

Expecting Success:
Excellence in Cardiac Care

Reducing Disparities in Care Using Quality Improvement: Findings from a Multi-Hospital Collaborative

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November 7, 2007 – APHA Annual Meeting

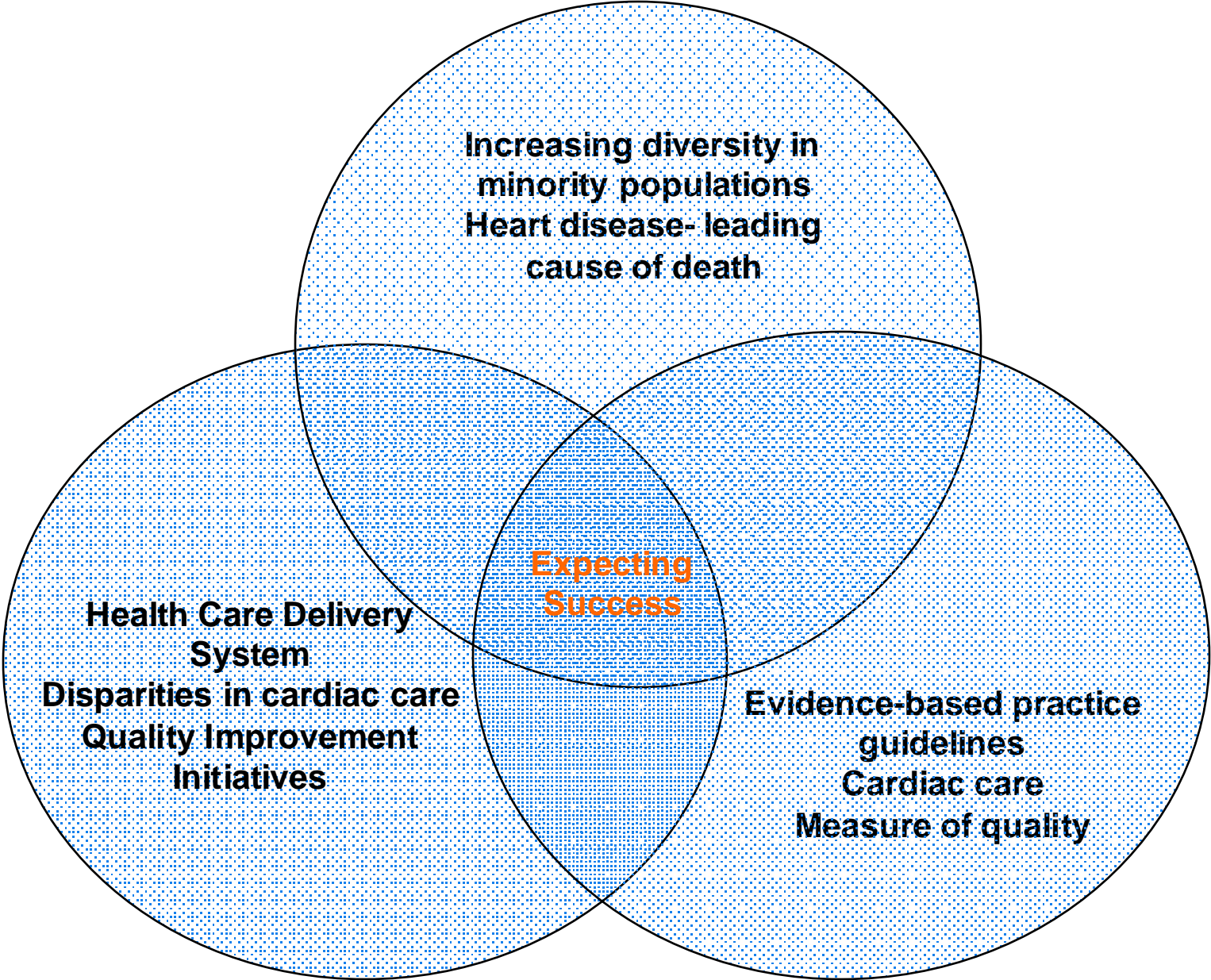
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Romana Hasnain-Wynia, PhD



Robert Wood Johnson Foundation

THE GEORGE WASHINGTON UNIVERSITY
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Origins of Expecting Success



