Right Care Initiative

Right Care Initiative Use of

# The California Health Care Quality Report Card

## *Concerned About Health Care Quality?*

### The California Health Care Quality Report Card Provides Useful Clinical Quality Information

- Compares California's largest health plans and over 220 medical groups
- Produces independent, trusted and thoroughly vetted metrics-based health care quality comparisons for public access and use
- Assists health care purchasers, consumers, health providers and regulators
- Differentiates between high and low performing health systems and indicates quality gaps
- Facilitates managed care industry regulation and consumer protection through transparent, publicly reported data

### How to Access the Health Care Quality Report Card

- View the report card online: http://opa.ca.gov/report_card/
  - Information is listed by health plan or by medical group. Medical groups are presented by county.
  - Right hand menu provides links to specific measures of clinical care and patient experience.
- Request a free printed Report Card by contacting the Office of the Patient Advocate:
  - contactopa@opa.ca.gov
  - (916) 324-6407
  - 980 9th Street, Suite 500, Sacramento, CA 95814

## *The Right Care Initiative: Collaborating to Improve Health Care Quality*

The Right Care Initiative is a California, state-wide collaboration of researchers, policy experts and clinicians. In 2007, the Department of Managed Health Care launched the Right Care Initiative to improve health care quality for all Californians. The Right Care Initiative aims to measurably improve clinical outcomes by examining and supporting best practices implementation.

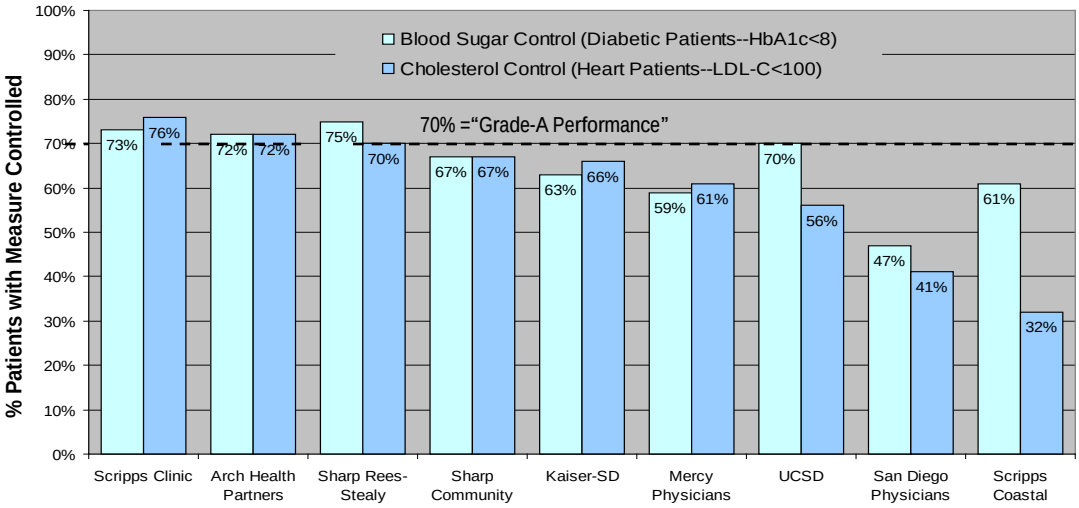
- The California Health Care Quality Report Card provided evidence that demonstrated significant room for quality improvement among health plans and medical groups, helping to inspire the Right Care Initiative's founding.
- The Right Care Initiative's initial focus is heart disease, hypertension and diabetes. These life threatening conditions need substantial quality improvement and are well-suited for best practices collaboration.
- In June 2010, the Right Care Initiative launched a focused effort in San Diego to improve clinical quality measures for preventing heart attacks and strokes.
- Right Care medical leaders in San Diego are actively collaborating to meet quality goals. A county-wide campaign geared toward patients is also underway.

The Right Care Initiative's statewide goal is "grade-A performance" (equal to the national 90th percentile) by all California providers on heart disease, hypertension, and diabetes control measures.

In San Diego, medical group representatives and others meet regularly to share quality improvement practices.

In the graph, right, "grade-A performance" means at least 70% of patients with diabetes or heart disease had respective health quality measures within control.

