Quality Assurance in the Healthcare Sector

Identified Needs and Possible Solutions

November 4, 2015

Presented to the American Society for Quality (ASQ)

Natalie M. Gottlieb

Common Sense Solutions

Speaker's Background

- Natalie M. Gottlieb
  - Quality
    - 8 years of consulting
    - 15 CMMI appraisals
  - Healthcare Experience
    - Global
    - US
- Common Sense Solutions

Hospice Care in the US

Largest private hospital in India

Leper colony in Nepal

Doctors Without Borders hospital in Swaziland

HIV Clinic in South Africa

Speaker's Background

- Natalie M. Gottlieb
  - Quality
    - 8 years of consulting
    - 15 CMMI appraisals
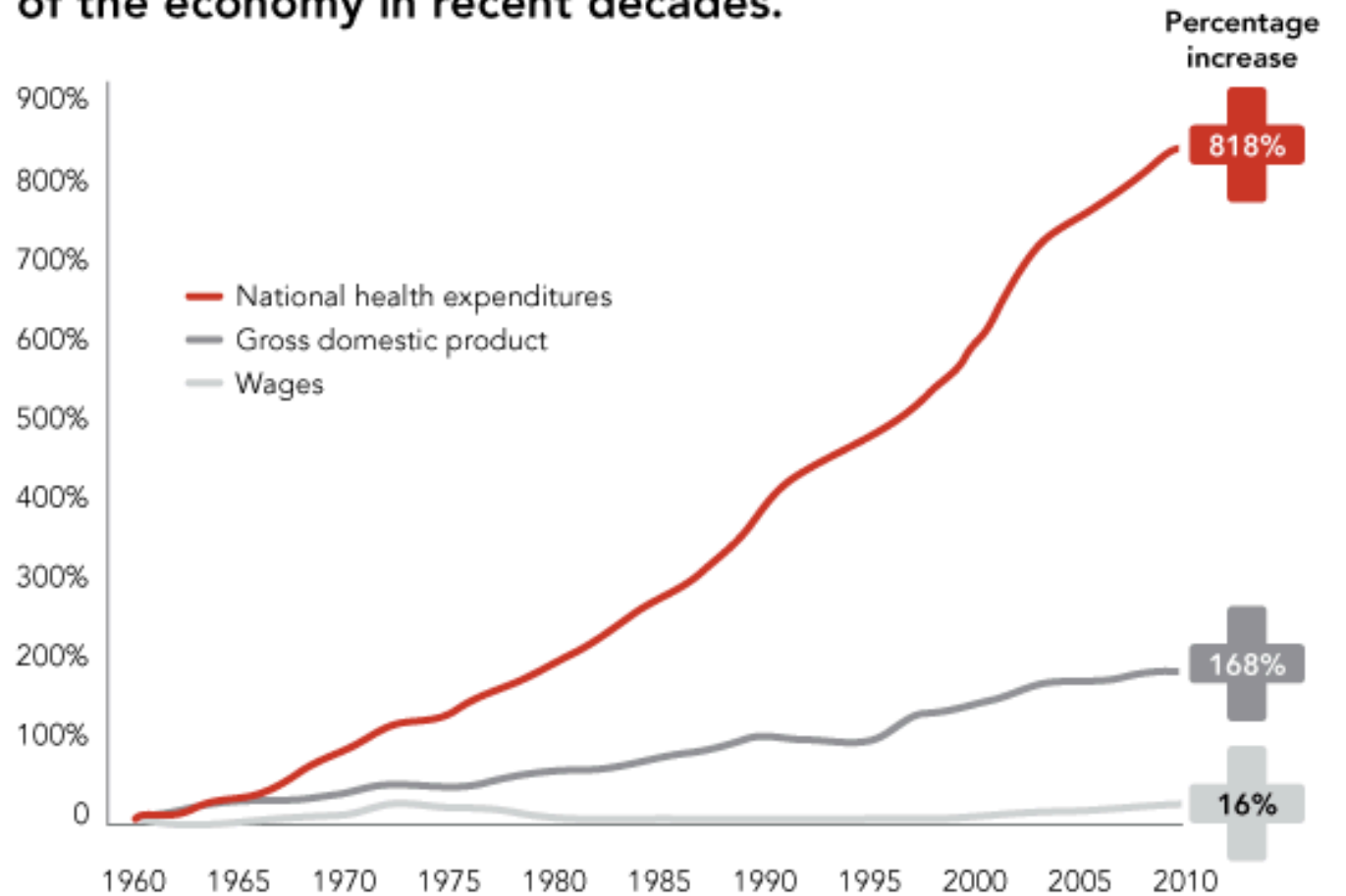 - Healthcare
- Common Sense Solutions

