

Acumentra Health is improving the quality and safety of health care—while reducing healthcare costs—for Oregonians across the state.

Medicare Quality Improvement Organization (QIO) for Oregon

Acumentra Health earned “Excellent Passes” from its client, the federal Centers for Medicare & Medicaid Services (CMS), on the majority of quality improvement and medical review tasks in the 8th Scope of Work QIO contract and received “Full Passes” on the remaining tasks.

Acumentra Health helps hospitals improve patient safety.

- Nineteen Oregon hospitals, a mix of urban and rural, participated in a patient safety collaborative led by Acumentra Health and Northwest Physicians Insurance Company. Between the 1st and 4th quarters of 2007, the percentage of patients who were admitted to those hospitals for heart attack, heart failure, or pneumonia and received all appropriate services* for their condition increased from 85% to 93%.
 - Acumentra Health’s 2008 Hospital Quality Awards recognized the patient safety and quality achievements of the following healthcare providers.
 - Outstanding awards for 95% of patients receiving all appropriate medical care (treatment for heart attack, heart failure, or pneumonia): Legacy Emanuel Hospital & Health Center, Legacy Mount Hood Medical Center, Mid-Columbia Medical Center, and Rogue Valley Medical Center.
 - Outstanding award for 95% of patients receiving all appropriate surgical care (use of antibiotics to prevent infections): Salem Hospital.
 - Excellence awards for 90% or more of patients receiving all appropriate medical care: Kaiser Sunnyside Medical Center, Legacy Good Samaritan Hospital & Medical Center, Legacy Meridian Park Hospital, Oregon Health & Science University, Portland Adventist Medical Center, Providence St. Vincent Medical Center, Salem Hospital, Sky Lakes Medical Center, St. Charles Medical Center-Bend, and St. Charles Medical Center-Redmond.
 - Excellence awards for 90% or more patients receiving all appropriate surgical care: Mid-Columbia Medical Center and Providence St. Vincent Medical Center.
- Acumentra Health, in collaboration with the Oregon Rural Healthcare Quality Network, trained staff from 20 hospitals in La Grande, Heppner, Prineville, Coquille, Burns, and other rural Oregon communities in quality improvement practices, including the use of the rapid cycle change and sharing best practices.
 - Six hospitals improved performance on pneumonia care measures by 20%.
 - Two hospitals improved the number of patients receiving pneumonia vaccinations by 50%.
- Acumentra Health helped 11 Critical Access Hospitals (CAHs) assess and improve their culture of patient safety using the Hospital Survey on Patient Safety Culture (developed by the Agency for Healthcare Research and Quality [AHRQ]).

* CMS-defined “core measure” services for each condition that are supported by medical evidence.

Acumentra Health leads the Case Management Assignment Protocol in Oregon.

- Oregon is one of six states participating in this special CMS study designed to test the feasibility and accuracy of having utilization review/case management staff, rather than a physician, assign inpatient admission status in order to reduce payment error. Staff assignment of admission status has the potential to significantly reduce payment error and therefore will save money for hospitals as well as for the Medicare Trust Fund.
 - If this project is successful as anticipated, it is expected that CMS will permit other Medicare-participating hospitals to allow their utilization review/case management staff to assign admission status.
 - Oregon and Washington were the first two participating project states to request that CMS sponsor a pilot test of this innovative strategy. The study is in remeasurement phase and is expected to be completed by October 2008.

Acumentra Health plays an important role in protecting seniors.

- Acumentra Health reviews hospital records to identify quality-of-care issues and works with physicians and hospitals to eliminate medical and hospital system errors. For physicians whose performance puts patients at serious risk, Acumentra Health pursues sanctions (elimination from the Medicare program).
 - Three cases are currently on the sanction track, with one identified from a beneficiary complaint investigation and two from random case review.

Acumentra Health helps improve the recognition and management of chronic pain in Oregon nursing homes.

- Acumentra Health took the lead in developing a “person-centered” pain screening and assessment process, in partnership with Haffenreffer & Associates and the Oregon Pain Management Commission; the process is now in its second field test with seven nursing homes. Continued favorable results will lead to statewide dissemination of the screening and assessment tools.

Acumentra Health and Oregon home health agencies (HHAs) improve patients’ quality of care through outcome-based quality improvement projects.

