

# NYS HEAL9 – STATUS UPDATE

## Western New York

**Shelley Hirshberg**

**Ann Monroe**

**Carol Cassell**

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# Overview

- Guiding Principles
- Observations and Learning
- Examples of Using Data to Support Health Improvement Initiatives
  - Emergency Room Use
  - Quality Improvement - Hospital
  - Community Medicaid Collaborative
  - Niagara Falls Memorial Medical Center
  - SNAPCAP

# Guiding Principles

- Align with the community through Steering Committee and work group representation
- Embrace the Triple Aim framework
  - What do we want to accomplish? (defined population)
  - How will we know? (measure quality, experience, cost)
  - What will we do? (interventions)
- Support stakeholders with a data driven approach

# OBSERVATIONS & LEARNING

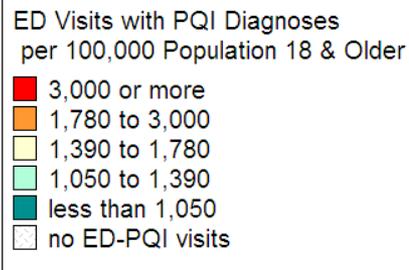
- Building a new Community Health Planning Capacity is a process
- Organizations in WNY have opportunities e.g. HEAL9, HEAL10, Beacon, REC, NCQA-PCMH adoption, NYS PCMH Medicaid Payment Reform, and Meaningful Use requirements, among others, that have become a priority relative to their ability to participate in formal community based work groups.
- Understanding the call to action (e.g. Health Reform, Community Needs) and commitment to engage

# Update ED Utilization

- Identified utilization patterns and have aligned our efforts with the following community improvement initiatives:
  - Niagara Falls Memorial Medical Center commitment to transform the health care delivery system
  - Aligning Forces for Quality – Hospital Quality Network project focused on hospital readmissions, emergency room throughput and language services
  - Community effort to implement EMR technology and achieve NCQA Patient Centered Medical Home
  - Community Medicaid Collaborative Project
- Lessons learned – many initiatives with mandates, revenue opportunity, penalty, cost avoidance influencing prioritization

