
  - Invite state senate representative (Dr. Fine/Sam)
  - Provide orientation to new Steering Committee members (Sam/Rosa)
  - Share the All-Payor Claims Database rules and regulations (Rosa)
  - Submit the Annual Report to David Heckman at HEALTH (Sam/Rosa)
  - Submit an Advisory Letter to Dr. Fine (Sam/Rosa)
  - Examine impact of reporting on provider performance (Sam/Rosa/Emily)
  - Share Facilities Regulations' nursing home "report" (Rosa/Emily)
  - Provide any Web developer suggestions to Rosa and Emily (All)
  - Provide the program's URL with the minutes (Emily)
  - Obtain Web tracking data from Sally (Emily)
- **Next meeting**: 09/23/13

SURVEY PERFORMANCE TOOL FOR RHODE ISLAND NURSING HOMES

Sheet1 | Gadget1

88% is Top Score

NURSING HOME	TOWN	SURVEY DATES	ADMIN	NURSING	RES. RIGHTS	FOOD	ENVIRON.	TOTAL(88)
SILVER CREEK MANOR	BRISTOL	4/28/06 5/21/07	25	22	15	8	14	84
OVERLOOK NURSING HOME	BURRILLVILLE	6/14/07 3/7/08	26	22	18	8	14	88
PINE GROVE HEALTH CENTER	BURRILLVILLE	5/10/07 7/3/08	24	21	18	8	14	85
BAYBERRY COMMONS	BURRILLVILLE	10/17/06 11/9/07	21	20	18	8	13	80
THE MANSION	CENTRAL FALLS	4/27/06 6/7/07	25	22	18	8	13	86
HARRIS HEALTH CARE CENTER	CENTRAL FALLS	8/9/07 8/8/08	24	22	18	8	14	86
HAVEN HEALTH CENTER OF COVENTRY	COVENTRY	8/2/06 11/30/07	22	22	17	8	14	83
WOODPECKER HILL	COVENTRY	9/13/06 10/4/07	26	22	18	8	14	88
RIVERVIEW HEALTHCARE COMMUNITY	COVENTRY	2/9/07 2/25/08	26	21	18	8	14	87
ALPINE NURSING HOME	COVENTRY	4/6/07 3/7/08	25	22	17	8	14	86
SCANDINAVIAN HOME	CRANSTON	3/15/07 5/7/08	25	22	18	8	14	87
CRA/MAR MEADOWS	CRANSTON	9/14/06 12/7/07	24	22	18	8	14	86
CEDAR CREST NURSING CENTER	CRANSTON	1/9/07 2/1/08	23	22	18	8	14	85
GRANDVIEW CENTER	CUMBERLAND	11/10/06 12/17/07	25	22	18	8	14	87
MOUNT ST. RITA HEALTH CENTRE	CUMBERLAND	12/14/06 1/29/08	26	22	16	8	14	86
ST ELIZABETH MANOR	EAST BAY BRISTOL	8/23/07 8/25/08	23	22	18	8	14	85
ST. ELIZABETH HOME	EAST GREENWICH	5/11/07 4/11/08	26	22	18	8	14	88
HARRIS HEALTH CENTER	EAST PROVIDENCE	02/06/07 11/19/07	26	22	18	8	14	88
EASTGATE NURSING								

