

Commonwealth Fund: Using WhyNotTheBest.org

ECG Management Consultants

September 24, 2013



ECG Management Consultants, Inc.

For 40 years, ECG has served as a trusted adviser to some of the nation's leading healthcare providers.

- ECG is a national consulting firm focused on offering realistic, implementable solutions to healthcare providers.
- Our staff of approximately 125 consultants operates out of offices in Boston, Dallas, San Diego, San Francisco, Seattle, St. Louis, and Washington, D.C.
- We have a strong team of experts to assist you with managed care contract strategy, negotiations and data analytics.



ECG is committed to delivering smart and practical resolutions to critical issues, on time and within budget, across the spectrum of healthcare organizations.

How and Why we use WhyNotTheBest?

WhyNotTheBest has been an effective tool on our work to understand and demonstrate how the how the hospitals we work with compare to peer hospitals as well as regional and national benchmarks.

How we use WhyNotTheBest?

- To help differentiate high-performing organizations in health plan negotiations.
- As part of our work with hospitals and health systems related to population health strategies.

Why we use WhyNotTheBest?

- Consolidated source of publicly available data from a trusted source.
- Provides standardized data that can be used for “apples to apples” comparisons across hospitals and/or geographic regions.

Differentiating Top Performing Hospitals

Overview

The tools available in WhyNotTheBest Data provide a tool to help top performing hospitals demonstrate the relative advantage they offer

Quality/Effectiveness Measure:

- Quality – (Overall and/or at condition-specific level).
- Readmission Rates.
- Surgical Care Improvement.
- Patient Experience.

Comparisons:

- National Average and/or Percentiles.
- State Average.
- HRR Average.
- Specific competitor and/or peer hospitals.

Differentiating Top Performing Hospitals

Examples – Quality & Readmission Rates

Quality - Overall Recommended Care CHANGE CATEGORY Group By: None Health System HRR

Overall Recommended Care	Overall Heart Attack Care	Overall Heart Failure Care	Overall Pneumonia Care	Overall Surgical Care
Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12
× GRAND RAPIDS (HRR) (MI) i	98.54 %	97.89 %	96.98 %	97.69 %
× MICHIGAN (MI) i	97.86 %	97.95 %	95.66 %	96.52 %
× NATIONAL AVERAGE i	97.85 %	98.16 %	96.02 %	95.85 %
× NATIONAL TOP 10% i	99.45 %	100.00 %	100.00 %	99.41 %
× NATIONAL TOP 25% i	98.96 %	100.00 %	99.14 %	98.61 %
× COMMUNITY HOSPITAL (MI) i	99.98 % +	100.00 % +	99.65 %	100.00 % +

“Community Hospital”
in the top 10%
Nationally.

Readmission Rates CHANGE CATEGORY Group By: None Health System HRR

Average Medicare hospital 30-day readmission rates for heart fa...	Heart Attack Patients Readmitted to Hospital Within 30 Days	Heart Failure Patients Readmitted to Hospital Within 30 Days	Pneumonia Patients Readmitted to Hospital Within 30 Days
Q3/08 - Q2/11	Q3/08 - Q2/11	Q3/08 - Q2/11	Q3/08 - Q2/11
× GRAND RAPIDS (HRR) (MI) i	20.21 % +	17.95 % +	23.64 % +
× MICHIGAN (MI) i	21.08 % +	19.42 % +	24.43 % +
× NATIONAL AVERAGE i	21.19 % +	19.70 %	24.70 %
× NATIONAL TOP 10% i	18.90 % +	17.90 % +	22.60 % +
× NATIONAL TOP 25% i	19.99 % +	18.70 % +	23.50 % +
× COMMUNITY HOSPITAL (MI) i	19.25 %	17.50 %	24.20 %

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Differentiating Top Performing Hospitals

Examples – Surgical Care Improvement & Patient Experience

Surgical Care Improvement CHANGE CATEGORY Group By: None Health System HRR

Overall Surgical Care	Pre-surgical antibiotic...	Surgical patients who w...	Preventive antibiotics ...	Cardiac Surgery Patient...	Surgery Patients with R...	Surgery Patients Who Re...	Surgery Patients on a B...	Surgery patients whose ...	Surgery Patients with P...	Legacy: Surgery Patient...
Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q1/11 - Q4/11
x GRAND RAPIDS (HRR) (MI) ⓘ										
98.70 %	98.36 %	99.10 %	98.80 %	98.86 %	99.18 %	98.81 %	97.60 %	95.84 %	99.91 %	100.00 %
x MICHIGAN (MI) ⓘ										
97.89 %	98.21 %	98.06 %	97.32 %	95.81 %	98.24 %	97.78 %	96.68 %	94.31 %	99.47 %	99.64 %
x NATIONAL AVERAGE ⓘ										
97.67 %	97.96 %	98.27 %	96.89 %	95.88 %	97.48 %	96.84 %	96.36 %	94.98 %	99.52 %	99.71 %
x NATIONAL TOP 10% ⓘ										
99.55 %	100.00 %	100.00 %	100.00 %	99.30 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %
x NATIONAL TOP 25% ⓘ										
99.07 %	100.00 %	100.00 %	99.03 %	98.40 %	100.00 %	99.05 %	99.07 %	98.95 %	100.00 %	100.00 %
x COMMUNITY HOSPITAL (MI) ⓘ										
100.00 %	100.00 %	100.00 %	100.00 %	N/A	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %

