

Lessons from the Field
Aligning Quality Improvement
Across HRSA Programs

Primary Health Care
All Grantee Meeting
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Health Resources & Services Administration
Center for Quality
(CQ)



Lessons from the Field

Aligning Quality Improvement Across HRSA Programs

- **Presenters:**

- Suzanne Feetham, PhD, RN, FAAN
 - Center for Quality
- Shelley Boden, RN
 - Critical Access Hospitals Network Quality Coordinator
 - Hays Kansas Medical Center
 - Office of Rural Health Policy Grantee
- Joan Fisher, MBA
 - CEO Anchorage Neighborhood Health Center,
 - Anchorage Neighborhood Health Center
 - HIV/AIDS grantee

Lessons from the Field

Aligning Quality Improvement Across HRSA Programs

- Describe quality improvement and exemplars of system change for quality improvement.
- Describe HRSA cross cutting quality improvement activities and efforts in applying performance measures to HRSA programs.
- Discuss and analyze lessons learned from the field for quality improvement and system change
- Describe the Surgeon General's and HHS family history awareness initiative as a model for evidenced based quality health care
- Describe HRSA grantees aligning with CMS, Quality Improvement Organizations (QIO)

Quality Care Aims

- Safe
- Effective
- Patient/ Family Centered*
- Timely
- Efficient
- Equitable



Source: IOM. Crossing the Quality Chasm: A New Health System for the 21st Century. The Quality of Health Care in the United States. Washington, D.C.: National Academy Press, 2001.

*Family Centered - adaptation from IOM

WHY Quality?

- Maximize clinical effectiveness of resources by streamlining and aligning the work
- Answer critical questions on performance and impact
- Document outcomes and impact of HRSA programs
- Model quality improvement methodologies for HRSA grantees
- Utilize proven Quality Improvement methodologies to improve work processes and products

MISSION STATEMENTS



HHS Secretary's 500 Day Plan Aligning Quality

- Transform Health Care System
- Modernize Medicare and Medicaid
- Advance Medical Research
- Secure the Homeland
- Protect Life, Family, and Human Dignity
- Improve the Human Condition Around the World

IMPROVING THE QUALITY OF HEALTH CARE

Center for Quality – Action Steps



HRSA Strategic Plan

GOAL 3: IMPROVE THE QUALITY OF HEALTH CARE

Objective 3.1:

Promote **effectiveness** of health care services

Objective 3.2:

Promote **patient safety** and improve patient protections

Objective 3.3:

Promote **access** to, and appropriate use of, **health care information**

Objective 3.4:

Promote the implementation of **evidence-based** methodologies and best practices

HRSA Programs Activities for System Quality Improvement

- HIV/AIDS Quality Roadmap
- Collaboratives
 - Health Professions, HIV/AIDS, Healthcare Systems, Primary Health Care
- Office of Rural Health Policy
- HRSA strategic plan
 - Maternal and Child Health (MCHB)
 - Healthcare Systems (HSB)
 - Office of Minority Health and Health Disparities (OMHHD)

HRSA Strategic Plan

Primary Health Care

GOAL 3: IMPROVE THE QUALITY OF HEALTH CARE

- Promote external accreditation for Health Centers
- HCAP- web based resources and information campaigns
- Systematic quality improvement – Health Disparities Collaboratives

IMPROVE THE QUALITY OF HEALTH CARE

Center for Quality Action Steps

- **HRSA Objective 3.1 – Promote Effectiveness of Health Care Services**
 - HRSA Quality Road Map to align quality improvement activities
- **HRSA Objective 3.2 – Promote Patient Safety and Improve Patient Protections**
 - Analysis to identify the content areas and expected outcomes of 160 research studies supported by HRSA
- **HRSA Objective 3.3 - Promote Access to and Appropriate Use of Health Care Information**
 - Develop a “train-the-trainer” program that will provide health literacy training for the Healthcare workforce.
- **HRSA Objective 3.4 - Promote the Implementation of Evidence-based Methodologies and Best Practices**
 - Establish a web-accessible resource of clinical quality improvement standards and measures

Aligning
Quality
HRSA Wide

Health
Literacy
Integral to
Quality
Health Care

The Language of Health



Promote Health Literacy



www.hrsa.gov/quality/healthlit.htm

HRSA Quality Work Group

- Led by Center for Quality with representation from all HRSA programs
- Provide lead for addressing quality issues across HRSA
- Provide support and oversight to HRSA quality improvement activities
- Support Secretary's 500 day goal
 - HRSA quality roadmap to align quality across HRSA programs