Agenda

- Challenges in the healthcare system today
- The federal government's role
- Evaluating health care providers
- What has been done historically
- How we're doing it now
- Potential ways to do it better
- How to get involved

Common Sense
Solutions

The Rising Cost of Healthcare

Health care spending has grown much faster than the rest of the economy in recent decades.

Percentage increase

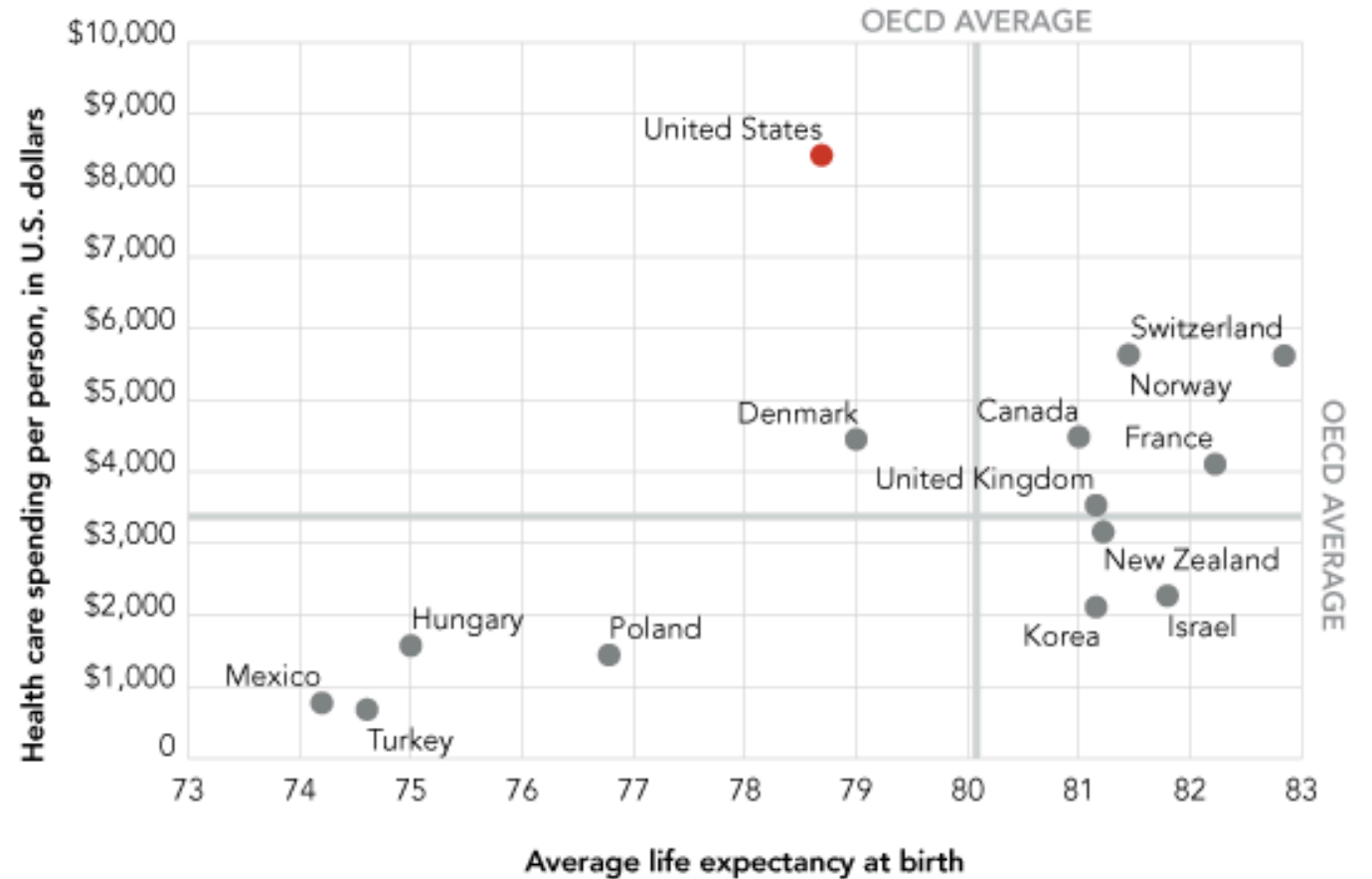- National health expenditures — **818%**
- Gross domestic product — **168%**
- Wages — **16%**

