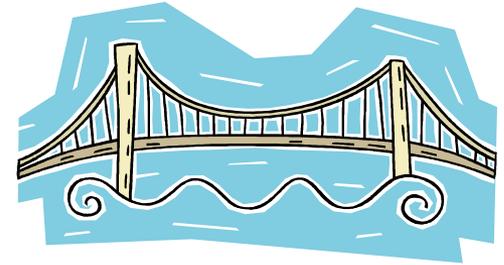


# LICENSING-SETTING THE STAGE FOR IMPROVEMENT



ESRD ADVICE COLLABORATIVE  
MAY 17, 2013

# Bridge to Improvement



- Vision/Strategic Map/Contract alignments
- Relationships and Credibility of Partners
- Measurement/Data Support
- Use of findings from Licensing Compliance Surveys, Complaint Investigations and Survey and Certification activities to identify Opportunities for Improvement

# Licensing as Quality Assurance

- Evaluation based on Inspection/Documentation
- Reactive/ Feared
- Actions directed towards Outlier Providers
- Moment in Time Care and Services
- Short Term Fixes
- Few involved

# Licensing as Quality Improvement

- Evaluation based on Customer Expectations
- Proactive/Welcomed
- Actions directed towards Best Practice
- Continuum of Care and Services
- Continuous Improvement
- Everyone involved

# COMPLIMENTARY ENDEAVORS

- Quality Assurance

- Quality Improvement

**QUALITY  
HEALTH CARE**



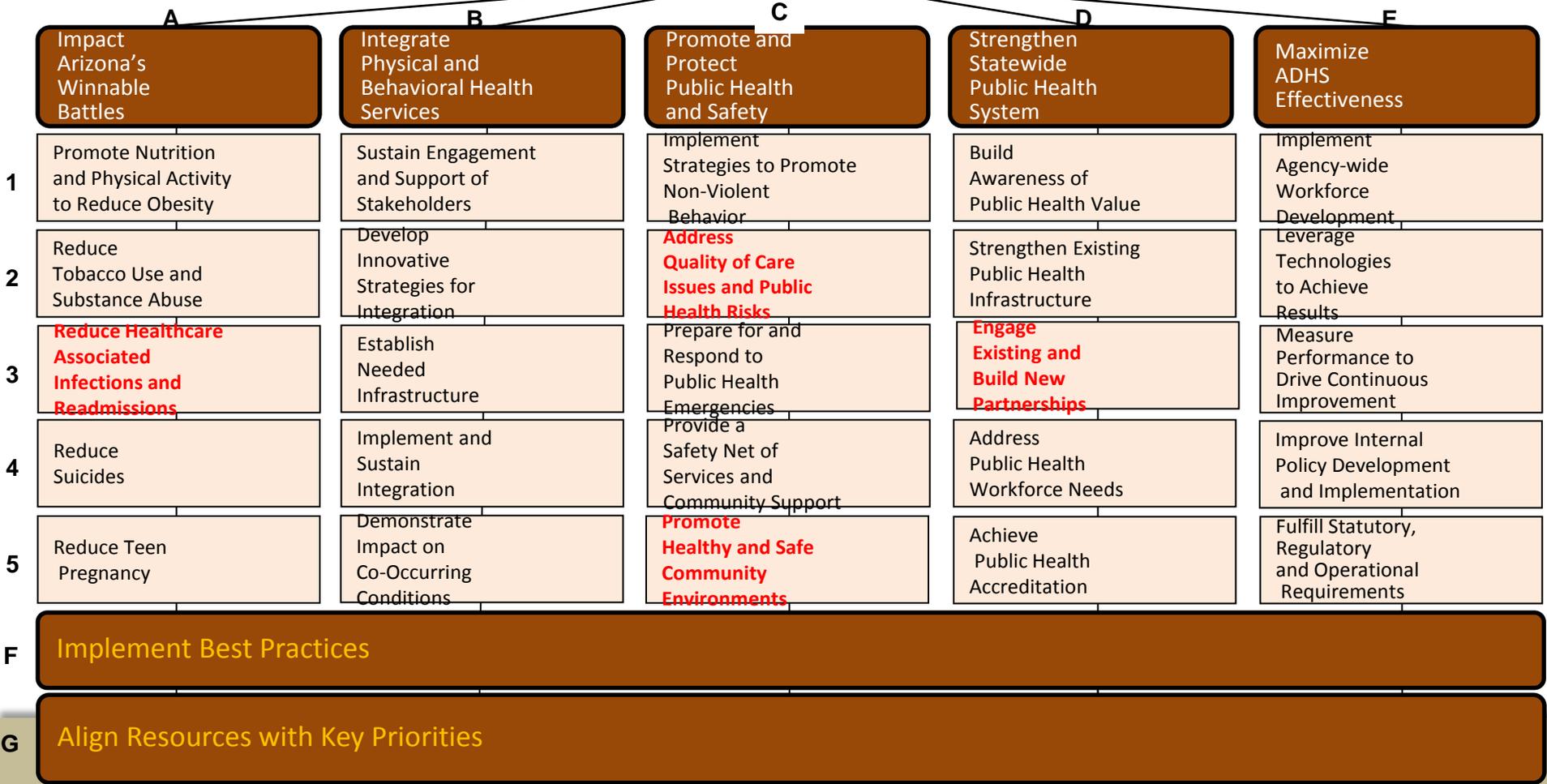
# QUALITY CULTURE

- Customer Focus
  - Meet the needs of those we serve
- Leadership
  - Commitment starts with leaders
- Teamwork
  - Everyone needs to work together to meet the needs of those we serve
- Systems thinking
  - Outcomes are a result of processes
- Fact based decision making
  - Data drives our decisions