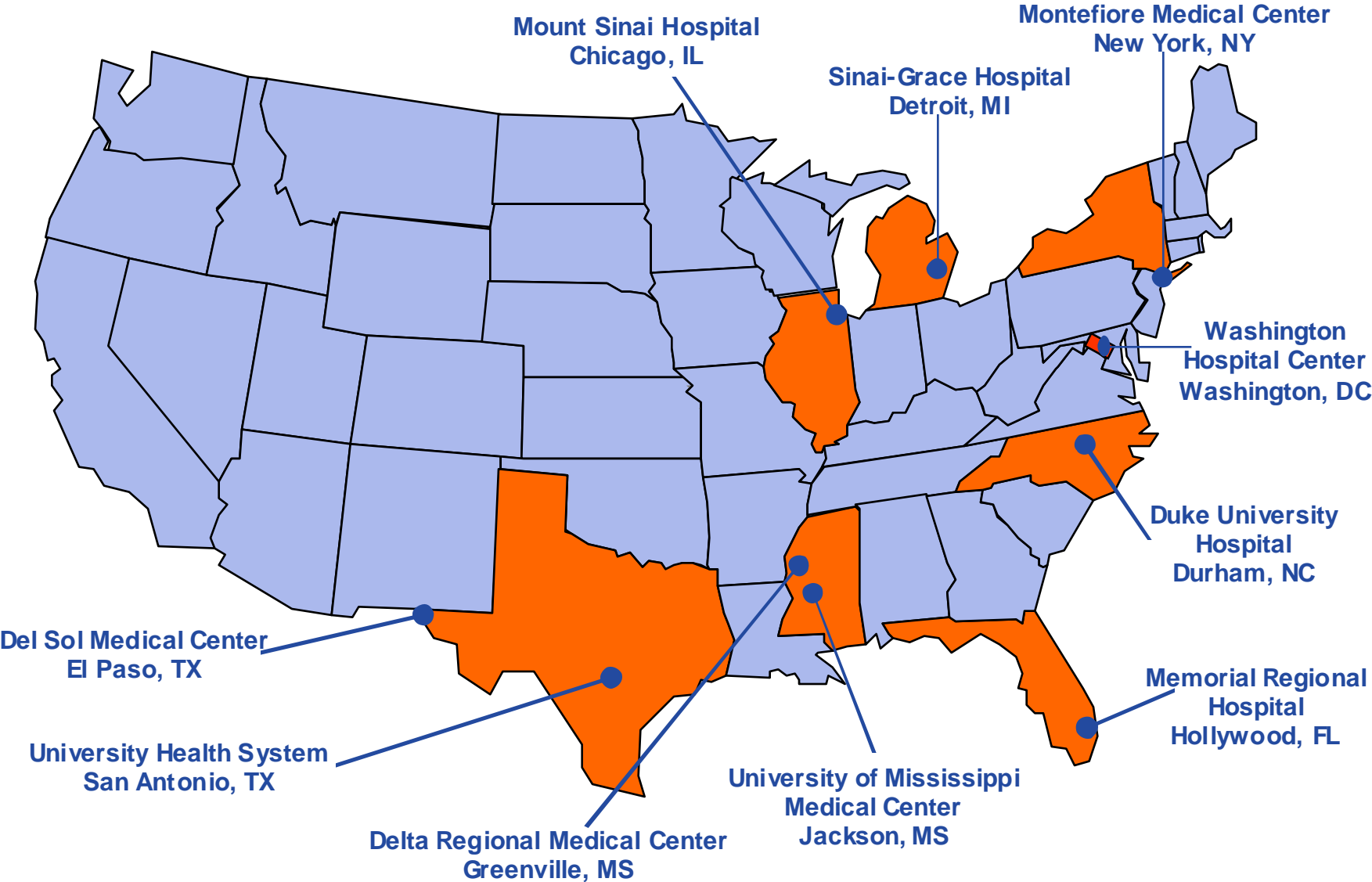
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- ❑ A national program funded by the Robert Wood Johnson Foundation
 - Primary goal is to improve cardiovascular care for African-Americans and Latinos/Hispanics through quality improvement strategies and initiatives

- ❑ Builds on IOM's *Unequal Treatment*
 - Evidence-based care to promote equity; reduce disparities

- ❑ Focus on cardiac care
 - Heart attack and heart failure

Expecting Success Sites



Expecting Success Elements

- Report 23 measures on monthly basis *by patient race, ethnicity and language*
 - CMS Core Measures
 - “Measures of Ideal Care”
 - Heart Failure 30 day-readmission

- Inpatient and outpatient components

- Focus on evidence-based care for all
 - Rapid Cycle Change

- Runs 29 months with periodic meetings, calls
 - Transparency

What are disparities in health care quality?

