

We work with health care providers to implement evidence-based practices

July 31, 2014

Keeping the Patient at the Center QIO Program, 2011–2014

The Carolinas Center for Medical Excellence (CCME) is one of the first organizations in North and South Carolina to promote safer, more efficient patient care.

CCME focuses on three broad aims by the Centers for Medicare & Medicaid Services (CMS) to improve the delivery of care: better patient care, better population health, and lowering health care costs. Stimulating collaboration and innovation among large-scale networks of health care providers, community leaders, and Medicare beneficiaries, **CCME champions patient-centered care, using the “voice of the patient” to guide their quality improvement efforts.**

“Improving the quality of health care is what has always driven CCME,” said CCME Board President John Mangum, MD. “This organization has been instrumental in all things related to health care quality improvement in the Carolinas.”

We ensure the most current, clinically proven techniques and practices are put in place to deliver the safest and highest quality care. In the 10th Statement of Work, we served as local leaders and conveners, mobilizing statewide efforts to support the six priorities of CMS’s National Quality Strategy:

- Reduce patient harm in hospitals and nursing homes (NHs)
- Promote effective coordination of care
- Ensure care is person- and family-centered
- Promote the best possible prevention and treatment of the leading causes of mortality, starting with cardiovascular disease
- Help communities support better health
- Make care more affordable for individuals, families, employers, and governments by reducing the costs of care through continual improvement



We help people by improving the quality of health care

We collaborate with providers, stakeholders, and consumers

10th Statement of Work Outcomes



Reducing Health Care-Associated Hospital Infections

77.1% relative rate

of improvement in reduced central line-associated blood stream infections



Improving Cardiac Population Health

250 professionals

assisted with reducing cardiac risk factors as part of Million Hearts Campaign potentially impacting 575,000 Medicare beneficiaries



Improving Community Transitions of Care

\$29 million

in cost savings by reducing rehospitalizations from 27.3 to 23.8/1000 (15 communities)



Reducing Potential for Adverse Drug Events

3,119 ADEs

were potentially prevented in 11 communities



Preventing or Healing Pressure Ulcers in NHs

40.3% relative rate

of improvement for pressure ulcers prevented or healed in 21 nursing homes



Improving Health for Populations and Communities

19 professionals

recruited/assisted with PQRS EHR 2012 reporting potentially impacting 43,700 Medicare beneficiaries



Minimizing the Use of Physical Restraints in NHs

75.7% relative rate

of improvement for physical restraint reduction in 29 nursing homes



Partnering with NHs

161 nursing homes

recruited to participate in national collaborative comprising 38% of the nursing homes in NC

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Keeping the Patient at the Center



Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



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