**Patients with Lipids and Blood Sugar Controlled, by San Diego Medical Group**




(2009 performance data, published in the California Health Care Quality Report Card—2011 Edition)

## *Right Care Initiative Applies California Health Care Quality Report Card Data*

### Right Care Forums that Highlight Report Card Data:

***Annual Right Care Leadership Summit***

- Attendees include leaders from California managed care health plans and medical groups along with the stakeholder community and government officials
- Presentations showcase up-to-date metrics and evidence-based strategies from California and beyond for improving patient outcomes
- Awards honor quality improvement, performance, and innovation

***Monthly University of Best Practices Colloquium***

- Clinical leaders from San Diego medical groups, community clinics, the Navy, and the San Diego Veteran's Medical Center discuss how to locally apply clinical quality improvement strategies presented by experts.
- View past PowerPoint presentations: http://www.dmhc.ca.gov/healthplans/gen gen_rci_sdbps.aspx

### Measures for Heart Attack and Stroke Prevention Included in the Health Care Quality Report Card

- Blood pressure control (<140/90 mmHg) for patients with hypertension
- Lipid control (LDL-C <100) for patients with heart disease
- Lipid control (LDL-C <100) for patients with diabetes
- Blood sugar control (HbA1c <8) for patients with diabetes

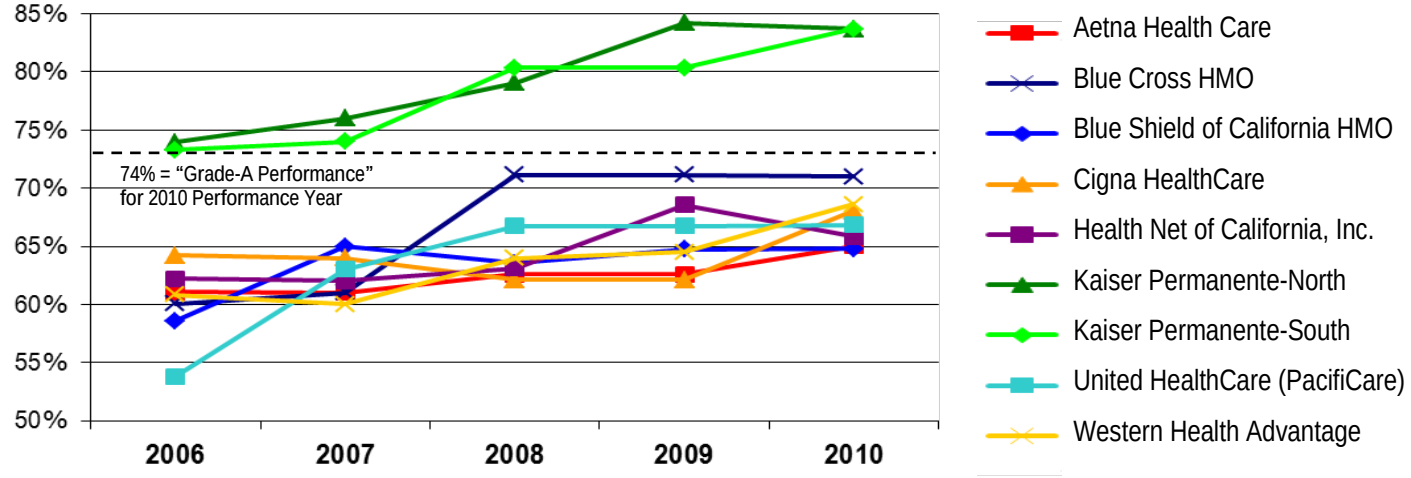
### Right Care Initiative Recommendations for Enhancing Health Care Quality Data

- Collect demographic information in order to better target interventions for blood pressure, cholesterol and blood sugar control
- Develop risk adjustment methodology to clarify whether performance variation is attributable to clinical practices or other factors.

## *Health Plan Performance is Making Slow and Steady Progress*

**Since 2006, heart and diabetes quality measures have improved among 8 of 9 California health plans**

***Percent of Patients with High Blood Pressure Controlled (<140/90 mmHg), by Health Plan***




California Health Care Quality Report Card Data, by Performance Year

### Learn More about the Right Care Initiative

Visit: http://RightCare.dmhc.ca.gov

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This program description was written by the Right Care Initiative team at the University of California, Berkeley, with support from the California Office of the Patient Advocate—Last updated November 2011