

Healthy Memphis
COMMON TABLE

TAKE CHARGE FOR BETTER HEALTH!

Our Community Partnership

MGMA Luncheon
October 21st, 2010

Renee' S. Frazier, MHSA, FACHE
CEO, Healthy Memphis Common Table

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HMCT Vision and Mission

Mission
To mobilize Greater Memphis to achieve excellent health for all.

Vision
To become one of America's healthiest cities.

Adopted September 2009

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Who We Are...

- ▶ The Only Regional Health Improvement and Health Care Collaborative for Shelby County, East Ark, and North Miss.
- ▶ We have a 17 Member Board which includes Business Leaders, Doctors, Nurses, and other Professionals.
- ▶ Started in 2003 as part of the leading organization for Shaping America's Youth: Focus on Diabetes and Childhood Obesity.

▶ Non-Profit, 501C-3

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What We Do...

1. Promote healthy lifestyle change
2. Preventive care messaging to the general public
3. Consumer friendly health and quality public reports
4. Environmental policies which focus on health equity

www.healthymemphis.org

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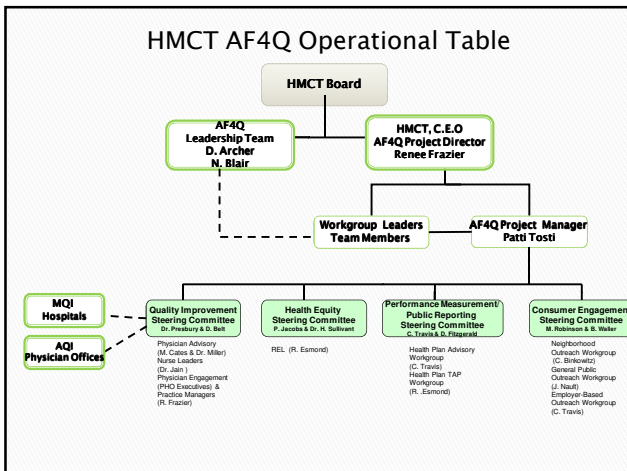
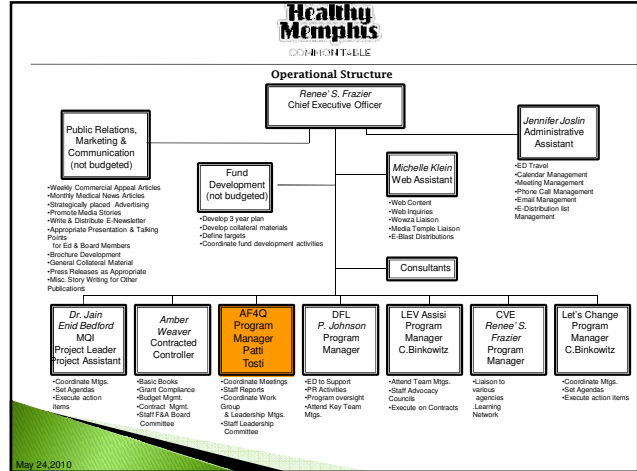
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How We Are Funded...

- ▶ Large National Grants: RWJF \$1.6 million, Merck Foundation \$2.0 million
- ▶ Local Grants: Assisi Foundation \$150K
- ▶ Board Pledges
- ▶ Hospital Pledges
- ▶ Business Sponsors of Events
- ▶ Individual Supporters

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Questions

1. Is our Health Care System the Best?
2. Is our Primary Care System the Best?
3. Is the Health Care System the Most Efficient?
4. Do we get the Best Outcomes?

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More Questions to Ask Yourself

- ▶ How many of you have a primary care doctor?
- ▶ How many of you get a yearly physical? Do you know what it cost?
- ▶ What type of preventive health care should your doctor be providing?
- ▶ Do you know how hospitals or doctors compare in providing various services?
- ▶ What is quality care to you?

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Some Assumptions

- ▶ Although health care is a national problem, health care is delivered locally and fixing it requires local action.
- ▶ Real change would require all of the health care system's stakeholders to work together.
- ▶ **Measurement and transparency** are central tenets to drive quality improvement.
- ▶ Important to address BOTH ambulatory and inpatient care in tandem.
- ▶ Advancing multiple levers in unison would drive improvements further and faster.

