

# *Aligning Forces for Quality:* Improving Health Care Quality in New Mexico

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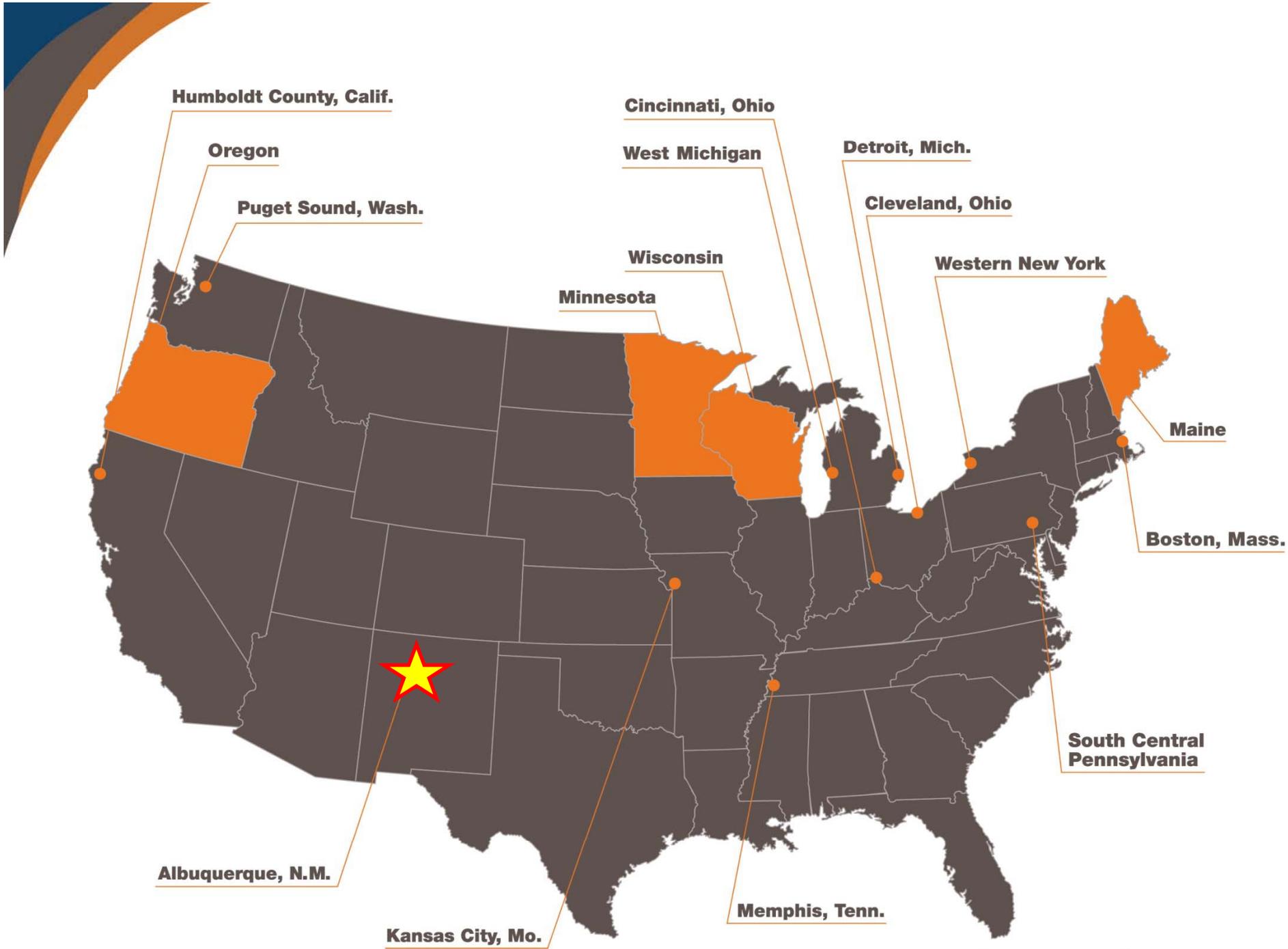
**Aligning Forces  
for Quality** | Improving Health & Health Care  
Across Albuquerque

An initiative of the Albuquerque Coalition for Healthcare Quality and  
the Robert Wood Johnson Foundation.



# An Overview of Aligning Forces for Quality

- Funded by the Robert Wood Johnson Foundation (RWJF) – largest philanthropic organization in the U.S. focused on health care
- *Aligning Forces for Quality* (AF4Q) is RWJF's largest philanthropic investment (over 10 years) and signature effort
- Focuses on improving the quality of care, improving health care efficiencies and addressing health care costs
- 16 AF4Q communities across the country





# Aligning Forces for Quality: An Innovative Effort

- **Creating transformative health care change locally** and informing regional and national efforts
- **Involves everyone** who gets care, gives care and pays for care – hospitals, health plans, employers, physicians, and patients (health care consumers) – in this work
- **Improving care** across multiple settings (hospitals, physician practices, home and other sites)



# Aligning Forces for Quality: An Innovative Effort

- **Reducing inequality** in care for patients by tying race, ethnicity and language data (R/E/L) to health care quality data.
- Providing **new models of care**
- Creating **health care transparency** on quality and cost
- Testing **new payment models**, moving away from fee for service.