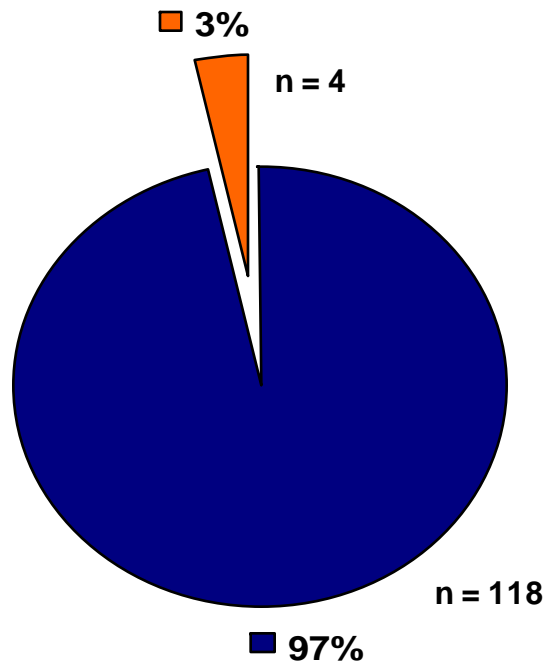
- ❑ Racial or ethnic disparities are differences in the quality of health care received by members of different racial or ethnic groups that are not explained by other factors.*
- ❑ Can occur at every stage in the continuum of care.
- ❑ Many possible causes and solutions.

*Adapted from: IOM, Unequal Treatment, 2003.

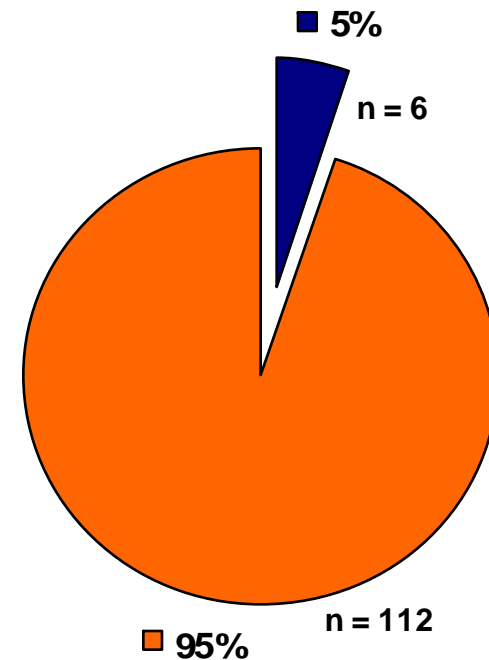
Disparities and Quality?

Expecting Success Hospital Applicants, 2005

% Collecting R/E Data



% Reported QI Initiatives to Reduce Care Disparities



■ Collects R/E ■ Does Not Collect

■ Yes QI Initiatives ■ No QI Initiatives

Siegel, Bretsch, Sears, Regenstein, & Wilson. Assumed equity: early observations from the first hospital disparities collaborative. *Journal for Healthcare Quality* 2007;29(5):11-15.

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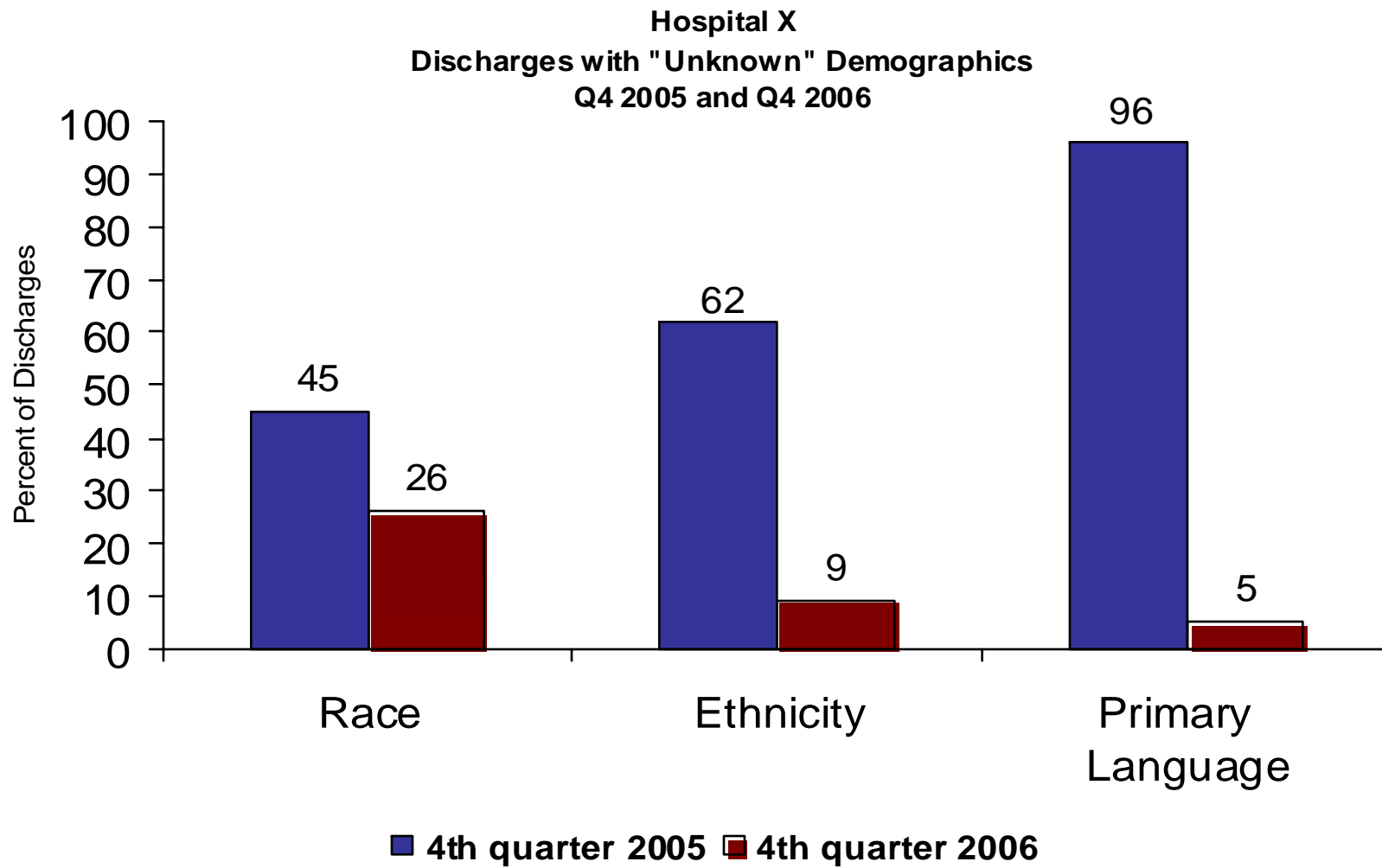
Linking Disparities and Quality