(Chart axis: 0 to 900%, years 1960–2010)

Sources: McKinsey, "Accounting for the Cost of U.S. Health Care" (2011), Center for American Progess

THE HUFFINGTON POST

Common Sense Solutions

But, is it really helping?

Americans don't live longer than people in countries that spend much less on health care.
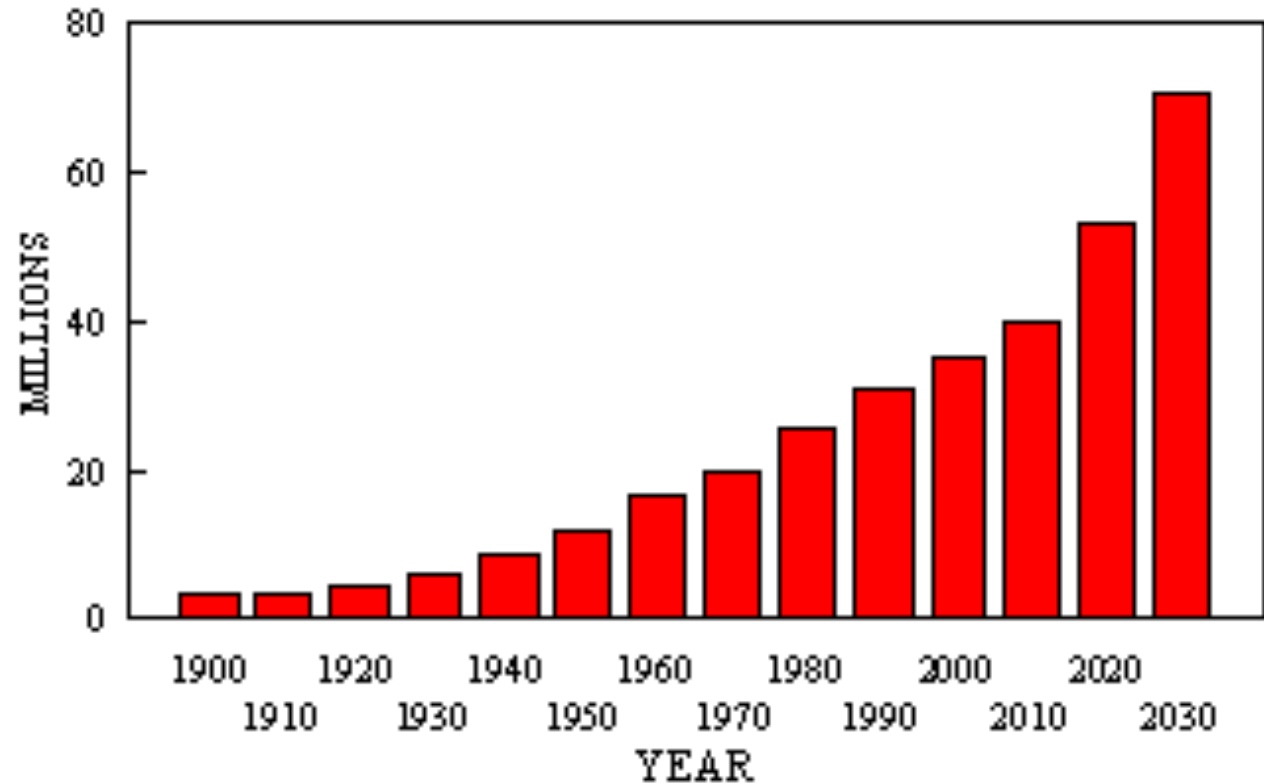
OECD Health Data 2013 — THE HUFFINGTON POST

