

## BREAKTHROUGH MAP

## GETTING TRANSPARENT ABOUT QUALITY SCORES

Some may question the logic of posting quality scores on hospital websites, given that few patients are likely to visit. Only 12 percent of adults have consulted online rankings of providers, according to one survey. But two health systems have found tremendous value in being transparent about quality.

## ALEGENT HEALTH

## ALEGENT 40 SCORECARD

April 2011 – January 2012

Composite Scores	BMMC	IMC	LKS	Mercy	MDLS	System	Goal
Stroke	97.4	98.0	98.1	95.8	97.7	97.5	97
SCIP	99.2	99.7	99.2	99.1	100.0	99.3	98
Core Measures	98.8	99.5	99.0	99.6	98.4	99.1	99
Overall Alegent 40	98.7	99.3	99.0	98.8	99.2	98.9	98
Hand Washing	94.6	99.1	94.8	96.4	96.8	96.9	98
	M.Valley	Corning	Schuyler	System	Goal		
Core Measures April–December 2011	98.6	99.0	98.9	99			

Visitors to Alegent's website can access a quality scorecard, or composite report, entitled Alegent 40. Alegent reports on 30 Medicare Hospital Compare measures, nine Surgical Care Improvement Project (SCIP) measures, and a hand washing measure.

## METRIC-SPECIFIC REPORTS

AMI/ACEI/ARM for LVSD	
Bergan (135/137)	98%
Immanuel (95/95)	100%
Lakeside (69/71)	97%
Mercy (56/57)	98%
Midlands (75/75)	100%
Alegent Metro (430/435)	98.8%

Quality measures for data range (01/2006-01/2012)

Interested visitors can drill down into granular reports that show how each Alegent hospital is performing on Hospital Compare metrics, such as this one on the percentage of heart attack patients given ACE inhibitors for left ventricular systolic dysfunction (LVSD).

For more on how Alegent Health and Spectrum Health are communicating quality scores—as well as pricing and cost information—go to [www.hfma.org/leadership](http://www.hfma.org/leadership), Summer 2012 issue.

## SPECTRUM HEALTH

## CONDITION-SPECIFIC REPORTS

## Community-Acquired Pneumonia

Pneumonia is a serious infection or inflammation of the lungs caused by bacteria, viruses, or (in rare cases) fungus or other organisms. Community-acquired pneumonia (CAP) refers to pneumonia acquired outside the hospital. More than 4 million cases of CAP occur across the country each year.

Rate of readmission for pneumonia patients			
U.S. national 30-day readmission rate	18.3%		
Spectrum Health Butterworth and Blodgett hospitals	16.9%	No different than national rate	Based on 1,325 patients
Mercy Health Partners- Mercy Campus	16.6%	No different than national rate	Based on 319 patients
Metro Health Hospital	19.8%	No different than national rate	Based on 321 patients
Saint Mary's Health Care	16.8%	No different than national rate	Based on 359 patients

These percentages were calculated from Medicare data on patients discharged between July 1, 2006 and June 30, 2009.

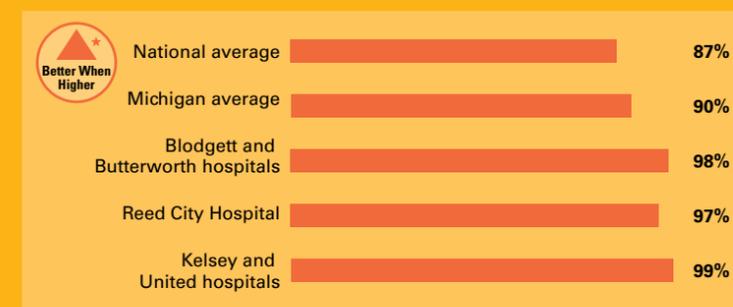
Spectrum has quality reports for six conditions or procedures, plus a separate report for the Surgical Care Improvement Project. Many of these reports, such as this pneumonia report, graphically compare national readmission and mortality rates against Spectrum's rates.

## PATIENT-FRIENDLY EXPLANATIONS

## Patients who received pneumococcal screening and/or vaccination

The following chart shows the percentage of patients diagnosed with community acquired pneumonia (CAP) who are ages 65 and older, screened, and given the pneumococcal vaccine if eligible. Higher percentages are better.

Why does this matter? The pneumococcal vaccine is highly effective in preventing future pneumonia and meningitis.



On Spectrum's community-acquired pneumonia report, patients can learn why pneumonia patients need pneumococcal screenings/vaccinations and what percentage of Spectrum pneumonia patients received these screenings/vaccinations—compared to the national and Michigan averages.

## Spectrum Health Take-Aways

Like Alegent, Michigan's Spectrum Health saw a significant improvement in quality scores after posting the scores on its website in 2008. "Some of our teams made improvements very quickly," says John Byrnes, MD, senior vice president, chief quality officer.

> Spectrum includes "Quality" on its home page navigation bar—and considers quality to be a key factor in its strategic plans

> Before posting its scores, Spectrum consulted patients—via focus groups and its Patient & Family Advisory Committee—for advice on how to make the reports accessible and meaningful

> Spectrum incorporated numerous patient-friendly elements into its reports:

> Information on how to evaluate quality and how to find more information about providers' quality

> Easy-to-understand comparative data

> Arrows explaining whether a high or low score is preferred on a particular metric