



Wichita Business Coalition on Health Care

Newsletter

Volume 2

July-August 2009

www.WBCHC.com

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From the Executive Director

Why not the best?

We have been working on health care issues within the collaborative framework of the Coalition for a little over a year now. We have covered a lot of ground in highlighting the dynamics that drive health care cost and quality.

Overall, this has been a healthy and productive process as each of the stakeholders learns more about the perspectives of the other players with regard to the dynamics of delivering high quality and cost-effective care.

We have succeeded in one of the key goals of the Coalition, which was to raise the level of discussion in the community regarding health care.

As successful as the Coalition has been, we still have many challenges ahead of us. One of our challenges is to continue to engage more of our business leaders in the task of improving health care in our region. As major purchasers of health

care for their employees, the region's employers play a critical role in determining the health care that is available to all of us.

The "customer" (in this case the employer as the primary purchaser of health care benefits) is supposed to be king. The customer is supposed to drive the level of quality and the type of products that are available in the market. Yet in discussions with health care leaders regarding quality or service issues, I have heard the phrase more than once that "our customers are not asking for this." The implication being that employers are generally not asking for increased value in terms of quality and service, only for a lower price. I'm not sure we can afford simply asking for lower cost.

I'm not suggesting our health system is anything but



Continued on Page 2

Mark your calendars

August
27

WHAT: Site visits with health plans who completed the eValue8 RFI. This is the focal point of the whole process in terms of using the eValue8 information to highlight the roles, relationships and performance of

each of the key players in our system, including employers, health plans, physicians and patients.



These site visits are an opportunity for all of the employers and physicians to sit down with each health plan to go over the results, ask questions, and, most importantly, to continue to have forums to discuss the responsibilities of each player in delivering high quality and low cost.

INSIDE

Coalition selected as test site.....	2
Strategic Priorities	2
2009 Initiatives	3
Spotlight on Florida Coalition.....	3
Mission	4
Membership	4

CALENDAR

Board Meetings

July 13 at KU
Aug. 10 at KU
Sept. 14 at KU
Oct. 12 at KU

Special Events

Aug. 27 - eValue8 site visits
Sept. 25 - Workshop

All board meetings begin at 4 p.m. For latest listings and subcommittee meetings, visit www.WBCHC.com

Coalition selected as beta site for quality measurement tools

The Agency for Healthcare Research and Quality (AHRQ), as part of its mission to improve the quality, safety, efficiency and effectiveness of the nation's health care system, provides a family of health care databases and related software tools for health care research and decision making.

The Coalition was chosen as a test site for a suite of quality measurement tools. The AHRQ databases are developed through a federal-state-industry partnership to build a multi-state health data system for health care research and decision making. It is overseen by the U.S. Department of Health & Human Services.

MONAHRQ, which stands for "My Own Network (powered by) AHRQ," is a Web-based application AHRQ is developing to enable organizations — such as state and local data organizations, regional health improvement collaboratives, hospitals, health plans and providers — to input their own hospital administrative data and generate a data-driven Web site.

MONAHRQ expands the capability to analyze, summarize and present information on health care utilization, rates of conditions and procedures, and quality of care in a format ready for use by consumers and other decision makers. The tool utilizes and builds on the AHRQ Quality Indicators. These are measures of health care quality that use readily available hospital inpatient administrative data. Here's what they measure:

- **Prevention Quality Indicators** — Identifies hospital admissions that evidence suggests could have been avoided, at least in part, through high-quality outpatient care.
- **Inpatient Quality Indicators** — Reflects quality of care inside hospitals, including inpatient mortality for medical conditions and surgical procedures.
- **Patient Safety Indicators** — Reflects quality of care inside hospitals but also focuses on potentially avoidable complications and iatrogenic events.
- **Pediatric Quality Indicators** — Reflects quality of care for children under age 18 and for newborns receiving care in hospitals and identify potentially avoidable hospitalizations among children.

Stay tuned for more information on timing and implementation.