Aging Population

Aging Population

Growth of the Elderly Population
1900 to 2030

Source: U.S. Bureau of the Census

Healthcare IT

- Health Insurance Portability & Accountable Act (HIPAA) Protected Health Information

  - Administrative

  - Physical

  - Technical

- Electronic Medical Health Records (EMRs)

Government Agencies

- Center for Medicare & Medicaid Services (CMS)

- U.S. Department of Veterans Affairs (VA)

The Need For Quality Assurance

- Increasing costs
- Rising demands
- Oversight

Common Sense
Solutions

How Do We Evaluate Health Care Providers (HCPs)?

Conditions of Participation (COPs)

- Federal requirements
- Privately or federally surveyed

The Joint Commission

The Joint Commission

- 1965: Deemed the national accrediting organization
- 88% of hospitals

Medicare Improvements for Patients and Providers Act (**MIPPA**)

- 2010: States may select acceptable accreditation bodies

- Accreditation Organizations (AOs)

The New Players

- Virginia
  - Accreditation Commission for Health Care, Inc. (ACHC)
  - Community Health Accreditation Program (CHAP)
  - Joint Commission for Accreditation of Health Care Organizations (JCAHO)

Common Sense
Solutions

More than AOs

- CMS' oversight system
  - Accreditation Organizations (AOs)
  - State Regulators
  - Quality Improvement Organizations
- Accountable Care Organizations (ACOs)
  - Group of individual providers
  - Leverage economies of scale
  - Big initial expense to integrate systems
  - Significant cost savings over time (1)

(1) Of the 114 participating ACOs in 2012, 29 met the financial target, saving $128 million and receiving $126 million in bonus payments, according to CMS.

What Are The Possibilities For Improving Healthcare Quality In The Future?

Quality Standards

- ISO
  - 9000
  - 20000
  - 27000
- CMMI
  - Development
  - Security By Design
  - Services
  - Acquisition
- Data Management Model

ISO-9001 for Healthcare

- Partnered with ACHC
- National Integrated Accreditation for Healthcare Organizations (NIAHO®)
- Accredited over 400 hospitals

CMMI for Healthcare

- 2015: Began discussions
- CMMI for Healthcare Working Group
- Integration of:
  - CMS CoPs
  - ISO-9001 (Quality)
  - CMMI - Services (Service Delivery)
  - CMMI - Development (IT Systems Development)
  - ISO-27001 (Security)
  - HIPPA (Privacy)

Individuals

- Become a Healthcare Quality Auditor
  - ISO-9001 for Healthcare
  - The Joint Commission
- Participate in the CMMI Healthcare Working Group
- Help ACOs establish common metrics & systems, and integrate to realize cost savings
- Careers
  - Medical coding
  - Medical billing auditor
  - Maintenance surveillance to stay in accreditation compliance

Organizations

- Become an Accreditation Organization (AO)

- Become an Accountable Care Organization (ACO)

- Become a Quality Improvement Organization (QIO)

Common Sense Solutions

Questions?

For Working Group updates, email:
natalie.gottlieb@commonsensesol.com