

RHQN: Defining and Measuring Quality in Rural Washington State

Goals and Objectives:

- To provide safe, timely, effective, efficient, *patient-centered and equitable* healthcare based on national guidelines, to rural citizens of Washington State.
- Improve patient outcomes across the continuum of rural healthcare.
- Pursue improvement continuously.
- Strive to reduce medical errors and create a non-punitive, accountable reporting system.
- To identify rurally relevant quality indicators that will impact and improve the rural healthcare delivery system.

2005 Network-Wide Quality Improvement Projects

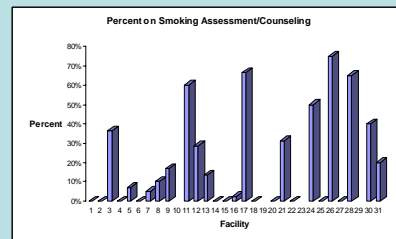
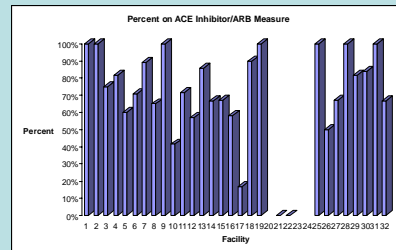
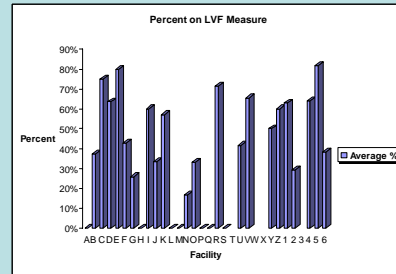
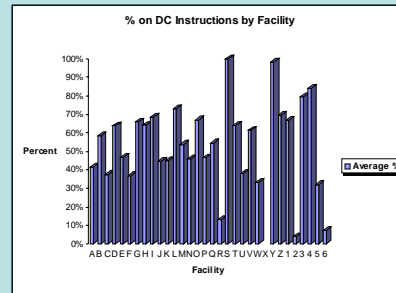
Heart Failure:

Goal: To improve quality of life for patients living with HF by promoting the use of national guidelines (JCAHO). These guidelines are firmly grounded in clinical trial evidence and represent the consensus of experts. The JCAHO quality measures for HF are therefore based on extensive scientific evidence demonstrating their efficacy in improving quality of care for HF patients. *The measures are not guidelines, but are intended to measure health care performance based on the guidelines.*

The main objectives are to measure and improve the quality of care for HF patients in rural Washington State, thereby decreasing the morbidity and mortality associated with this condition, by:

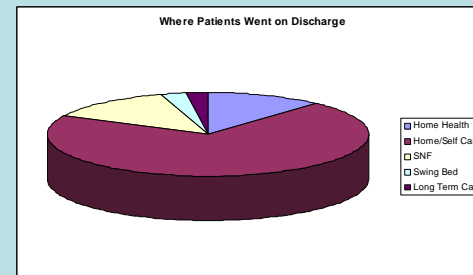
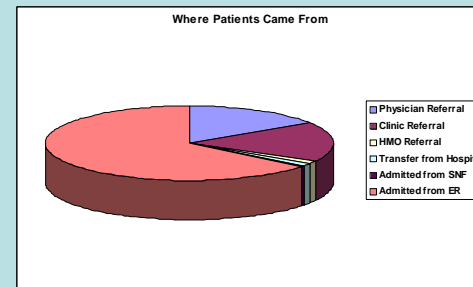
- Increasing the use of angiotensin-converting enzyme inhibitors (ACEI) or angiotensin receptor blockers (ARBs) for HF patients with left ventricular ejection fraction of less than 40%.
- Increasing the use of appropriate diagnostic tests to evaluate left ventricular function.
- Increasing the provision of comprehensive discharge instructions to patients hospitalized with heart failure.
- Increasing the provision of smoking cessation counseling during hospitalization for current smokers.

Status Update: Baseline data has been aggregated and this project is now in the intervention phase, re-measurement will take place quarterly.



2004 Heart Failure Dashboard Report

Indicator	Baseline
Discharge Instructions	54%
Activity Level	57%
Diet	65%
Discharge Medications	86%
Follow-Up Appointment	88%
Weight Monitoring	30%
What to do if Symptoms Worsen	28%
LVF Assessment	39%
ACEI for LVSD	71%
Smoking Cessation	20%



NEXT STEPS

Heart Failure Project

- Continue to measure data and benchmark
- Individual assessments and consultations
- Continuing education seminars
- Plan-Do-Study-Act (Back-to-Basics) Workshops

Emergency Department

- With Advisory Committee:
- Identify specific rurally relevant measures
 - Define anticipated outcomes
 - Measure
 - Develop Intervention strategies
 - Re-measure as part of continuous process improvement

Obstetrics

- Identify opportunities for improvement based on peer review
- Form advisory committee
- Identify Measures
- Identify anticipated outcomes
- Measure
- Develop intervention strategies
- Re-measure: continuous process improvement