Quality care costs less

Continued from Page 1

good. But I'm also not ready to take this for granted. In fact, years of research tell us there are tremendous variations in the quality and intensity of care across providers and across geographic regions.


The research suggests that very often the best outcomes can be delivered at a lower cost. Ironically, health care that uses more resources with higher costs very often produces worse outcomes.

“Why not ask for the best health care? Do we deserve anything less here in Wichita?”

The implication is clear: The pursuit of excellence actually leads us to lower health care costs. And I think lower cost is something we all agree is worth pursuing.

So as we move forward, we should not be simply asking how we can achieve less expensive health care. Instead, why not ask for the best health care? Do we deserve anything less here in Wichita? Is there something about Kansas that would lead us to think we don't deserve the best?

We should not be satisfied with "good enough." I don't think we can afford "good enough" much longer. I do think, however, we might be able to afford the best.


Executive Director
Wichita Business Coalition on Health Care

Our strategic priorities

The Wichita Business Coalition on Health Care will focus on the following priorities:

- **Framework for Common Understanding and Improvement** – developing common understanding and common language among the members of the Coalition
- **Utilization** – understanding and addressing regional variations and implications for cost, quality and value
- **Transparency** – understanding the basis and drivers of both cost and quality
- **Disease Management/Risk Identification** – understanding and addressing specific health issues among employees, including wellness, prevention, early identification, and chronic disease management.
- **Value-Based Benefit Design and Purchasing** – increasing accountability better aligning incentives for each component of the health system (patient, employer & provider)
- **Infrastructure and Participation** – the Coalition will also focus on expanding participation and funding to support a strong and sustainable organization which can accomplish the vision and mission.

YOUR COALITION AT WORK

WBCHC 2009 INITIATIVES				
	Value-Based Benefits / eValue8	New Models of Care	Transparency Initiative	Data
Overview / Purpose	Leverage eValue8 tool for: <ul style="list-style-type: none"> • Focused discussions between stakeholders - Benefits design to bridge cost and quality strategies - Roles, responsibilities, capabilities of each stakeholder in delivering "value" - Tools for employers to build into health plan benefit structures 	Pilot project to implement one or more provider-based models with corresponding reimbursement strategy to deliver higher quality and lower cost.	Focus group / Structured interview process to assess decision making process and corresponding gaps in information among both employees and employers making benefits decisions.	High level analysis of regional claims data to assess utilization and cost drivers: <ul style="list-style-type: none"> -By disease state -By type of care -Quality indicators (i.e. potentially preventable hospitalizations)
Activity	<ul style="list-style-type: none"> •Health plan evaluation tool •Workshops •Annual Meeting •Site visits 	<ul style="list-style-type: none"> •Steering group and sub-groups •Employer focused sub-group •Provider focused sub-group •Annual Meeting •Pilot project development •Workshop on Roll-Out 	<ul style="list-style-type: none"> •Structured interviews •Data Analysis •Report preparation/Publication •Workshop on results 	<ul style="list-style-type: none"> •Data acquisition •Data analysis •Report development •Workshop on results

Spotlight on...

Florida Health Care Coalition

Highlighting successful and innovative programs around the country

WHO THEY ARE

Created in 1984, the Coalition staff, board members, partners, affiliates and sponsors organize annual events and seminars aimed at continuous improvement of quality of health care not only in Florida but nationwide. For example, one significant achievement of the FHCC, which directly affects more than 1,000,000 lives, is the enlistment of physicians in the quality-improvement efforts benefiting some 2 million people living in Central and South Florida.

WHAT THEY ARE ABOUT

The purpose of the Coalition is to address the quality of health care in the Florida community. Implementing such programs as Leapfrog, CAPS, Wellness Connection and many others, the Coalition has made dramatic changes in the quality of health care provided to Floridians.

The Coalition continues to lead the push for quality health care for our community. Health care is a local issue with local problems. We address those issues resulting in actionable projects that will have a direct impact on the health care of consumers in our community.