- First step – data collection by R/E/L
 - Train hospitals in the standardized collection of race, ethnicity, and language data
 - HRET/AHA – OMB categories
 - Challenges - limitations of existing IT systems and concerns of registration staff and patients



Are you just pissing and moaning, or can you verify what you're saying with data?"

Reduction in Demographics Reported as "Unknown"



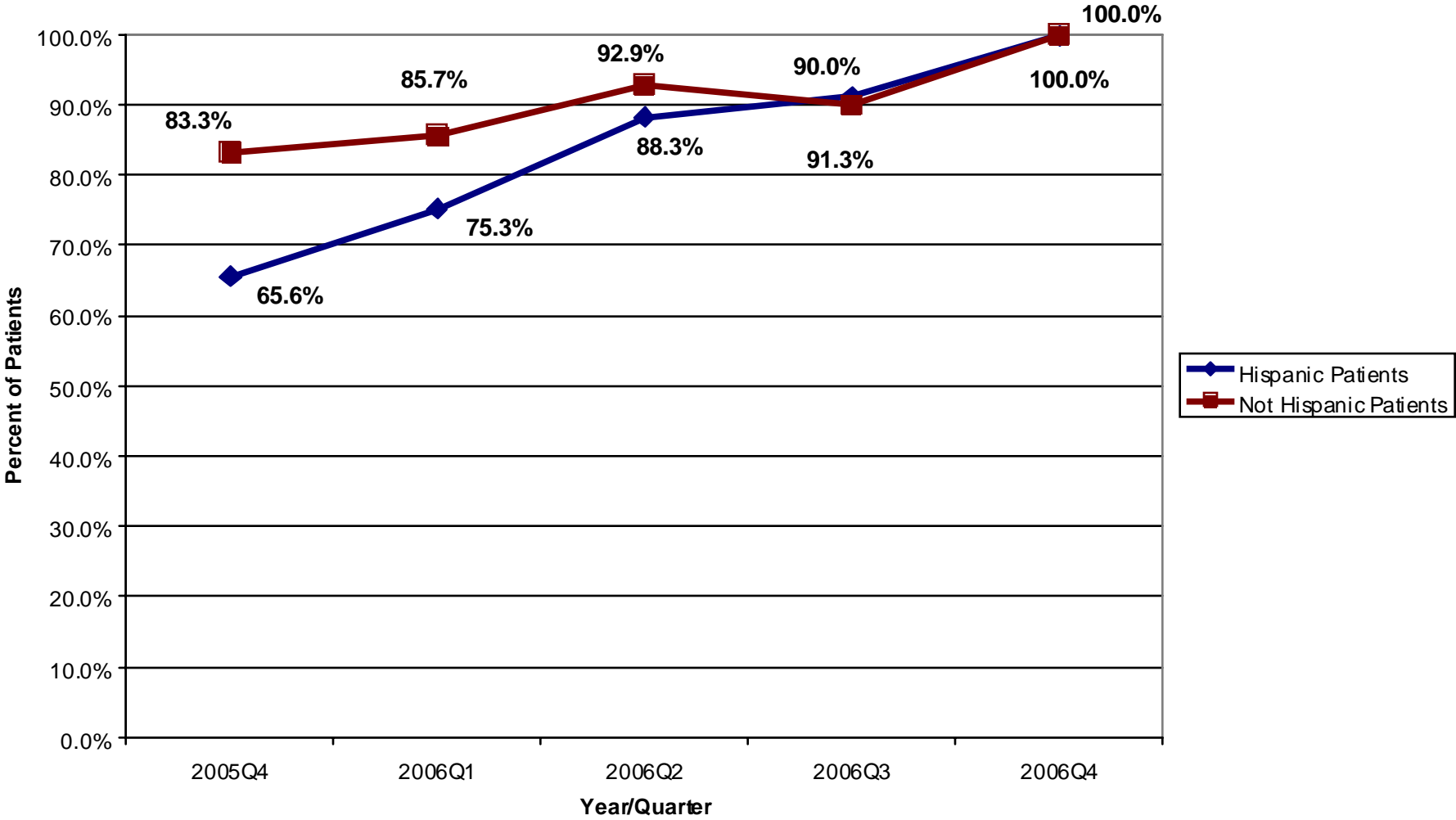
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Linking Disparities and Quality

