



Quality Institute Newsletter

A bi-weekly look at the Business & Politics of
Health Care in New Jersey



NOVEMBER 8, 2018

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DATE _____

A PRESCRIPTION FOR BETTER HEALTHCARE IN NEW JERSEY

Safety Grade Entrenched in New Jersey Two Decades After Watershed IOM Report

You'll likely see widespread press coverage today on how New Jersey hospitals performed in the Leapfrog Hospital Safety Grades. We did very well — with the highest percentage of [A hospitals](#).

But equally important, in my perspective, is that New Jersey had the highest rate of participation in the Leapfrog Hospital Survey among regions with more than 50 hospitals.

Leapfrog is now firmly a part of our state's on-going efforts to make our hospitals as safe as possible for every person who needs care. The initiative guides patients to the safest hospitals while also providing

hospitals with a valuable roadmap to drive quality and safety in their institutions.

The Leapfrog Grades generate media coverage for the simple reason that consumers care about them. Health plans and hospitals do, too.

We're approaching 20 years since the Institute of Medicine's watershed *To Err Is Human* report said as many as 98,000 people die in hospitals each year as a result of preventable errors.

I still remember the shock surrounding the report, which ushered in a new era around the science of safety. It spurred policy changes, many of them hard fought. The Quality Institute's early efforts to require public reporting of hospital safety data, for instance, sparked anger and threats of lawsuits. During those early days, our founder, David Knowlton, used to joke about looking under his car before starting the engine. At least I think he was joking.

So we have come a tremendous way. Hospitals no longer boast of cutting infection rates, but now strive for zero infections. We're reducing harm, such as falls and pressure ulcers, and deep venous thrombosis and embolism.

As a recent *Health Affairs* article on patient safety noted, prevention of errors has been variable, even when we have effective solutions. Patients still experience so-called "never events," such as wrong-site surgery. Too many still get the wrong medication, with sometimes deadly consequences.

In New Jersey, Leapfrog awarded one of our hospitals a D and another an F. And no one can ignore the recent headlines about the deaths of medically fragile children from adenovirus in a pediatric facility.

So, we need to keep pushing for new scientific and policy approaches. As a regional leader for Leapfrog — I also serve on the Leapfrog board — we need to keep moving the finish line. The goal ultimately is not straight As. It's straight zeros. As in zero infections. Zero medication mistakes. Zero preventable deaths. Zero preventable harm.



Take Five with Susan Loughery

Susan Loughery is Director of Operations at [Catholic Charities, Diocese of Trenton](#). She spoke to us about the organization's innovative program to help people in need of mental health services, including addiction treatment.

The federal government recently awarded your organization a \$4 million grant over two years to expand the Certified Community Behavioral Health Clinic (CCBHC) program in underserved areas of Mercer and Burlington counties. Who will benefit from the expansion?

We want to help vulnerable people whose complex needs historically have left them out of the system. We're also seeking to specifically help military veterans. New Jersey was one of eight states selected to receive the funding. CCBHCs are a new provider type in Medicaid to expand access to mental health and addiction services in the community. We partner with hospitals and community agencies.



You mentioned you are providing No Wall Integrated Care. Can you explain on a practical level what that means?

It's rapid access to all the services within the Continuum of Care. It allows us to integrate a holistic treatment approach for addiction and mental health, psychosocial rehabilitation services, and then fast-track liaison to other needs. It means walk-in appointments, care coordination ... and people can access the system at whatever point they are in their treatment. We have the opportunity to set up ambulatory detox and Medication Assisted Treatment (MAT). It's a one-stop shopping model.

Is the focus of CCBHC addiction treatment?

What's happened in New Jersey is that because there is the tremendous need for addiction treatment services, the CCBHC has really become a conduit for access to those services. But it's not just addiction treatment; it's also addressing the underlying mental health diagnoses — and then also supporting recovery through the inclusion of the psychosocial rehab services as well as supportive housing. We navigate people through the entire system to access everything they need. ... If people went to an addiction specific provider their other needs might not be met. Maybe there also is PTSD or a housing issue. ... And we also have a full service pharmacy. So we're not just saying, 'Take your medicine.' We're giving people access to medication.

Can you describe the focus on ambulatory detox?

There's an assumption that you can only go through a detox protocol inpatient, but it can be done safely in the community. The outcomes between residential detox and ambulatory detox parallel, yet the cost difference is tremendous.

We know that people struggling with substance abuse often are turned away from treatment because there are not enough spaces, or they don't have insurance. Will any person reaching out to you receive treatment?

We'll provide the care coordination. When someone walks in you don't know at that point if they need inpatient treatment — or can you do an ambulatory detox protocol? If they need inpatient we will work with our network of inpatient providers to make that happen, and provide transportation...This program opens the door to those who were excluded from addictions treatment because of socio-economic conditions. And we're working with hospitals, and also with law enforcement and corrections. We're providing new pathways that are seamless.

Providing services to veterans is a focus of the grant. Can you explain how you will help veterans?

The expansion funding under the new Substance Abuse and Mental Health Services Administration grant allows us to increase services for veterans, particularly in Burlington County where there is a high concentration of Veterans in need of behavioral health and addictions crisis services. We'll coordinate with the Veterans Administration for collaborative treatment protocols and work to provide supportive employment.



New Member

A warm welcome to our newest member [BioNJ](#). As the life sciences trade association for New Jersey, BioNJ is dedicated to propelling a vibrant ecosystem where Science is Supported, Companies are Created, Drugs are Developed, and Patients are Paramount. Because Patients Can't Wait®, BioNJ's mission is to help its Members help Patients by fostering entrepreneurship, advocating for public policies that advance medical innovation, providing access to talent and education and offering cost-savings on commercial resources.