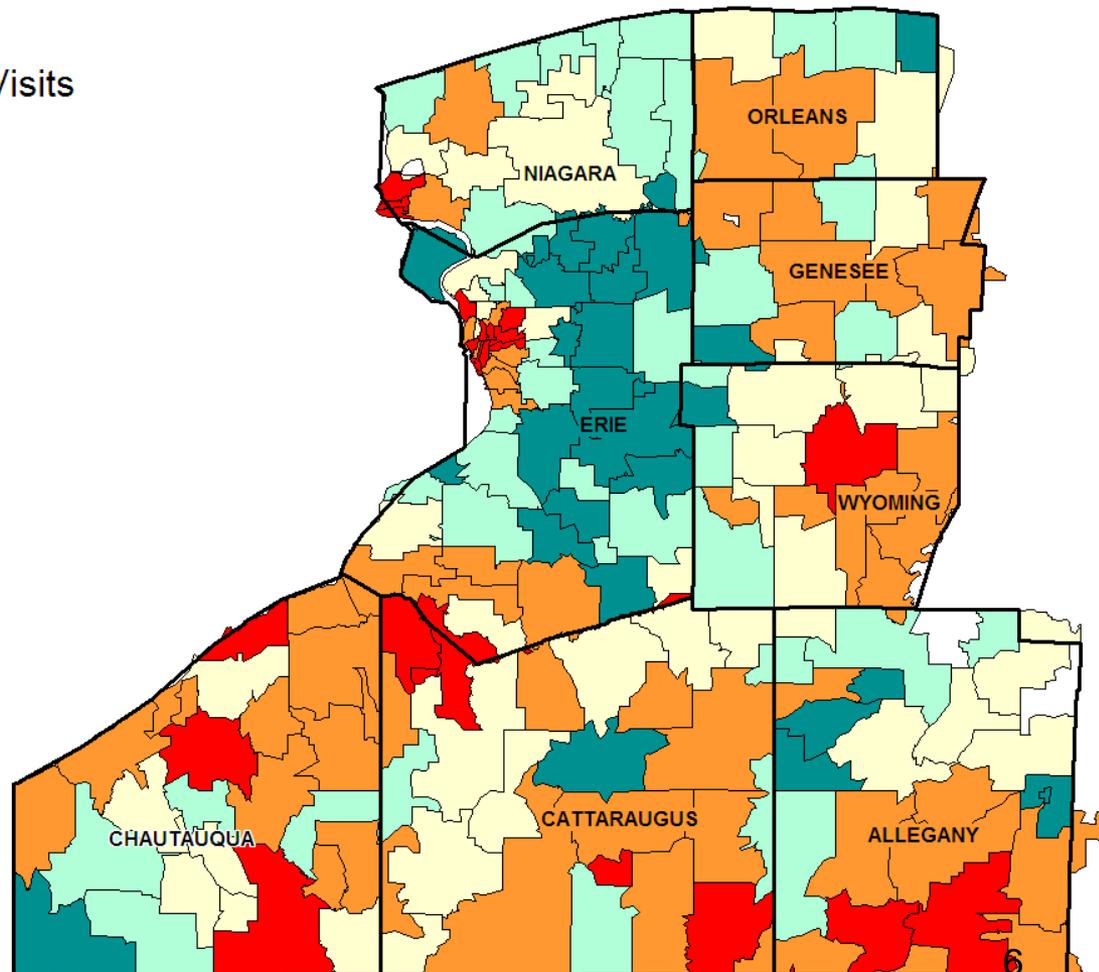
# SPARCS – ED Treat and Release

2006-2008 Annual Average  
Emergency Department Treat & Release Visits  
with PQI Diagnoses  
per 100,000 Population 18 & Older  
by ZIP Code



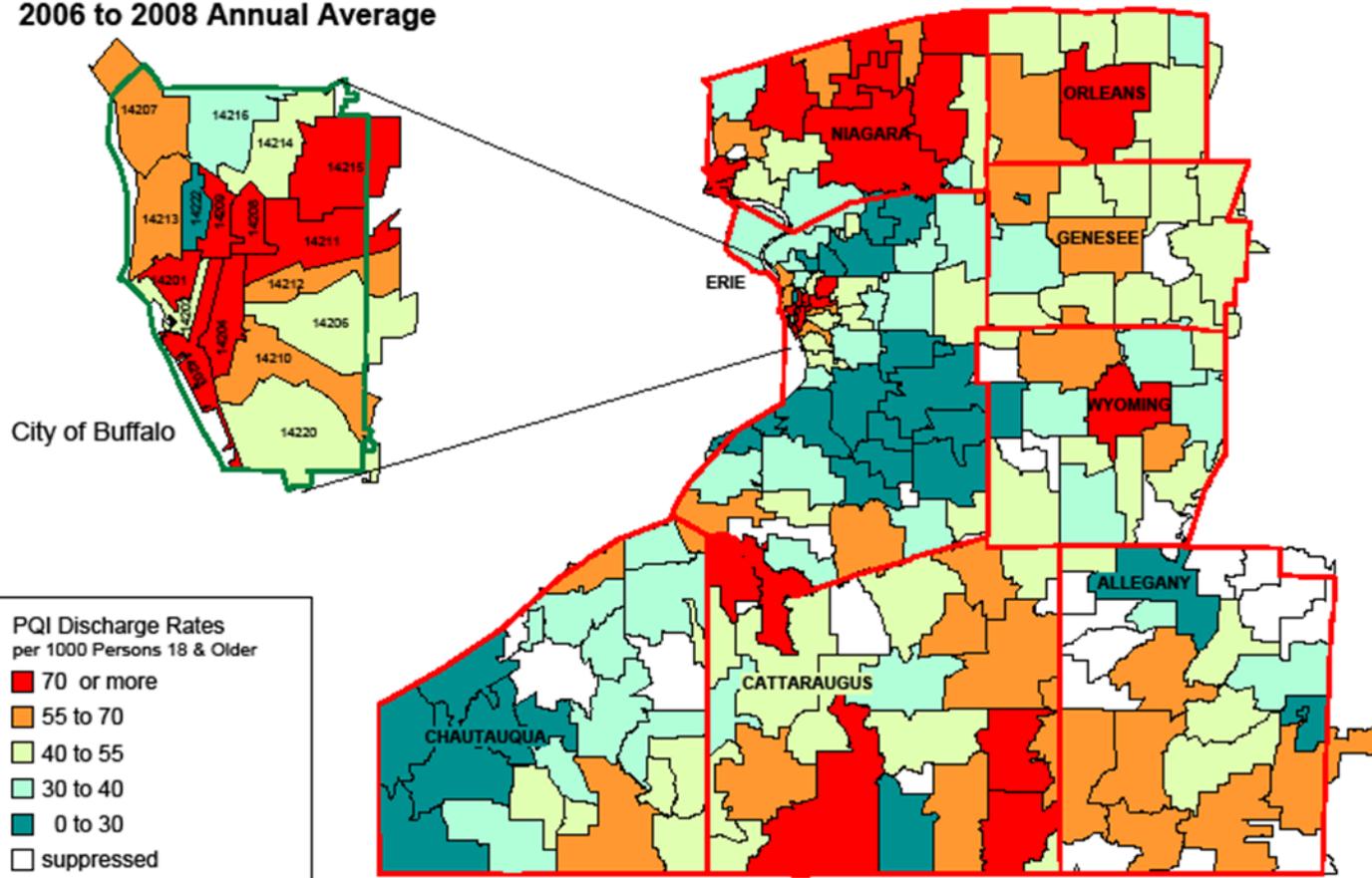
PQI diagnoses are ambulatory care sensitive conditions for which good outpatient care can potentially prevent the need for hospitalization, or for which early intervention can prevent complications or more severe disease.