- Second step – data reporting by R/E/L
 - Hospital Quality Alliance performance measures
 - “Measure of Ideal Care”
 - Challenges – access to timely data

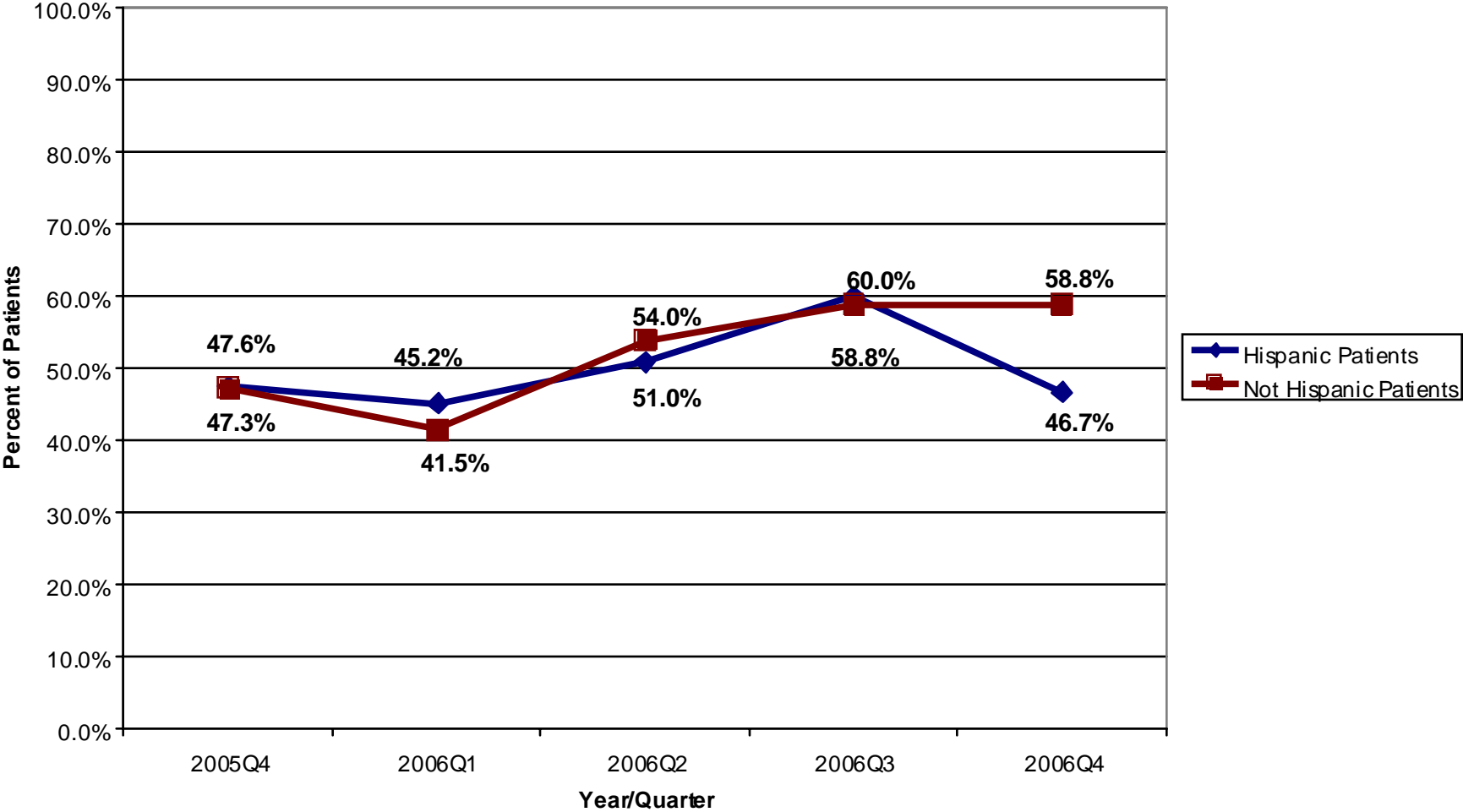
Closing the Gap

Hospital X
Percent of Heart Failure Patients Receiving Discharge Instructions by Ethnicity
2005 Quarter 4 - 2006 Quarter 4