# Albuquerque's Participation

- First designated in April 2009
- Housed at *HealthInsight* New Mexico
- Initial funding led to establishment of Albuquerque, Coalition for Healthcare Quality, a community collaborative



# Through AF4Q, the Albuquerque Coalition for Healthcare Quality aims to...

- Improve health care quality and efficiency
- Address health care costs, creating transparency on quality and cost
- Work on health care system redesign
- Implement payment reform pilots to align the payment system and the new delivery system

*We are working to improve the quality and efficiency of health care to reduce costs.*



# The Coalition has had many accomplishments

- Led the way with **community collaborative work**, bringing those give care, receive care and pay for care together to improve health care quality in the community **for over 3 years**.
  - *Collaborative described as a “journey”*
  - *RWJF provided a strong strategic framework to align and direct this work, providing a roadmap for the coalition’s efforts*

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- *The Coalition is seen as a neutral convener, bringing all stakeholders together for a common goal of improved health care quality, efficiency and beginning to address costs*
  - *The Coalition has become a resource for stakeholders to learn about innovation in transforming the health care system*

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- *Stakeholders attest this community coalition has been sustained, has a clear structure and continues to leverage and build on work already underway*
    - *“The Coalition fills a unique niche as an impartial convener on healthcare issues, in both delivery system and payment transformation”*
    - *“The Coalition is inclusive and attracts a diverse group of stakeholders”*
    - *“This group is different than others that have made similar past attempts. Part of the difference is the Coalition’s infrastructure, project management capability and leadership”*

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- Released first primary care public report in New Mexico in 2010 with subsequent releases in 2011 and 2012

- *Focuses on both process and outcomes measures*

- *Looks at disease states that have high incidence in community and are a part of disparities within the population that leads to high cost of health care which requires better alignment*



— *Focus of report is on the following measures:  
Blood Pressure Control, Breast Cancer and  
Cervical Cancer Screenings, Diabetes Care,  
Cholesterol Testing and Control, and Proper  
Asthma Medication*

— *Uses HEDIS claims data*

**Participating Medical Groups**

Albuquerque Area Indian Health  
Service  
First Choice Community Health  
First Nations Community  
HealthSource  
Presbyterian Medical Group  
UNM Medical Group

**Participating Health Plans**

Blue Cross Blue Shield of NM  
Lovelace Health Plan  
Molina Healthcare of NM  
Presbyterian Health Plan

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- New Mexico hospitals are involved in standard collection of race, ethnicity and language (R/E/L) (and tribal affiliation, per state regulation) data
    - *Started with AF4Q*
    - *Through state regulation, hospitals statewide are implementing R/E and tribal affiliation data collection*
    - *Albuquerque hospitals tying R/E/L data to quality data to identify disparities and develop interventions to reduce those disparities*

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- Established New Mexico's first community ambulatory quality improvement learning collaborative with local physician offices, utilizing practice coaches

*(Quality Transformation in Practice – QTIP)*

- *ABQ Health Partners, First Choice Community Healthcare, UNM Medical Group*
- *Focusing on improving diabetes and cardiovascular care, and care coordination and cost*
- *Using practice coaches to develop teams and formalize patient centered medical home*

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- Working on payment reform pilots, which align with Medicaid and other payment redesign efforts underway
    - *Provides a once-in-a-generation opportunity to align public and private payers.*
    - *Working with three local health plans on small bundled payment pilots around diabetes, joint replacement or cardiac care for different lines of business*
    - *Receiving national technical assistance for data analysis and payment methodology implementation*



# Coalition initiatives are showing positive results...

- Hospitals that have participated in the national AF4Q learning networks have achieved significant quality improvements in inpatient care
  - *Average 2.2% reduction of 30-day all cause readmissions following Heart Failure hospitalization*
  - *Average 5.1% reduction of 30-day readmission rate for Heart Failure following hospitalization for heart failure*
  - *One hospital reduced their “Left Before Being Seen” rate in their ED from over 20% to 2%*

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- Transforming Care at the Bedside (TCAB), a nurse-led inpatient learning collaborative, is statewide allowing best practices to be shared across hospital systems

- *8 rural and urban hospitals across New Mexico, with more than 60 nurses involved*
- *87% of participating hospitals have improved patient safety by reducing falls, falls with harm and pressure ulcers*
- *Hospitals report increase in patient satisfaction by 57% and overall improvement in doctor/patient and nurse/patient communication*



# Albuquerque is leading the way...

- Improving in-patient care through national nurse-led initiative (TCAB)
  - *8 hospitals statewide, coordinating with other organizations, planning to expand to include 10 additional NM hospitals in 2013*
- Improving ambulatory care through local learning collaborative and utilizing practice coaching
  - *Albuquerque focused, 6 different clinics, planning to expand to include 10 additional clinics in 2013*
- Developing payment pilots for implementation in Spring 2013
  - *Lessons learned and best practices will be shared with Medicaid and others across state*



## ...expanding its efforts...

- Expanding focus to **four-county area**
  - *Bernalillo, Sandoval, Torrance, Valencia Counties*
- Aiming to increase primary care physician participation in public report
  - *Estimated primary care physicians in new geographic area: 766*
- Aiming to increase hospital participation in quality improvement activities
  - *Estimated hospitals in new geographic area: 9 hospitals with 1,809 beds*



## ...and aligning transformation across systems and payers

- Ambulatory learning collaborative **aligns** practices
  - *Sharing best practices across different providers to benefit more practices and patients*
- Statewide inpatient nursing learning collaborative **aligns** hospitals
  - *Sharing best practices across different hospitals to benefit more health care providers and patients*

*We are raising all boats!*

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- Business Health Advisory Group **aligns** employers and health plans
    - *Creating a new paradigm of how employers and health plans work together*
  - Payment reform pilots **align** with Medicaid, Medicare, and commercial lines of business
    - *Once in a generation opportunity to align public and commercial payers*

***We are aligning all stakeholders to create transformational change!***



# Thank You

For more information, contact:

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