RECOVERY CENTER	EAST PROVIDENCE	5/31/07 4/4/08	25	22	18	7	14	86
WATER VIEW VILLA AND REHAB CENTER	EAST PROVIDENCE	3/08/07 3/14/08	25	21	18	8	14	86
HATTIE IDE CHAFFEE HOME	EAST PROVIDENCE	7/10/06 4/3/08	25	21	17	8	14	85
ORCHARD VIEW MANOR	EAST PROVIDENCE	5/12/06 6/8/07	24	22	18	8	13	85
EVERGREEN HOUSE HEALTH CENTER	EAST PROVIDENCE	5/15/06 5/24/07	24	19	18	8	13	82
SHADY ACRES	EXETER	9/14/06 8/23/07	25	21	18	8	14	86
NANCY ANN NURSING HOME	FOSTER	8/10/06 8/9/07	24	21	18	7	11	81
HAVEN HEALTH CENTER OF GREENVILLE	GREENVILLE	2/22/07 1/16/08	25	21	17	8	14	85
CORTLAND PLACE	GREENVILLE	3/16/07 1/28/08	24	21	18	8	13	84
BRIARCLIFFE MANOR	JOHNSTON	2/15/07 12/7/07	26	22	17	8	14	87
MORGAN HEALTH CENTER	JOHNSTON	12/14/06 1/17/08	24	21	18	7	13	83
CHERRYHILL MANOR	JOHNSTON	10/20/06 11/26/07	22	19	16	8	13	78
HOLIDAY RETIREMENT HOME	LINCOLN	4/5/07 2/8/08	26	22	18	8	14	88
GRAND ISLANDER CENTER	MIDDLETOWN	08/31/07 07/25/08	25	22	18	8	14	87
FOREST FARM HEALTH CARE	MIDDLETOWN	11/9/06 11/17/07	25	20	18	8	14	85
JOHN CLARKE RET. CENTER	MIDDLETOWN	6/30/08 9/24/08	25	20	17	8	14	84
VANDERBILT REHAB. CTR.	NEWPORT	8/4/04 11/01/05	26	22	18	8	14	88
ST. CLARE'S HOME FOR THE AGED	NEWPORT	3/8/07 3/19/08	25	21	18	8	14	86
HEATHERWOOD NURSING AND SUBACUTE CENTER	NEWPORT	12/8/06 12/31/07	25	19	18	8	14	84
VILLAGE HOUSE CONVALESCENT HOME	NEWPORT	10/27/06 10/26/07	25	22	18	8	11	84

ROBERTS HEALTH CENTER	NORTH KINGSTON	2/9/07 4/4/08	25	22	18	8	13	86
SCALABRINI VILLA	NORTH KINGSTON	5/31/06 6/18/07	25	20	18	8	14	85
SOUTH COUNTY NURSING / SUBACUTE	NORTH KINGSTON	3/26/07 2/18/08	23	22	18	8	14	85
GOLDEN CREST NURSING CENTER	NORTH PROVIDENCE	11/30/06 10/29/07	24	21	18	7	12	82
HOPKINS MANOR	NORTH PROVIDENCE	11/20/06 10/26/07	23	20	17	8	13	81
ST. ANTOINE RESIDENCE	NORTH SMITHFIELD	8/31/07 8/29/08	26	22	18	8	14	88
WOODLAND CONVALESCENT CENTER	NORTH SMITHFIELD	7/3/07 7/3/08	24	21	18	8	11	82
JEANNE JUGAN RESIDENCE	PAWTUCKET	4/4/07 3/20/08	26	22	18	8	14	88
OAK HILL NURSING & REHAB CENTER	PAWTUCKET	10/10/06 11/9/07	25	21	17	7	14	84
HAVEN HEALTH CENTER OF PAWTUCKET	PAWTUCKET	12/7/07 8/6/08	24	20	14	7	10	75
ROCKWOTTON HOME	PROVIDENCE	2/9/07 5/4/07	26	22	18	8	14	88
HALLWORTH HOUSE	PROVIDENCE	08/09/07 07/01/08	25	20	18	8	14	85
CHARLESGATE NURSING CENTER	PROVIDENCE	9/13/07 6/13/08	24	21	18	8	14	85
ELMWOOD HEALTH CENTER	PROVIDENCE	12/7/06 2/1/08	24	22	18	8	14	86
EPOCH SENIOR HEALTHCARE	PROVIDENCE	4/13/07 4/24/08	25	21	18	8	14	86
ELMHURST EXTENDED CARE FACILITY	PROVIDENCE	5/11/07 4/4/08	25	22	17	7	14	85
inn Health Care Ctr East	PROVIDENCE	1/8/07 12/21/07	24	22	18	7	14	85
BANNISTER HOUSE	PROVIDENCE	4/11/07 2/29/08	25	21	18	7	13	84
TEERE HOUSE NURSING/ REHAB	PROVIDENCE	9/22/06 11/8/07	25	21	18	8	11	83
BERKSHIRE PLACE	PROVIDENCE	11/21/06 12/19/07	24	22	17	7	12	82