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ALIGNING FORCES FOR QUALITY (AF4Q)

- An unprecedented commitment by the Robert Wood Johnson Foundation to implement and support resources to improve the quality of health care, reduce disparities related to race and ethnicity, and provide models for reform.
- Within the 17 different Alliances of AF4Q exist local stakeholder groups charged with making sense of the quality problem in the US and meeting it with local solutions.

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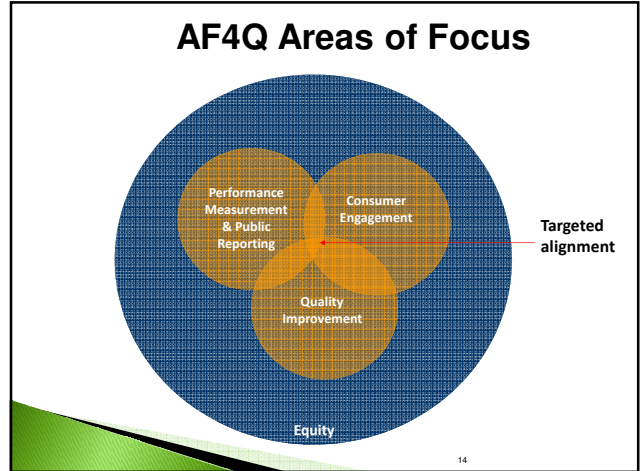
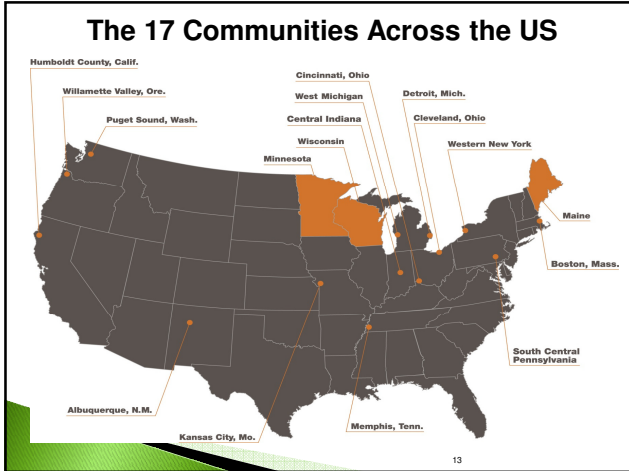
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AF4Q's Theory of Change

- ▶ **Increased transparency**
 - Inpatient & ambulatory performance measurement
 - Cost & efficiency Measures
 - Patient Experience Public Reporting
- ▶ **Information is being used to support**
 - Consumers in decision making
 - Purchasers / employers / plans in benefit design
 - Providers to improve the care they provide
- ▶ **Equity**
 - Standardizing Race, Ethnicity, & Language data
 - Verify consistent systems of care

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What We Have Done Locally...

- ▶ Created a model of collaboration with all stakeholders to develop our public reporting process.
- ▶ Produced various public reports via our web page and printed material
- ▶ Building capacity to engage stakeholders to create new systems to improve our health care delivery system.

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Current Measures

- ▶ Patient Experience
- ▶ Women's Health
- ▶ Diabetes
- ▶ Well Child Care
- ▶ Future Measures under Consideration

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What to Expect in the Future

- ▶ HealthCareQualityMatters.org
- ▶ Second Commercial Public Report
- ▶ QI Support for Primary Care Offices
- ▶ Patient Experience Survey
- ▶ Increased Use of EMR's via TnREC
- ▶ Standardized REL Collection in Hospitals and Physician Offices
- ▶ Payment Reform Pilot Projects
- ▶ Focus on ED visits and Re-Admissions
- ▶ Creation of Health Equity Measures
- ▶ Performance Measures for ACO's

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Why is this Worth Our Effort?

- ▶ Improved Health Quality for Everyone
- ▶ Appropriate Access and More Efficient Care
- ▶ Better Communication Amongst Providers and Consumers
- ▶ Improved Communication Between Provider and Health Plans
- ▶ Better Alignment of Incentives

ALIGNED AND HAPPY STAKEHOLDERS! ☺

"All Boats Rise"

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*To Become One of America's
Healthiest Cities*

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