Medicaid

The Maternal Health and Perinatal Safety Symposium, held on November 1, focused on the issues and challenges that many pregnant women in New Jersey face and also explored innovative and systematic ways to make childbirth safer in our state. Health Commissioner Elnahal kicked off the Symposium, which was hosted by Quality Institute member Hackensack Meridian Health and the Partnership for Maternal & Child Health of New Jersey. To learn more about some of the work currently being done in the state to improve outcomes for pregnant women and new moms at risk, visit NJHA's New Jersey Perinatal Quality Collaborative's [website](#).

The need for safer maternity practices is especially crucial among women within the Medicaid population, who make up about forty-two percent of the births in New Jersey and may have delays in receiving pre-natal and post-natal care. How is your organization working to ensure safety for women pre- and post-delivery? We would love to hear your best practices. Share them with our Medicaid policy team: Matt D'Oria at mdoria@njhcqi.org or Kate Shamszad at kshamszad@njhcqi.org.

The Quality Institute's Medicaid work is funded by [The Nicholson Foundation](#).



Mayors Wellness Campaign

Mayors Wellness Campaign at the State League of Municipalities Conference

If you're attending this year's New Jersey State League of Municipalities Conference in Atlantic City, November 13 – November 15, stop by the Quality Institute's Mayors Wellness Campaign at **booth #105**.

New Jersey Department of Health **Commissioner Shereef Elnahal** will join us at our booth on **Wednesday, Nov 14, at 10 am** for a Shout Out & Photo Op with Mayors.

And we'll also be hosting the panel "Bringing Wellness to Your Community with the Mayors Wellness Campaign" on **Nov. 13 at 2 pm, room 307**.



To learn more, please contact Adrian Diogo at adiogo@njhcqi.org.



To commemorate National Hospice and Palliative Care Month, this November the Somerset County Conversation of Your Life (COYL) Task Force members are hosting the following events:

- **Prepare to Care, What to Expect as Your Loved Ones Age** with an Elder Care Support Coach on November 14 from 7:00 – 8:00 pm at the Hillsborough Library Branch, 379 South Branch Rd, Hillsborough. Register [here](#).
- **“When Breath Becomes Air” by Paul Kalanithi** on November 15 from 7:15 – 8:30 pm at the North Plainfield Memorial Library Branch, 6 Rockview Ave, North Plainfield. No registration needed.
- **Planning to Live, How to Get All Your Legal Ducks in a Row** on November 17 from 11:00 am – 12:30 pm at the Mary Jacobs Memorial Library Branch, 64 Washington St, Rocky Hill, NJ 08553. Register [here](#).

We are actively recruiting organizations and individuals that want to be part of COYL.

If you are interested, please contact Adelisa Perez at aperez@njhcqi.org.

COYL, a program of the Quality Institute's Mayors Wellness Campaign, engages communities in fruitful dialogue about end-of-life wishes in 'community living room' settings.

COYL is generously supported by [The Horizon Foundation for New Jersey](#).

Quality Corner



As their Regional Leader, we are proud to announce that the Leapfrog Group released its Fall 2018 Hospital Safety Grades today (11/8). We are excited to see that New Jersey topped the list with the highest percentage of "A" hospitals (56%); a first for the state. Additionally, only one hospital received a D and only one received an F. Find out how your local hospital performed [here](#) and view our press release [here](#).

More than 2,600 hospitals across the U.S. are assessed on their performance of 28 measures and are assigned a letter grade to reflect how safe their facilities are for patients. Leapfrog Hospital Safety Grades are focused entirely on avoidable errors, accidents, injuries, and infections. The grades include the most recent available data, with the reporting time frames for the data varying by measure. To find out more about the measures and their reporting periods, refer to Leapfrog's [FAQ page](#).

If you have any questions, please contact Adelisa Perez at aperez@njhcqi.org.

Shout Outs

Congratulations to **United Healthcare** CEO Paul Marden, who was named as one of the newest members of the board of directors for the New Jersey Chamber of Commerce last week. [Read full article.](#)

Kudos to Quality Institute member **RWJBarnabas Health** for the health system's great work in releasing its new educational food truck, Wellness on Wheels, which is currently being rolled out for a tour of New Jersey. With a mission to educate and promote healthy eating and decision making to disadvantaged people, in addition to selling food, the Wellness on Wheels van has a hydroponic greenhouse on board, a sample kitchen, and a registered dietitian. [Read full story.](#)

Congrats to our member, **Saint Clare's Health**, for being one of the "non-profit organizations you need to connect with to make a difference in today's world" at the Annual Networking Night hosted at the Lakeland Hills YMCA. [Read full article.](#)

Congrats to **Goals of Care Coalition** on their new grant to improve end-of-life care. [Read more.](#)

Industry Events

11.08.2018 | [68th Annual Roy A. Bowers Pharmaceutical Conference](#). Linda Schwimmer, the Quality Institute President & CEO, will moderate the "Government Programs: Priorities, Legislative Impact and Other Areas of Focus Transitioning to Value-Based Care" panel from 4:10-5:10 pm at the 68th Annual Bowers Conference.

11.13-11.15.2018 | [New Jersey State League of Municipalities Conference](#). Join us at the Mayors Wellness Campaign **booth #105**, where New Jersey Department of Health Commissioner Shereef Elnahal will stop by on Wednesday, Nov 14, at 10 am for a Shout Out & Photo Op with Mayors . We'll also be hosting the panel "Bringing Wellness to Your Community with the Mayors Wellness Campaign" on Nov. 13 at 2 pm, room 307.

ABOUT US

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Board of Directors
Our Accomplishments
National Partnerships

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Health Care Policy 360
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Mayors Wellness Campaign
Medicaid 2.0
QI Collaborative
The Leapfrog Group



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