



**CEEQNET**

**Health Care Quality Newsletter 2004**

*Dear partners of the CEEQNET project,*

*as you are all aware of, the main aim of our project is to share best practices for the improvement of all the health care services our respective facilities provide to our patients. There is a multitude of activities targeted on improvement of quality, accessibility, efficiency, efficacy, safety and timeliness of the services we are providing. The core product of our efforts (the identification and appropriate use of some core measures which can be extracted from the already used databases of our respective health care facilities) would be useless, unless we are able to interpret the measures in the context of our health care systems and assure appropriate processes leading to improvement in the work we are doing. In order to facilitate the process of reflection and reorientation of some of our everyday efforts, please accept the following newsletter (which is produced periodically) as a service to all members of our community – „ to find out what's going on in other places and organizations“. We sincerely hope, that you will (if you have lists of significant links relating to performance and quality management in health care, or if you can provide or point to significant documents) all actively collaborate in the production of our future newsletters. We are more than eager to receive any of your comments that will help us to develop this newsletter into a useful resource not only for you, but also for any health care facilities you may be collaborating with.*

*Sincerely yours*

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*Please be so kind and send your comments and suggestions to  
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This newsletter keywords:

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## **October – December 2004**

### **Hospital Quality Alliance UPDATE**

<http://www.cms.hhs.gov/HospitalQualityInits/>

The Hospital Quality Initiative (HQI), like other CMS quality initiatives, consists of many facets. Its goals are to improve the care provided by the nation's hospitals and to provide quality information to consumers and others. CMS has several efforts in progress to provide hospital quality information to consumers and others and improve the care provided by the nation's hospitals. These activities build upon previous CMS and QIO efforts on behalf of Medicare beneficiaries and other adults to promote the best medical practices associated with certain clinical conditions. This page links to fact sheets, reports and other documents.

### **New Survey Helps Hospitals Measure and Improve Patient Safety Culture**

<http://www.ahrq.gov/news/press/pr2004/hospcult2pr.htm>

AHRQ announced a new tool to help hospitals and health systems evaluate employee attitudes about patient safety in their facilities or within specific units. The Hospital Survey on Patient Safety Culture released in partnership with Premier, Inc., the Department of Defense, and the American Hospital Association, addresses a critical aspect of patient safety improvement: measuring organizational conditions that can lead to adverse events and patient harm. Hospitals using the Hospital Survey on Patient Safety Culture have expressed interest in comparing their survey results with other hospitals. In response, the Agency for Healthcare Research and Quality (AHRQ) is establishing the Survey on Patient Safety Culture Database. The database will be a central repository for data from the AHRQ survey.

### **Several events regarding CAHPS**

<https://www.cahps.ahrq.gov>

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) program is a public-private initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level care.

Health care organizations, public and private purchasers, consumers, and researchers use CAHPS results to:

- Assess the patient-centeredness of care;
- Compare and report on performance; and
- Improve quality of care

The HCAHPS survey and protocol have been submitted for consideration as a measure with the National Quality Forum (NQF) [www.qualityforum.org](http://www.qualityforum.org). The NQF considers and adopts certain quality measures for use by hospitals and other entities.

When implemented, the HCAHPS survey will provide hospitals with valuable national, regional, and local benchmarking information using a carefully developed and thoroughly tested survey. In addition, the survey results will assist consumers as they evaluate and select health care providers for themselves and their families.

## National Health Information Awards

<http://www.healthawards.com/nhia/index.htm>

National Health Information Awards program is designed to establish a seal of quality for consumer health information. The awards are organized by the Health Information Resource Center (HIRC), a national clearinghouse for consumer health programs & materials.

A panel of health information experts from across the nation will judge entries based on content, format, success in reaching the targeted audience and overall quality.

