

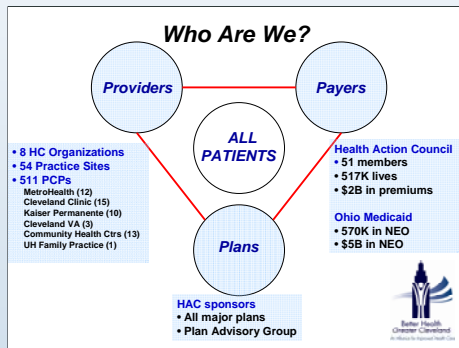
Improving Chronic Care and Outcomes through Regional Collaboration

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For the Better Health Greater Cleveland partnership, supported by the Robert Wood Johnson Foundation Case Western Reserve University Center for Health Care Research & Policy at MetroHealth Medical Center, Cleveland, OH

Background

Better Health Greater Cleveland is a regional, multi-stakeholder coalition committed to improving the quality of care and health of Northeast Ohioans living with chronic illness by aligning providers, payers, plans and patients.



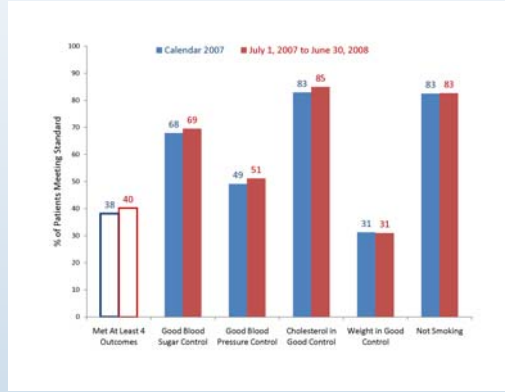
- One of 14 communities in Robert Wood Johnson Foundation's Aligning Forces for Quality program (Forces4Quality.org)
- Leverages region's electronic medical records
- Goal: Measure and improve outcomes and care processes for *all* patients, including Medicaid and uninsured.
- Synchronizes 3 vital initiatives in outpatient care:
 - Performance Measurement & Public Reporting
 - Provider Training in Quality Improvement
 - Patient Activation in Self-Care
- Reduce avoidable re-admissions by:
 - Integrating evidence-based practices into work flow through electronic medical record
 - Better Transitions from Hospital to Community through improved Discharge Planning and Post-Discharge follow-up.

Performance Measurement

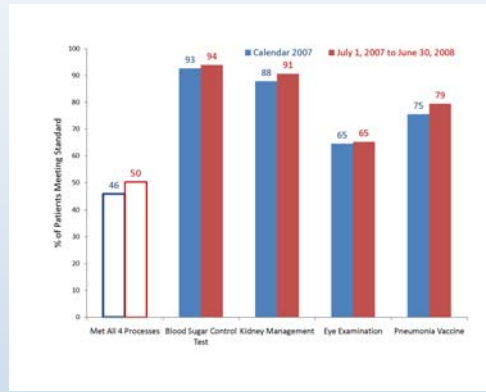
Diabetes Performance Change: Everyone does Better

We are completing analyses for the second public report of our achievement in diabetes care and outcomes. Overall results have improved for all standards and patient groups. As in the first report, "outcomes" show more variation than "processes."

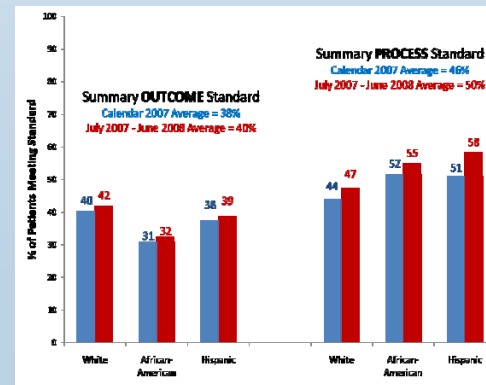
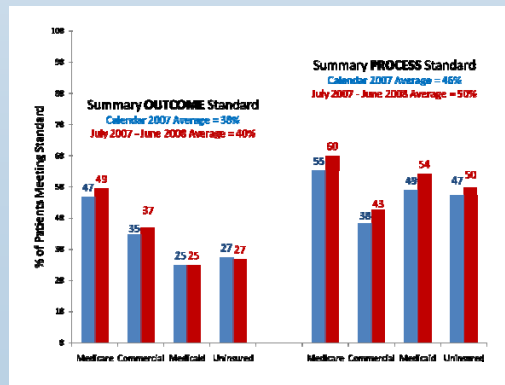
Diabetes "Outcomes"



Diabetes "Processes"



A summary measure of **Care Processes** — which are largely determined by physicians' actions — was similar across different patient groups. A summary measure of **Clinical Outcomes** — which rely more on patients — shows systematic disparities by insurance category and race (below), income and education.



Quality Improvement

Region-wide Primary Care Learning Collaborative

The Better Health Greater Cleveland Learning Collaborative assembles teams from primary care practices for twice yearly meetings and monthly conference calls. They learn and teach:

- Quality improvement methods
- Latest clinical protocols for targeted conditions
- Strategies to better engage patients



The teams plan and pilot projects, measure results and share best practices. The program is based on the Institute for Healthcare Improvement's Breakthrough Series and the Wagner Chronic Care model.

Patient Engagement & Activation

Enabling and encouraging better self-care is one of several strategies. At right, a poster for physician offices, one in a series of real patients and providers sharing their stories of:



The Power of...
Partnership
Courage
Knowledge
Me