Note: Rates per 100,000 are age-sex adjusted to the 2000 U.S. population  
Data Source: NYS Department of Health, SPARCS files



# SPARCS – Inpatient PQI

**Inpatient PQI Discharge Rates  
Western NY by ZIP Code  
2006 to 2008 Annual Average**



Data are suppressed for ZIP codes with fewer than 1000 residents  
Data Source: NYS Department of Health, Inpatient SPARCS files

# Improving Quality Improvement (IQI) Hospital Initiative

- What is it?
  - Alignment of HEAL9 and AF4Q-Hospital Quality Network initiatives under one program
  - Learning network for leading WNY hospitals
- Objectives
  - Support state and national health reform agenda
  - Improve health of our community, quality and affordability of care
  - Ensure that WNY is recognized as a leader and a model for community health and health care

# Improving Quality Improvement Hospital Initiative Interventions

- Hospital preventive quality indicators (PQI)
- Hospital readmissions
- Appropriate Emergency Department Utilization
- Hospital Emergency Department Throughput
- Hospital Language Services (R/E/L)



# Community Medicaid Collaborative

## Overall Goal

**Population:** *Urban Buffalo and Niagara Falls*



**Improve outcomes** (measured via IHI Triple Aim framework of quality, experience, cost and overall health status)



**Improve the Care Coordination Model** to achieve Outcomes.

- Person Centered Medical Home
- PCMH / Health Plan / Hospital / Provider integration and alignment
- Neighborhood Communities



Develop **Business Sustainability Model** to Support Care Coordination Model and Outcomes



Ensure **available community resources are utilized** as new and recurring resources are defined and piloted



# Community Medicaid Collaborative

- Represents primary care providers in WNY primarily serving the Medicaid population
- Utilized data analyzed as part of the HEAL9 grant to identify key health needs
- Program will focus on diabetes, childhood asthma and depression co-morbid with cardiac and respiratory conditions
- Leverage information to obtain additional funding from the Robert Wood Johnson Foundation

# Niagara Falls Memorial Medical Center

- Treat and Release data added to NFMCC's understanding of ED use in Niagara Falls
- Identified geographic areas of concern
- Determined additional qualitative data was required to understand the patient experience
- Adopted and fielded a survey and focus groups to understand underlying drivers of ED use

# SNAPCAP

- Local group of primary care practices
- Focus on serving the underserved population
- Seeking to understand and defining “primary care need in WNY”
- Working collaboratively with data analysis support from P2

# SUMMARY

- Aligning with community initiatives is critical
- Support with data and analytical capabilities is important – The Triple Aim
- Understanding the call to action (e.g. Health Reform, Community Needs) and commitment to engage

Questions?