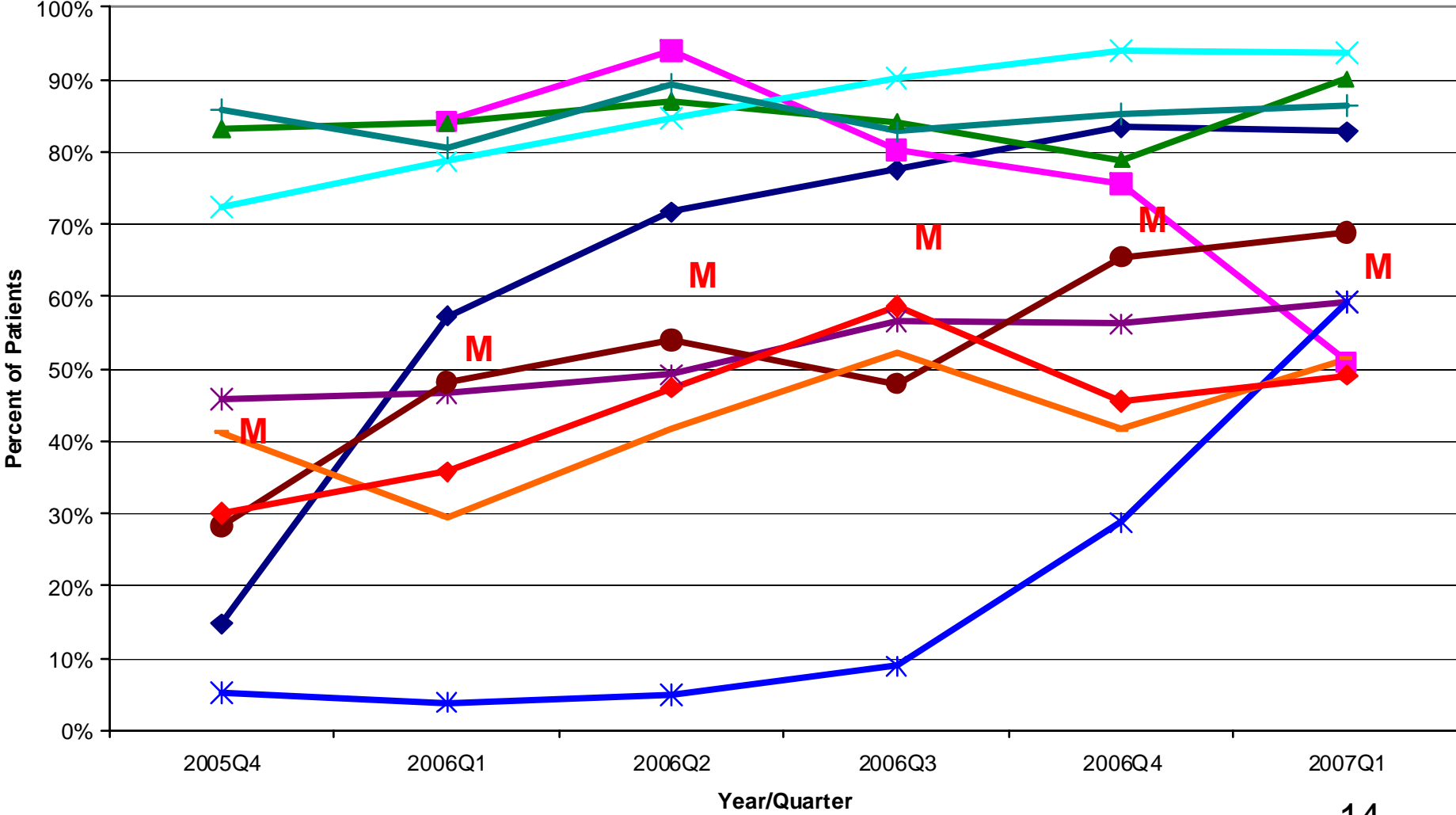


Less than Optimal Care

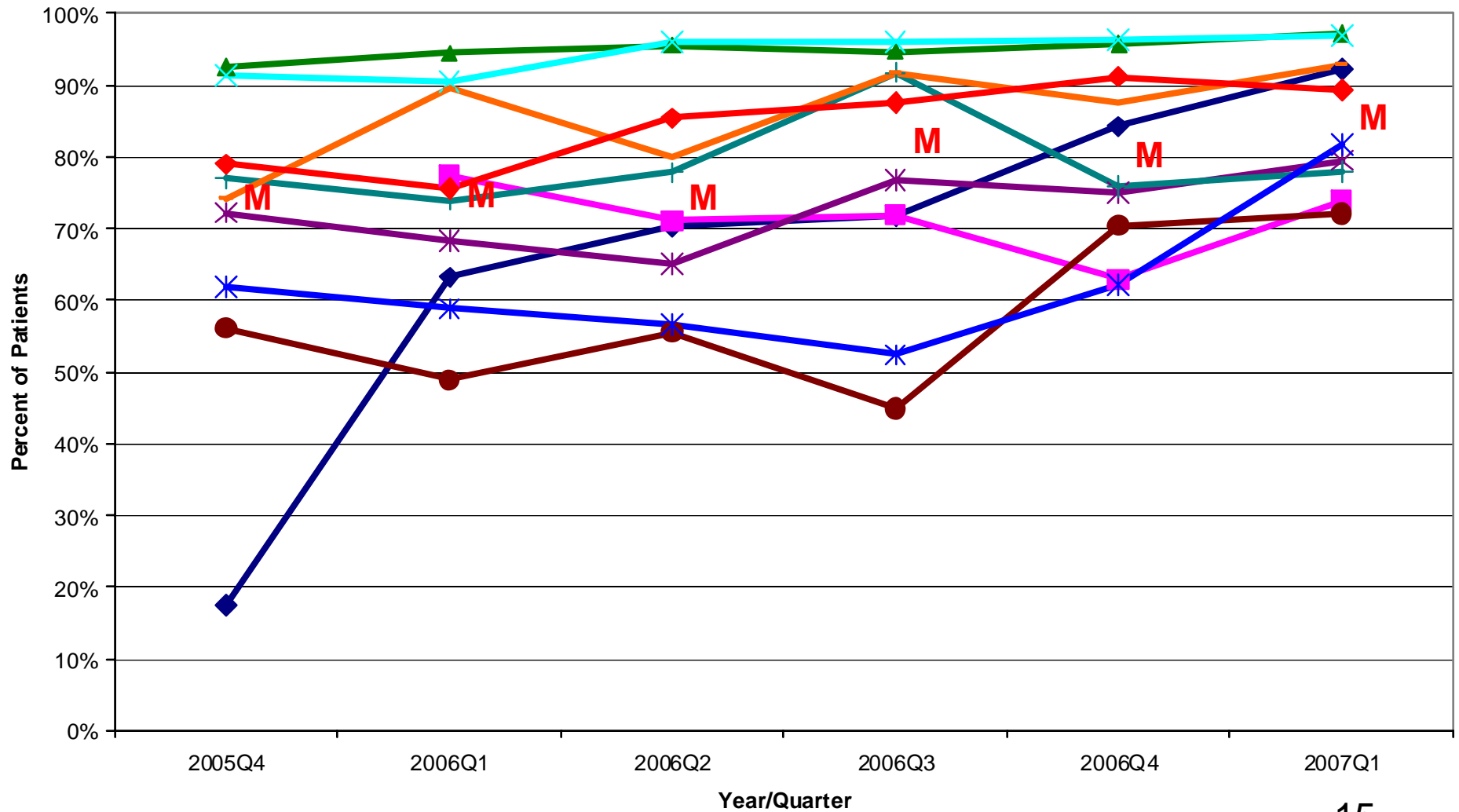
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