

## Introduction to QI and HIT

### Unit 1a: Health Care Quality and HIT

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## Objectives

- Identify the current challenges in health care quality
- Examine the components of the health care system that have an impact on quality
- Explain health care quality and quality improvement (QI)
- Describe quality improvement as a goal of meaningful use

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2

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## Health Care

"...seeks to diagnose, treat, and improve the physical and mental well-being of all Americans. Across the lifespan, health care helps people stay healthy, recover from illness, live with chronic disease or disability, and cope with death and dying. Quality health care delivers these services in a way that is safe, effective, timely, patient centered, efficient, and equitable."

National Healthcare Quality Report. AHRQ. 10-0004. AHRQ (March 2009)

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3

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## Quality Health Care Who defines it?

- Health care providers**
  - View quality as the application of evidence-based professional knowledge to the particular needs and wishes of the individual patient
- Patients and families**
  - Place more importance on how the provider communicates with them or how long they are kept waiting for appointments
- Payers**
  - May value patient satisfaction and use of preventive health services above clinical outcomes
- Professional and regulatory bodies**
  - View quality as conformity to standards

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## Quality Health Care

**Quality**

“The degree to which health services for individuals and populations increase the likelihood of desired outcomes and are consistent with current professional knowledge.”

Crossing the Quality Chasm. Institute of Medicine.  
Washington DC: National Academy Press. 232. 2001.

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## Quality Health Care



**Peter S. Greene, MD**  
*Chief Medical Information Officer*



**Dawn Hohl, MS, RN**  
*Director of Customer Service, Home Care*



**Jo Leslie**  
*Research Associate*

**Interviews continue on the following slides.**

Images: Johns Hopkins University

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Peter S. Greene, MD - Chief Medical Information Officer  
The Johns Hopkins Hospital  
Baltimore, Maryland

Images: Johns Hopkins University

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7

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Dawn Hohl, MS, RN  
Director of Customer Service at Johns Hopkins Home Care Group  
Baltimore, Maryland

Images: Johns Hopkins University

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8

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Jo Leslie, PA, MBA  
Senior Quality & Innovation Coach  
Center for Innovation In Quality Patient Care

Images: Johns Hopkins University

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Version 2.0/Spring 2011

9

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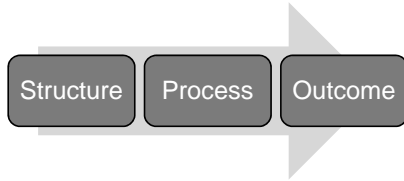
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## Quality Health Care

- Structures: having the right things
- Processes: doing things right
- Outcomes: having the right things happen



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10

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## Quality: Shifting Focus

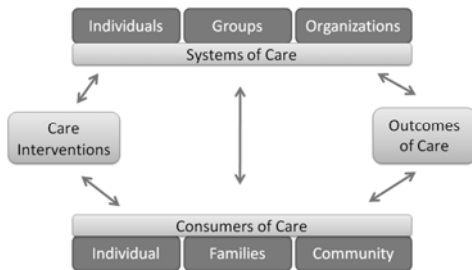


Image: Johns Hopkins University

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11

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## Systems and Health Care Reform

"The performance of a system — its achievement of its aims — depends as much on the interactions among elements as on the elements themselves"

"The improvement of health and health care depends on systems thinking and systems redesign... 'Reform' without systems thinking isn't reform at all."

"Health care reform without attention to the nature and nurture of health care as a system is doomed ... It will at best simply feed the beast, pouring precious resources into the overdevelopment of parts and never attending to the whole — that is care as our patients, their families and their communities experience it."

Berwick D. Health Systems Improvement Necessary for Good Health Care Reform.

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12

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## What is Health Care Quality Improvement?

Health care should be:

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- Safe
- Effective
- Patient-centered
- Timely
- Efficient
- Equitable

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13

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## The Triple Aim

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D. Berwick, Institute of Healthcare Improvement, 2007  
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14

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## US Health Care System: How are we doing?

Images: www.aahrq.gov

- Needs to be improved, especially for the uninsured
- Patient safety & healthcare-associated infections warrant urgent attention
- Quality is improving, but pace is slow, especially in preventive care & chronic disease management
- Disparities are common and lack of insurance is a contributor
- Many disparities are not decreasing; those that warrant increased attention include care for cancer, heart failure, and pneumonia

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15

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## US Health Care System: How do we accelerate QI?

- Improve measurement
  - Develop new measures
  - Include improvement goals in Healthy People 2020
  - Coordinate measure sets
- Remove barriers to quality care
  - Reduce lack of insurance, a major hindrance to quality care
- Empower providers with HIT and training
  - HIT must support QI
  - Training is critical
- Establish and sustain partnerships to lead change

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## Health Information Technology (HIT)

- What is HIT?
  - The use of computers and computer programs to store, protect, retrieve, and transfer clinical, administrative, and financial information electronically within health care settings.
- What does HIT do?
  - Allows comprehensive management of medical information
  - Allows secure exchange of health information between healthcare consumers and providers

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## Health Information Technology (HIT)

**Has the potential to:**

- improve health care quality
- prevent medical errors
- increase health care efficiency & reduce unnecessary costs
- increase administrative efficiencies
- decrease paperwork
- expand access to affordable care
- improve population health

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## Institute of Medicine 1991 - 2003



Images: Amazon.com

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19

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## Summary for Unit 1a

- The US Health Care System is improving, but slowly
- The definition of health care quality has changed over time from having the right things to doing things right to having the right things happen

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20

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