NURSING CENTER	PROVIDENCE	6/17/05 7/14/06	24	20	17	7	13	81
BETHANY HOME OF RI	PROVIDENCE	05/07/07 4/11/08	24	18	17	8	14	81
ST. JOSEPH HOSPITAL / SPECIALTY CARE	PROVIDENCE.	2/17/06 5/03/07	25	22	18	6	14	85
PARK VIEW NURSING HOME	PROVIDENCE.	1/05/07 2/15/08	24	22	17	8	13	84
KINDRED HEIGHTS NURSING & HERITAGE HILLS	RIVERSIDE	3/15/07 2/7/08	25	21	17	8	14	85
NURSING CENTER	SMITHFIELD	4/20/07 6/6/08	25	22	18	8	14	87
NORTH BAY MANOR	SMITHFIELD	4/27/08 8/14/08	25	22	18	8	14	87
HEBERT'S NURSING HOME	SMITHFIELD	1/19/07 12/18/07	24	21	18	8	14	85
SCALLOP SHELL NURSING HOME & REHAB CENTER	SOUTH KINGSTON	4/22/05 6/7/07	26	22	18	8	14	88
SOUTH KINGSTON NURSING/ REHAB CENTER	SOUTH KINGSTON	9/13/07 7/11/08	25	22	18	8	14	87
CRESTWOOD NURSING & CONVALESCENT HOME	WARREN	7/26/07 11/6/07	24	22	18	8	14	86
GRACE BARKER NURSING CENTER	WARREN	3/22/07 3/7/08	25	21	18	8	14	86
HAVEN HEALTH CENTER OF WARREN	WARREN	6/13/07 1/7/08	24	21	17	8	14	84
SUNNY VIEW NURSING HOME	WARWICK	4/26/07 5/15/08	26	21	18	8	14	87
BRENTWOOD NURSING HOME	WARWICK	4/5/07 2/6/08	26	22	18	7	12	85
KENT REGENCY CENTER	WARWICK	11/15/06 10/16/07	24	22	18	8	13	85
WEST SHORE HEALTH CENTER	WARWICK	10/6/06 11/28/07	24	22	18	8	13	85
AVALON NURSING HOME	WARWICK	05/16/07 06/30/08	26	22	16	8	12	84
HARBORSIDE								

EALTH CARE / AWTUXET ILLAGE	WARWICK	9/5/07 8/8/08	24	21	18	8	13	84
ARBORSIDE EHAB / REENWOOD	WARWICK	2/22/07 1/23/08	21	21	17	7	13	79
/EST VIEW EALTH CENTER	WEST WARWICK	7/21/06 8/27/07	24	22	18	8	13	85
/ESTERLY URSING HOME	WESTERLY	12/14/06 1/4/08	26	22	17	8	14	87
/ESTERLY EALTH CENTER	WESTERLY	3/21/08 8/28/08	24	20	18	8	14	84
LIPPER HOME	WESTERLY	6/7/07 5/8/08	24	20	18	8	14	84
'ATCH HILL ARE AND EHAB	WESTERLY	12/7/06 1/14/08	21	21	18	8	13	81
ALLOU HOME OR THE AGED	WOONSOCKET	01/12/07 2/4/08	26	22	18	8	14	88
RIENDLY HOME	WOONSOCKET	10/5/07 8/18/08	26	21	18	8	14	87
'OONSOCKET EALTH CENTER	WOONSOCKET	8/7/06 10/12/07	26	21	17	8	13	85
AKLAND GROVE EALTH CARE ENTER	WOONSOCKET	10/20/06 1/8/08	23	22	18	7	12	82
T. ST. FRANCIS EALTH CENTER	WOONSOCKET	8/20/07 7/11/08	25	20	16	8	14	83