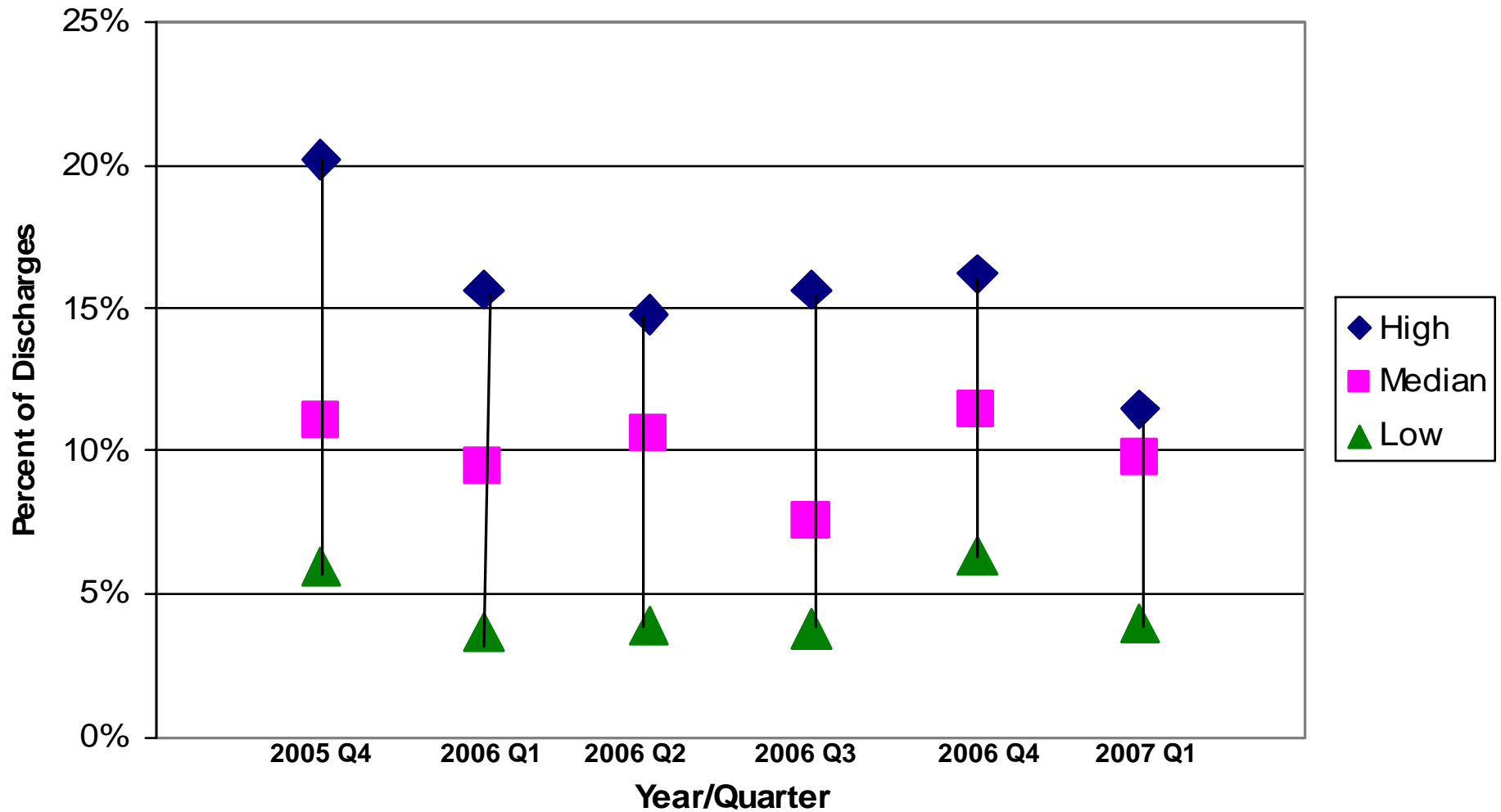
Expecting Success Hospitals
Percent of Patients Receiving all Recommended Heart Failure Care
2005 Q4 - 2007 Q1