- CMS awarded Acumentra Health an “Excellent Pass” ranking—CMS’ highest ranking of a QIO’s work with providers—for our work with home health agencies’ quality improvement projects.
- Acumentra Health supported 37 Oregon HHAs with their local activities for the Home Health Quality Improvement National Campaign. The campaign’s goal was to enable home care patients to stay in their home setting, resulting in fewer acute care hospitalizations, improved clinical outcomes, and greater patient satisfaction. Acumentra Health provided participants with intervention tools, guidelines, and best practice education materials.
- Four Oregon Medicare-certified HHAs were awarded Acumentra Health’s 2008 Quality Leader award, presented to HHAs that have either the highest rate of improvement in management of oral medications or the lowest rate of acute care hospitalizations.
 - The awardees are Adventist Health Home Care (Tillamook); Bay Area Hospital Home Health (North Bend); Cascade Home Health & Hospice (Eugene); and Touchmark Home Services (Bend).

Acumentra Health provides technical assistance to Oregon’s medical practitioners.

- Since 2005, Acumentra Health has assisted Oregon primary care practitioners in implementing or enhancing their use of electronic health record (EHR) systems. Oregon practitioners have adopted EHR systems at a rate significantly higher than the national average.

Acumentra Health helps increase the cultural competence of Oregon physicians.

- Acumentra Health trained 28 medical practices to recognize and respond to culture-based issues, preparing them to communicate more effectively with patients, which can improve patients’ ability to follow a treatment plan and help them achieve better health outcomes.

Acumentra Health assists states and health plans with appropriate management of patient medications.

- Acumentra Health and two other western QIOs convened a collaborative project involving seven Medicare Part D drug plans in five states. The project assisted the plans in evaluating drug utilization across 8 clinical measures, including 2 drug safety measures.
 - One participating plan, through an asthma disease management effort, improved utilization of preventive inhaled corticosteroids by 17% among Part D enrollees in its medication therapy management (MTM) program.
 - Another plan decreased prescriptions for potentially inappropriate medications by 3.5% among its eligible MTM enrollees.

Medicaid Utilization Review for the State of Oregon

Acumentra Health saves money and adds value to Oregon’s Medicaid program.

- Acumentra Health has performed utilization review for the Oregon Medicaid fee-for-service program for more than 20 years.
 - During fiscal 2007, the state received a 62% return on its investment in Acumentra Health’s post-payment review through recovery of payment for claims that were retrospectively denied or adjusted.
 - Last quarter, Acumentra Health began tracking estimated costs avoided through the prior authorization program and demonstrated that the state was receiving a nearly 500% return on investment during that period (i.e., for every \$1 the state spent on its UR contract, it covered its cost and saved an additional \$5 in avoided costs).
- Oregon’s Medicaid administration values Acumentra Health’s oversight of psychiatric residential treatment facilities in identifying opportunities to improve care.

Medicaid External Quality Review Organization (EQRO) for the State of Oregon

Acumentra Health’s thorough and proactive approach to quality and performance reviews improves the quality of services delivered to the Medicaid population.

- Oregon relies on Acumentra Health to use stringent criteria for external quality reviews of physical and mental health plans serving their Medicaid populations.
- Acumentra Health regularly reviews 22 physical health plans regulated by the Department of Human Services (DHS), Division of Medical Assistance Programs, and nine mental health plans regulated by the DHS Addictions and Mental Health Division. These reviews

include evaluation of the plans' performance improvement projects (PIPs) and assessments of their information systems capabilities.

- Acumentra Health provides training and technical assistance to the plans for developing their PIPs, which are required by federal regulation.

Acumentra Health annually surveys families with children and adults who received mental health services under the Oregon Health Plan.

- State agencies and healthcare providers use the results to shape their quality improvement efforts.

Acumentra Health helps Medicaid managed care plans that provide physical and behavioral health services to conduct projects to integrate care and services.

- People with mental health issues may die as much as 25 to 33 years earlier of largely preventable physical conditions. Integration can reduce morbidity, high healthcare costs, and fragmentation of care, as well as improve patient and provider satisfaction.

Medicaid EQRO for the State of Washington

Acumentra Health was awarded the Washington Department of Social and Health Services' EQR contracts for both physical and mental health.

- Acumentra Health has held the physical health contract for Washington since 1994.
- Acumentra Health conducts oversight activities (including evaluation of PIPs and information system capability assessment) similar to those in Oregon for 6 physical health plans and 12 mental health plans. Acumentra Health also
 - surveys Medicaid managed care enrollees for satisfaction with health plan services
 - collects and reports health plan performance measures that help stimulate quality improvement through the state's pay-for-performance incentive program
 - administers the pediatric tracks for the statewide Washington State Collaborative, which provides tools and resources to make it easier for clinics to manage care for the chronically ill and to engage patients in taking an active part in their own treatment plans.
- Acumentra Health provides training and technical assistance to the plans for developing their PIPs.