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Patient Experience (HCAHPS) CHANGE CATEGORY Group By: None Health System HRR

Percent of Patients High...	Doctors Always Communicat...	Nurses Always Communicate...	Patients Always Received ...	Staff Always Explained Ab...	Pain Was Always Well Cont...	Patient's Room Always Kep...	Patient's Room and Bathro...	Patients Given Informatio...	Patients Would Definitely...
Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12	Q4/11 - Q3/12
x GRAND RAPIDS (HRR) (MI) ⓘ									
77.06 %	82.56 %	82.56 %	72.50 %	66.81 %	74.00 %	61.88 %	75.25 %	89.75 %	75.88 %
x MICHIGAN (MI) ⓘ									
70.94 %	80.45 %	79.44 %	69.68 %	63.78 %	71.50 %	58.18 %	72.14 %	86.66 %	70.72 %
x NATIONAL AVERAGE ⓘ									
69.73 %	81.34 %	78.18 %	66.93 %	63.47 %	70.63 %	60.35 %	72.78 %	84.21 %	70.76 %
x NATIONAL TOP 10% ⓘ									
81.00 %	88.00 %	85.00 %	78.00 %	71.00 %	77.00 %	73.00 %	83.00 %	89.00 %	83.00 %
x NATIONAL TOP 25% ⓘ									
75.00 %	85.00 %	81.00 %	72.00 %	67.00 %	73.00 %	66.00 %	77.00 %	87.00 %	77.00 %
x COMMUNITY HOSPITAL (MI) ⓘ									
80.00 %	84.00 %	80.00 %	73.00 %	68.00 %	78.00 %	57.00 %	78.00 %	92.00 %	81.00 %

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Understanding Status of The Population Served

As provider organizations begin to develop their population health management capabilities, WhyNotTheBest provides tools to understand the relative health status and costs in their region.

Measures of Population Health:

- Average Hierarchical Condition Category (HCC) risk score expressed as a Ratio to the National Average.
- Percent of Medicare beneficiaries with Diabetes; and Percent of Medicare beneficiaries with Heart Failure.

Measures of Utilization and Costs:

- Standardized Risk-Adjusted Per Capita Costs.
- Inpatient Days Per 1,000 Beneficiaries.
- Imaging (IMG) standardized per user Medicare costs.
- Lab Tests service events per 1,000 Medicare beneficiaries.
- Emergency Department Visits per 1,000 Beneficiaries.

Understanding Status of The Population Served

Examples

The current health status and costs provide context for the current capabilities, challenges and potential opportunities in managing the costs and care of a population.

REGION REPORT:

Untitled Region Report - 09-24-2013 06:17:00 [Rename]

SAVE Print Help ? NEW REPORT

Population Health (State, HRR) CHANGE CATEGORY ▾

Average HCC Score expressed as a Ratio to the National Average	Percent of Medicare beneficiaries with Diabetes	Percent of Medicare beneficiaries with Heart Failure
 Time Period: Various	 Time Period: Various	 Time Period: Various
× NATIONAL AVERAGE ⓘ 1.00 ratio	26.90 %	18.00 %
× GRAND RAPIDS (HRR) (MI) ⓘ 0.96 ratio	25.70 %	17.50 %
× MICHIGAN (MI) ⓘ 1.06 ratio	31.50 %	21.50 %

REGION REPORT:

Untitled Region Report - 09-24-2013 06:17:00 [Rename]

SAVE Print Help ? NEW REPORT

Utilization and Costs (State, HRR) CHANGE CATEGORY ▾

Standardized Risk-Adjusted Per Capita Costs	Inpatient Days Per 1000 Beneficiaries	Imaging (IMG) standardized per user Medicare costs	Lab Tests (LABST) service events per 1000 Medicar...	Emergency Department Visits per 1000 Beneficiaries
 Q1/08 - Q4/08	 Q1/08 - Q4/08	 Q1/08 - Q4/08	 Q1/08 - Q4/08	 Q1/08 - Q4/08
× NATIONAL AVERAGE ⓘ \$7,499.66	1,858.71 days	\$541.90	8,888.23 patients	530.69 patients
× GRAND RAPIDS (HRR) (MI) ⓘ \$7,206.53	1,537.86 days	\$369.51	5,438.75 patients	578.90 patients
× MICHIGAN (MI) ⓘ \$7,757.00	2,031.00 days	\$538.00	6,594.00 patients	609.00 patients

Questions & Answers

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