

Partnership for Patients



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Why I'm Here



The *Affordable Care Act* Improves Health Care Quality

- Helping to cover millions of previously uninsured Americans.
- Reducing costs while improving the experience of being a patient, being a caregiver, and being a health care provider.
- *The Partnership for Patients* is one example of how the President is using provisions of the Affordable Care Act to make health care in America safer, more efficient, and less costly.

Questions to Run On

- **What is the Partnership for Patients?**
- **How can you benefit from the initiative?**
- **What actions and contributions might you make?**
- **What resources or help can CMS provide to the you to achieve our bold aims?**

...we want your answers too

The High Cost of Preventable Harm

- On any given day, 1 out of every 20 patients in American hospitals is affected by a hospital-acquired infection.
- Among chronically ill adults, 22 percent report a “serious error” in their care.
- One out of seven Medicare beneficiaries is harmed in the course of their care, costing the federal government over \$4.4 billion each year.
- Medical harm is the fourth leading cause of death in the U.S. Each year, 100,000 Americans die from preventable medical errors in hospitals– more than auto accidents, AIDS, and breast cancer combined.
- Despite pockets of success -- we still see massive variation in the quality of care, and no major change in the rates of harm and preventable readmissions over the past decade.

We can do much better – and we must.

Improvement IS Possible

- 150 New Jersey health care facilities reduced pressure ulcers by 70%.
- Rhode Island reported a 42% decrease in Central Line-Associated Bloodstream Infections (CLABSI) (2006-2007).
- CLABSI rates dropped 35% in adult ICUs among the 350 hospitals participating in the *On the CUSP: Stop Blood Stream Infections* project.
- More than 65 Institute for Healthcare Improvement Campaign hospitals reported going more than a year without a ventilator-associated pneumonia in at least one unit.
- Ascension Health sites participating in a 2007 peri-natal safety initiative achieved birth trauma rates that were at or near zero.
- And much more...

Partnership for Patients: Better Care, Lower Costs

New nationwide public-private partnership to tackle all forms of harm to patients. Our aims:

40% Reduction in Preventable Hospital Acquired Conditions over three years

- 1.8 Million Fewer Injuries
- 60,000 Lives Saves

20% Reduction in 30-Day Readmissions in Three Years

- 1.6 Million Patients Recover Without Readmission

Potential to Save \$35 Billion in Three Years

How Will Change Actually Happen?

- There is no “silver bullet”
- We must apply many incentives
- We must show successful alternatives
- We must offer intensive supports
 - Help providers with the painstaking work of improvement

National Vision

- *Strong, Public Leadership Commitments* – The Boards of all “Partnership” hospitals publically embrace the aims of the initiative and remove barriers to progress.
- *“Raise the Floor”* – Every hospital in the nation adopts and completely implements a set of evidence-based interventions.
- *“Raise the Bar”* – Vanguard hospitals seek to define and eliminate all-cause harm and preventable readmissions on an extremely ambitious timeframe (making their work transparent to all others with interest).
- *Smooth Transitions between Care Settings* – Hospitals, communities, patients and families will devote new attention to making sure that transitions out of the hospital are well coordinated.

Improving Patient Safety

- The Centers for Medicare and Medicaid Services has committed **up to \$500 million to help hospitals and health care organizations to improve patient care to:**
 - Provide national-level content for anyone and everyone
 - Support every facility to take part in cooperative learning
 - Establish an Advanced Participants Network for ambitious organizations to tackle all-cause harm
 - Engage patients and families in making care safer
 - Improve measurement and data collection, without adding burdens to hospitals
 - Make data transparent

Areas of Focus

- Partnership for Patients have indentified nine areas of focus:
 - Adverse Drug Events
 - Catheter-Associated Urinary Tract Infections
 - Central Line Associated Blood Stream Infections
 - Injuries from Falls and Immobility
 - Obstetrical Adverse Events
 - Pressure Ulcers
 - Surgical Site Infections
 - Venous Thromboembolism
 - Ventilator-Associated Pneumonia

What are some of the practices successful hospitals use to reduce all-cause harm?

- Using checklists and standardized packages containing everything needed to place a central line to reduce the incidence of CLABSI
- Placing a red line on the wall so all can see when a ventilated patient's bed falls below a 30 degrees to reduce the risk of VAP
- Standardized use of urometers for all Foley catheters to reduce the incidence of CAUTI
- Using a Pharmacist-Directed Anticoagulation Service (PDAS) to improve anticoagulant medication selection and improve care transitions
- Use of culture change and PDSA cycles to evaluate the success of these approaches and identify opportunities for improvement

Community-based Care Transitions Program (CCTP)

- Mandated by Section 3026 of the Affordable Care Act, it provides the opportunity for community-based organizations to partner with hospitals to improve transitions between care settings.
 - \$500 million available for this program over 5 years.
 - Applications now being accepted and awarded on a rolling basis.
 - Improve transitions of beneficiaries from the inpatient hospital setting to home or other care settings.
 - Reduce readmissions for high risk beneficiaries.
 - Document measurable savings to the Medicare program.
- The program will run for 5 years with the possibility of expansion beyond 2015

Eligible Applicants for CCTP

1. Acute Care Hospitals with high readmission rates in partnership with a community based organization
2. Community-based organizations (CBOs) that provide care transition services

Note: There must always be a partnership between the acute care hospital(s) and the CBO

Preference will be given to proposals that :

- include participation in a program administered by the AoA
- provide services to medically-underserved populations, small communities and rural areas

What will be different about hospital care?

