

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 work with health care providers to implement evidence-based practices

July 31, 2014



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% relative rate

of improvement in reduced central line-associated blood stream infections



Improving Cardiac Population Health

117 professionals

assisted with reducing cardiac risk factors as part of Million Hearts Campaign potentially impacting 83,500 Medicare beneficiaries



Improving Community Transitions of Care

\$14 million

in cost savings by reducing rehospitalizations from 29 to 24/1000 (8 communities)



Reducing Potential for Adverse Drug Events

241 ADEs

were potentially prevented in 5 communities



Preventing or Healing Pressure Ulcers in NHs

21% relative rate

of improvement for pressure ulcers prevented or healed in 9 nursing homes



Improving Health for Populations and Communities

33 professionals

recruited/assisted with PQRS EHR 2012 reporting potentially impacting 5,000 Medicare beneficiaries



Minimizing the Use of Physical Restraints in NHs

71% relative rate

of improvement for physical restraint reduction in 16 nursing homes



Partnering with NHs

102 nursing homes

participated in INTERACT training, contributing to the 1,400 reductions in rehospitalizations; 76 nursing homes were recruited to participate in the national collaborative, comprising 40% of the nursing home

CCME champions patient-centered care, using the "voice of the patient" to guide their quality improvement efforts



Keeping the Patient at the Center



This material was prepared by The Carolinas Center for Medical Excellence (CCME), the Medicare Quality Improvement Organization for North and South Carolina, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 10SOW-SC-ALL-14-6