HRSA Quality Roadmap

HRSA Quality Web sites

Center for Quality Web site

<http://www.hrsa.gov/quality/>

BPHC Quality Web site

<http://www.bphc.hrsa.gov/quality/>

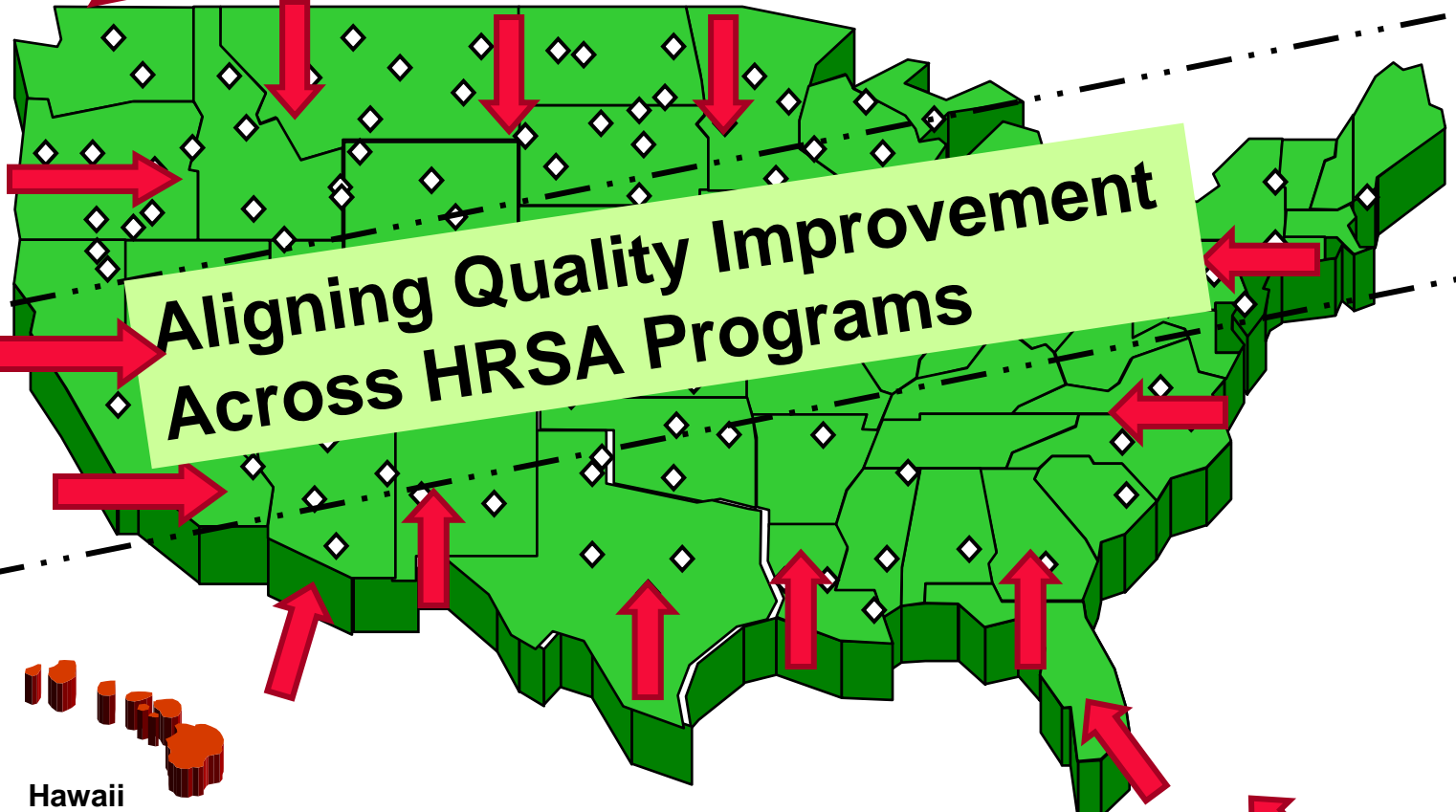
HIV/AIDS Quality Web site

<http://hab.hrsa.gov/special/qualitycare.htm>

HRSA QUALITY ALIGNMENT



Alaska



**Aligning Quality Improvement
Across HRSA Programs**



Hawaii



Puerto Rico



Virgin Islands

Contact Information

For More Information Visit Our Web site:

Center for Quality

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