The Coalition is the sum of all its parts, the employers and providers who have come together as one to make Florida the best and safest place to receive health care. We recognize that no single entity created the problems we face in health care and no single entity will find solutions. The cooperative effort in our region is the greatest cause for optimism.

THE NUTS AND BOLTS

The Florida Health Care Coalition is currently working on a number of demonstration projects and quality initiatives. Here are some ongoing programs:

• **The Consumer Assessment of Physicians Study (CAPS):** This is a patient satisfaction survey instrument developed by a consortium

of Harvard Medical School, Rand and Research Triangle Institute and funded by the Agency for Health Care Policy and Research.

• **Leapfrog Hospital Survey:** Tens of thousands of Americans die and many more are injured each year from preventable medical mistakes made in hospitals, according to the Institute of Medicine. In addition, nearly one million medication errors occur in hospitals each year at a cost of more than \$2 billion dollars. The Florida Health Care Coalition has been named as one of 12 regions selected for expansion of the patient safety work of the Leapfrog Group.

• **Open Airways Childhood Asthma Program:** The Open Airways For Schools program is an interactive educational tool that works with groups of eight to 10 children allowing them to participate with one another as they learn how to manage their asthma. The children are taught to recognize the symptoms, how to deal with an episode and change behaviors that might trigger an episode.

• **Outpatient Quality Initiative:** The Coalition contracted with MEDdecision (formerly Protocare Sciences) to use their Practice Review System to create physician profiles. Claims for two large employers allowed analysis of over 79,000 episodes of care that cost more than \$51 million. Why did employees go to the doctor? What are the most expensive episodes of care? If you aggregate costs, where are the most dollars spent? What are the areas of opportunity where education and prevention can be leveraged? What specialists treat in the areas of opportunities that have been identified?

• **H. Pylori project:** The Coalition has completed two projects to identify risk groups and educate physicians on recognizing and treating this type of infection.

LEARN MORE: www.flhcc.com





Wichita Business Coalition on Health Care

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A Mission That Matters

The Vision of the Coalition is to achieve substantive and sustainable improvement in the value received for the health care dollars spent by the region's employers, to enhance the health of employees and their families, and to increase the quality of health care for the community.

The Coalition will engage in substantive and actionable discussions about the region's health care resources in a collaborative model involving all of the key stakeholders.

Members will identify and pursue innovative strategies to decrease health care costs and improve health care quality and efficiency.

The Coalition will help employers understand the cost drivers of health care and develop strategies to increase the value they receive from their health care expenditures.

We will increase information sharing and transparency among and between employers, health plans, physicians, hospitals, and other key stakeholders.

Members

Employers

Butler Community College
Cessna
Child Start Inc.
City of Derby
City of Wichita
Commerce Bank
Conco Construction, Inc.
Foulston Siefkin, LLP
Hawker Beechcraft Corp.
IMA of Kansas
Intrust Bank
U. of Kan. School of Medicine- Wichita
Sedgwick County
State of Kansas
Syndeo
USD 259
Wescon Products
Wichita Area Technical College
Wichita Metro Chamber of Commerce
Wichita State University
Youthville

Providers

BlueCross BlueShield of Kansas
Coventry Health Care of Kansas
Delta Dental
Galichia Heart Hospital
Kansas Academy of Family Physicians
Kansas Heart Hospital

Medical Society of Sedgwick County
Mid Kansas Physicians Association
Preferred Health Systems
ProviDRs Care Network WPPA
UnitedHealthcare
Via Christi Health System
Wesley Medical Center
West Wichita Family Physicians
Wichita Clinic

Other stakeholders

Elrick & Associates
Hardman Benefit Plans, Inc.
Harrington Health
Hilb Rogal & Hobbs
Merck & Co., Inc.
Pfizer, Inc.
Pharmacare Health Specialists
Novartis

Join us as we move forward!

Contact:

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Health Care**

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