Hospital experience of Today

- Irregular leadership review of quality data
- Hodge-podge of different quality programs
- Sometimes outcomes change, sometimes they don't. Hospitals get credit for participating
- Limited work on readmissions; no clear strategy for care transitions
- Patients and families not an active part of the process; unable to advocate for the highest-quality care

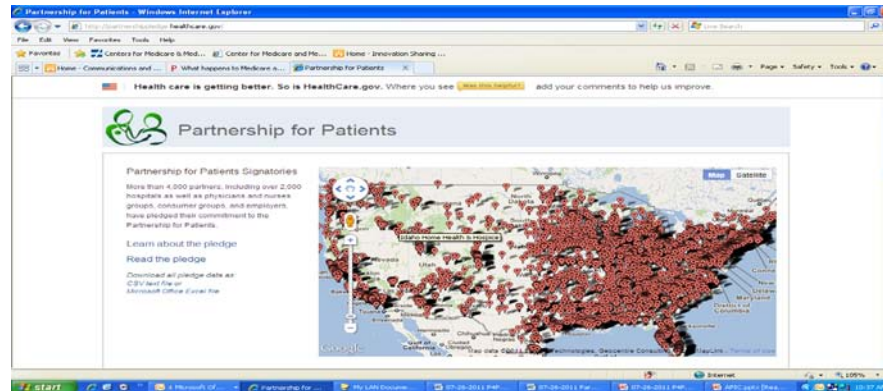
Hospital Experience of Tomorrow

- The Board demands more attention to quality; the hospital administrator reviews safety and quality data every week.
- The organization has a portfolio of 10-12 improvement projects.
- Major incentives to change outcomes (payment at risk, increased transparency and media scrutiny).
- Dedicated staff and programming around seamless care transitions
- The organization interfaces with the patient and family movement, supported by the Partnership.

How to Get Involved

Join the 5,000+ partners – including over 2500 hospitals.
Sign the Pledge Today!

Hospitals, Clinician organizations, consumer organizations, community based organizations, patient groups, employers, unions, health plans, and State governments.



Visit www.healthcare.gov/partnershipforpatients

Some of our National Partners

Hospitals:

- Ascension Health and its 65 hospitals
- Catholic Healthcare West and its 40 hospitals
- Hospital Corporation of America and its 163 hospitals
- Kaiser Foundation Hospitals and its 35 hospitals
- Tenet Healthcare Corporations and its 49 hospitals
- Department of Veterans Affairs and its 171 hospitals
- Virginia Mason Hospital & Medical Center
- American Hospital Association
- Federation of American Hospitals
- National Association of Public Hospitals and Health Systems

Clinicians:

- American Academy of Pediatrics
- American Academy of Family Physicians
- American Board of Medical Specialties
- American College of Physicians
- American College of Surgeons

- American Nurses Association
- American Society of Health-System Pharmacists
- National Hispanic Medical Association

Consumer Organizations:

- Campaign for Better Care
- National Partnership for Women and Families
- National Patient Safety Foundation

Unions:

- **AFL-CIO**
- **UAW Retiree Medical Benefits Trust**
- **UNITE HERE HEALTH**

Employers

- Business Roundtable
- CalPERS
- Catalyst for Payment Reform
- The Dow Chemical Company
- General Electric
- Healthcare Leadership Council
- Honeywell

- Intel Corporation
- Johnson & Johnson
- Motorola Solutions, Inc.
- National Business Coalition on Health
- National Business Group on Health
- Pacific Business Group on Health
- Safeway
- Starbucks
- Walmart
- Xerox

Health Plans:

- Aetna
- America's Health Insurance Plans
- BlueCross BlueShield Association
- Cigna
- Group Insurance Commission, Commonwealth of Massachusetts
- United Health Group
- Wellpoint

Other Partners

- Cerner Corporation
- The Joint Commission
- The Leapfrog Group

- American Medical Association

- IBM

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Million Hearts

Preventing 1 million heart attacks
and strokes in 5 years



Heart disease and strokes are leading killers in the U.S.

- Cause 1 of every 3 deaths
- More than 2 million heart attacks and strokes occur every year; 800,000 die
 - Leading cause of preventable death among people <65
- Treatment accounts for about \$1 of every \$6 spent on health care
- Accounts for the largest single portion of racial disparities in life expectancy





<http://millionhearts.hhs.gov>



Private sector support

- American Heart Association
- America's Health Insurance Plans
- American Medical Association
- American Nurses Association
- American Pharmacists' Association and the American Pharmacists' Association Foundation
- Kaiser Permanente
- The National Alliance of State Pharmacy Associations and the Alliance for Patient Medication Safety
- The National Community Pharmacists Association
- UnitedHealthcare
- Walgreens
- The Y



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Thank You!



**PARTNERSHIP
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