# Customer Focused

- Consumers of Healthcare
  - Patients and Families
  - Business and Industry
  - Insurance Companies
  - Federal Government

Strategic Map: 2011-2014  
Achieve  
Targeted Improvements in  
Public Health Outcomes

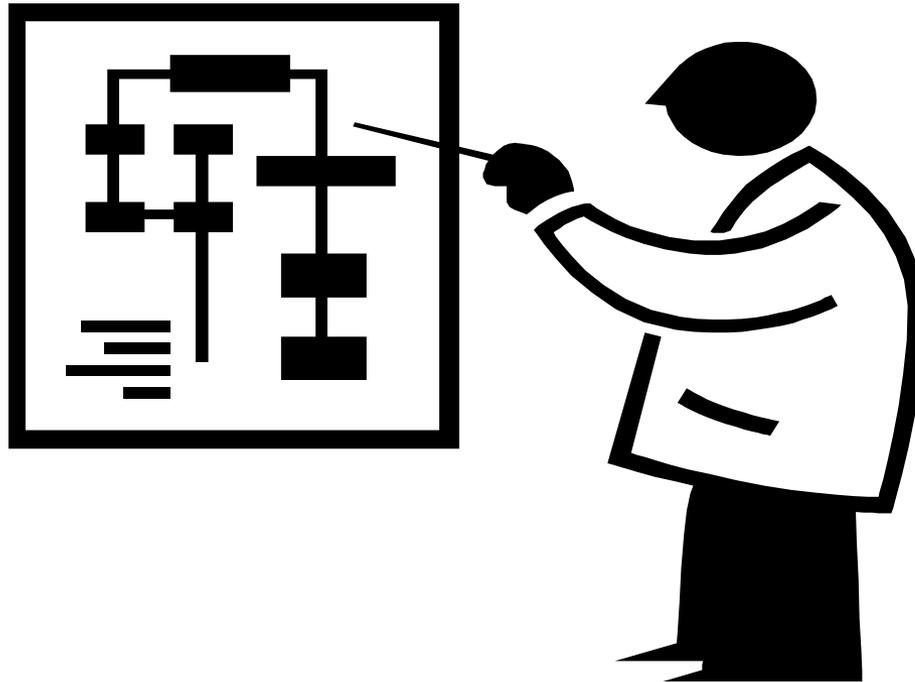


# Teamwork

- Arizona Department of Health Services-Public Health Licensing
  - ADHS Vision of “Health and Wellness for all Arizonans”
  - CMS Contractor for Survey and Certification- Mission and Priority Document (MPD)
  - State Compliance Surveys, Complaint Investigations, and Survey and Certification Activities
- Quality Improvement Organizations (ESRD Network 15)
  - Vision of “Triple AIM”
  - CMS Contractor for Quality- 10<sup>th</sup> Scope of Work
  - Quality Improvement Projects

- Arizona Department of Health- Public Health Epidemiology and Disease Control
  - ADHS Vision of “Health and Wellness for all Arizonans”
  - CDC contractor for Healthcare Associated Infections
  - State Healthcare Associated Infection Advisory Committee
  - Technical assistance for Infection Control
- Dialysis Providers
  - Corporation Strategic Vision and Mission
  - Dialysis delivery

# Systems Thinking



# Fact Based Decision Making

- Evidence Based Decision Making
  - Findings from Licensing and Survey and Certification Activities
  - Technical Assistance Observations
  - Literature Resources
  - Arizona Healthcare Associated Infections Advisory Committee

# IMPROVEMENT STAGES

- Stage 1: Stand Alone Organization Only
- Stage 2: Independent Organizations
  - Separate Organizations, Staff, Scope of Activities, Processes, Tools and Techniques
- Stage 3: Coordinate Organizations' Efforts
  - Increase Overlap and Development of Improvement Projects using Same Staff, Same Processes, Same Tools and Techniques

- Stage 4: Improvement Organization
  - Use of everyone’s findings
  - Quality Culture becomes broader
    - Plan and design prevention activities in addition to quality assurance activities
    - Include internal and external customers “Voice of the Customer”
  - Reframe Efforts- Working together to provide “quality excellence”
    - Everyone helping to develop and monitor the outcomes and processes as well as determining customers requirements and monitoring performance against mutually agreed upon requirements

# EXAMPLE OF SUCCESS

- “NO PLACE LIKE HOME”- Arizona Collaborative
  - Reduce avoidable hospital readmissions within 30 days of hospital discharge
- Goals
  1. Prevent 4,000 readmissions within 30 days of hospital discharge by June 30, 2013
  2. Reduce the overall readmission rate for Medicare beneficiaries by 20 percent (Relative Improvement Rate (RIR) based on claims data from Medicare 2010)
  3. Decrease healthcare expenditures related to readmissions
- Measure of Success
  - The number of readmissions has **decreased** by 2,751 from calendar year 2010 (13.4 percent RIR). \*Data through October 2012.



# SETTING THE STAGE

- Data/Survey Panel
- Keynote- Infection Control
- Customer Survey Results
- Breakout Sessions
  - Environmental Cleaning
  - Use of Personal Protective Equipment
  - Safe Injection Practices
- Action Steps

TOGETHER WE  
WILL CELEBRATE  
SUCCESS



*Health and Wellness for all Arizonans*

azdhs.gov