Expecting Success Hospitals
Percent of Patients Receiving all Recommended AMI Care
2005 Q4 - 2007 Q1



Readmissions for Heart Failure within 30 Days of Discharge (HFR)
All Expecting Success Hospitals, 2005 Q4 - 2007 Q1



Three Major Improvement “Themes”

- *Ensuring evidence-based care*
 - Standard order sets
 - EMR core measure hard stop

- *Redesigned processes*
 - Code Heart process for PCI
 - Concurrent review
 - QI performance linked to compensation

- *Discharge and transition*
 - Universal discharge instruction form
 - Cardiac nurse educators

Disparities is a Failure in Quality

- ❑ In the absence of data, the relationship between quality and disparities will be difficult to establish

- ❑ National policy changes
 - Joint Commission
 - Hospital Quality Alliance

- ❑ Efforts at the local and state levels
 - Boston Public Health Commission
 - 22 states require reporting of race/ethnicity

www.expectingsuccess.org

The screenshot shows a Microsoft Internet Explorer browser window displaying the website 'Expecting Success: Excellence in Cardiac Care'. The browser's address bar shows the URL 'www.expectingsuccess.org'. The website has a blue and orange color scheme. At the top right, there are links for 'Contact Us', 'Join Our Mailing List', and 'Site Map'. The main header features the title 'Expecting Success: Excellence in Cardiac Care'. Below this, there is a navigation menu with links: 'Disparities in Cardiac Care', 'About Expecting Success', 'Expecting Success Grantees', 'Resources', and 'E-Newsletter'. The main content area includes a photo of a male and female healthcare professional. To the right of the photo, there is a 'Grantee Log-in' section with fields for 'User ID:' and 'Password:', and a 'Log In' button. Below the photo, there is a 'Latest News' section with three articles: 'Hospitals Collect, But Don't Use, Patient Race, Ethnicity and Language Data', 'Join our Mailing List', and 'Initiatives to Eliminate Racial & Ethnic Disparities in Health Care Treatment Unveiled'. The bottom of the page features the logo for 'THE GEORGE WASHINGTON UNIVERSITY MEDICAL CENTER WASHINGTON DC'. The browser's taskbar at the bottom shows several open applications, including 'Inbox - Microsoft...', 'QIO presentation...', and 'Welcome to Expe...'. The system clock shows '1:58 PM'.