

## Talking Points - Quality Accountability Initiative

- ❖ Health care costs have risen dramatically over the past several years with predicted increases yet to come. Wisconsin hospitals are committed to working towards creative solutions for quality improvement and cost containment.
- ❖ Wisconsin hospitals are responsive to their consumer's requests for quality information. This report will be a piece of the puzzle that has been missing in the informed decision making process.
- ❖ Wisconsin hospitals have always focused on quality with a commitment to improvement. This effort will give us an opportunity to demonstrate our high quality of care and to move to an even higher level.
- ❖ As employers look to new, creative employee benefit structures, they will need additional cost and quality information to help them make more informed decisions about their care.
- ❖ Each hospital will need to determine if reporting their information publicly is in the best interest of the hospital and the community it serves. The existing commitment to quality will prompt many hospitals to participate in this program as the next step in demonstrating and improving the care we provide.
- ❖ Most public information on the quality of health care is based on administrative data that is created for billing, not to evaluate care. This reporting effort will collect information beyond administrative data that resides in the patient's medical record. By using this information, consumers and hospitals will be able to evaluate how often recommended care processes are implemented.
- ❖ While there are national organizations that are proposing to do similar types of reporting, this information is not available to the public today. Most hospitals collect the information for internal use and to meet JCAHO accreditation, but this information is only accessible to the individual hospital, which limits the value to the hospital and the consumers.
- ❖ These measures provide information on how often patients with a specific diagnosis receive recommended treatments. The report will provide information on clinical care and safety goal that research has determined can have a positive impact on the outcome of care.
- ❖ The information we will be reporting will help purchasers and consumers to understand what treatments are recommended and to determine how often each hospital follows these recommendations.

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- ❖ Valid, comparable quality measures have been shown to provide a potent stimulus for clinicians and provider to improve the quality of the care they provide, regardless of how good that care is currently.
- ❖ By providing information on individual hospitals, each hospital will be able to determine how they compare to others of similar size and services, and to identify and collaborate with hospitals that are doing a particularly good job. This will further improve the quality of care hospitals provide more quickly.
- ❖ This process is no different from any other industry that consciously works to improve the quality of their products. The information WHA will be publishing will be one way for hospitals to communicate the quality of care that Wisconsin residents receive.