## The Nation's Top Ten Medicare & Medicaid Health Plans Announced

<http://www.ncqa.org/>

QUALITY ASSURANCE is a private, not-for-profit organization dedicated to improving health care quality. Employers and consumers use information provided by NCQA to make more informed health care choices. NCQA's mission is to improve the quality of health care. We do so by generating useful, understandable information about health care quality to help inform consumer and employer choice. We also work to generate information and feedback that help physicians, health plans and others to identify opportunities for improvement and make changes that enhance the quality of patient care.

Attached (are) the nation's ten best Medicare and ten best Medicaid plans as calculated by the National Committee for Quality Assurance. Plans named to the list in alphabetical order are:

Medicaid Top 10 (listed alphabetically)

- BlueCross BlueShield of Western New York
- BlueShield of Northeastern New York
- Coordinated Health Partners, Inc.
- Excellus BlueCross BlueShield, Rochester
- HealthPlus of Michigan
- Kaiser Foundation Health Plan of Hawaii
- M-CARE, Inc.
- Neighborhood Health Plan of Rhode Island
- Priority Health (MI)
- UPMC health Plan, Inc. (PA)

Medicare Top 10\* (listed alphabetically)

- Blue Cross and Blue Shield of Massachusetts

- Capital Health Plan, Inc. (FL)
- Excellus BlueCross BlueShield, Rochester
- Fallon Community Health Plan (MA)
- Harvard Pilgrim Health Care, Inc. (MA)
- HealthPartners (MN)
- Kaiser Foundation Health Plan of Colorado
- Kaiser Foundation Health Plan of the Mid-Atlantic (MD)
- Kaiser Foundation Health Plan of Hawaii, Inc. (HI)
- Keystone Health Plan Central (PA)
- Rochester Area Health Maintenance Organization dba Preferred Care (NY)

This "Top Ten" list includes 11 plans because some scoring differences were too small to draw distinctions

## **Second volume of "Closing the Quality Gap" available soon**

<http://www.ahrq.gov/>

The second volume in the series of AHRQ Evidence-based Practice Center Technical Reviews, titled Closing the Quality Gap: A Critical Analysis of Quality Improvement Strategies, Volume 2: Diabetes Mellitus Care is now available. The reports explore the human and organizational factors influencing quality improvement strategies and evaluate nine quality improvement strategies, tools, or processes aimed at reducing the quality gap. Volume 2 examines strategies for improving the quality of care for adults with type 2 diabetes through changes in provider behavior, patient behavior, and modifications to the organization of care. Outpatient care for diabetes exemplifies the challenges of, and opportunities for, chronic disease management.

## **Health monitoring programme: Funded project 2001: "EUHPID - European health promotion indicators development"**

[http://ec.europa.eu/comm/health/ph\\_projects/2001/monitoring/fp\\_monitoring\\_2001\\_exs\\_03\\_en.pdf](http://ec.europa.eu/comm/health/ph_projects/2001/monitoring/fp_monitoring_2001_exs_03_en.pdf)

The EUHPID Project focused its work on contributing to, and improving, the European Community Health Indicators (ECHI) framework. In particular, it sought to strengthen the framework by making it more holistic and comprehensive through the inclusion of more salutogenic perspectives, based on health capacities and health opportunities at individual and environmental levels. The Project emphasised the complexity of health promotion as a major intervention tool that not only works at individual level but also at group, community and societal levels. It established a health development model to set the context, not only for health promotion as an intervention tool, but also for interventions based on health services and related forms of delivery. This health development perspective, adopted as a context for the Community Health Monitoring System, strengthens the ECHI indicator framework as a flexible and effective tool, not just for monitoring, but also for planning effective interventions at both Community and Member State levels.

The health development model which underlies the EUHPID Health Promotion Model and Monitoring System is offered as a major contribution to the public health field, and to the ECHI framework in particular, as a policy relevant focus for public health development at both Community and Member State levels. It enables the EC Health Information and Advisory System to form an active monitoring and planning tool for intervening in health development.