



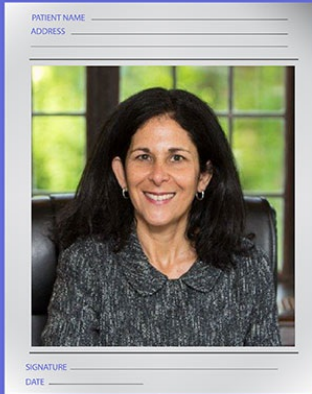
NEW JERSEY
HEALTH CARE
QUALITY
INSTITUTE



Symptoms & Cures

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

JULY 26, 2018



Schwimmer's
Script

A PRESCRIPTION FOR BETTER HEALTHCARE IN NEW JERSEY

Don't Backtrack on Transparency

We turn to the Internet to help us make all kinds of decisions — especially in health care. And we've come a long way in our ability to obtain consumer friendly and accessible information on hospital safety and quality. Moreover, based on research by the Agency for Healthcare Research and Quality (AHRQ) and other respected organizations, we know that public transparency, along with payment incentives, definitely improves patient safety.

That's why I am stunned that the Center for Medicare and Medicaid Services (CMS) is pushing to make hospital safety information less transparent and less available to patients and caregivers. A proposed rule would remove certain patient safety measures (infection rates and injury rates) from the Inpatient Quality Reporting Program (IQR), effectively suppressing this critical data from public disclosure. The proposed changes would also impact reporting by Long Term Care Hospitals. CMS proposes to discontinue the public reporting of MRSA and Ventilator Associated Event Outcome measures. You can learn more about the proposed changes in [Leapfrog's Call to Action](#).

This proposal has me deeply concerned. Consumers are not clamoring for these changes. Neither are employers or other health care purchasers. And hospitals and providers who are committed to providing high quality care to their patients *voluntarily* report safety data to The Leapfrog Group; which is important because Leapfrog is the only publicly available source for this data by brick and mortar hospital. In fact, yesterday, July 25, Leapfrog publicly posted the most recent Hospital Safety Survey results. Almost all of New Jersey's hospitals voluntarily reported to Leapfrog. And most use the survey as a quality improvement tool.

We can't go backward. We need the outliers in New Jersey that don't report to Leapfrog to step up. And we need federal officials to work to publish more, not less, meaningful information for purchasers, patients and caregivers.

Rather than getting rid of reporting requirements, the focus should be on ensuring that patients have easy-to-understand, accurate, relevant, and actionable information that can affect their decisions about their own health care.

You can find the newest Leapfrog Hospital Safety Survey results [here](#). You can see which hospitals are voluntarily reporting and which are not. And read the letter that the Quality Institute and many of our members sent to CMS [here](#). Join us in moving ahead, not back into the shadows, on public reporting of patient safety measures.



Take Five with Marlene Caride, Commissioner, Department of Banking and Insurance

Marlene Caride, a former member of the New Jersey General Assembly, was named to lead the Department of Banking and Insurance (DOBI) in January. She took the oath of office as Commissioner in June. Recently she discussed her goals in our *Take Five*.

What do you think are the most important steps the department can take in the short term to help people get health insurance coverage?



Ensuring residents have affordable quality health care in New Jersey is a priority for Gov. Murphy and for DOBI as well. In the short term, we have been educating our consumers about the different health care coverage options and we have been working to stabilize the health insurance market. If you look at the numbers, you will see that we had a 10 percent reduction in enrollment in the individual market last year versus the previous year. So one of the things we are taking seriously is educating consumers so that we can make up for that ten percent reduction.

Longer term, how can the state make health care and health insurance more affordable?

The short-term goals go hand-in-hand with the long-term goals. The Governor has given us the green light to take control of the plan management function for the plans that are sold on the exchange. Right now, we are reviewing all of the marketplace plans to make sure they comply with both federal and state law. Also, we recently submitted a 1332 state innovation waiver application to CMS to allow us to create a reinsurance program in New Jersey. If approved, the federal government will then provide us with pass-through funding to fund some of the reinsurance program, which is intended to help make the premiums more affordable.

New Jersey recently enacted an individual mandate law to mirror the federal mandate. The goal of the mandate is to encourage more individuals to enroll in health coverage. All of these steps to support the market will be followed by a robust consumer outreach effort.

How is implementation of the new Out-of-Network bill coming along? How will you get the word out to consumers?

The state has been grappling with this issue for about a decade and under Gov. Murphy's leadership we now have a law in place to protect consumers from surprise out-of-network costs. We will be notifying carriers, consumers and advocates of this new law, and undertaking a public rules process for implementation. Anyone can sign up on our website to be notified as the process progresses, through what we call the [Advance Notice process](#). Putting together regulations will take some time. In the meantime, we will educate consumers that the law has passed and that they have protection against surprise bills.

What are your top goals for DOBI?

One of the things I have been saying is that DOBI is probably the state's best-kept secret. We have a division that addresses consumer complaints and we need to do more to ensure that people know we are here to support them if they are having trouble with their health coverage, or any type of insurance. Some insurance companies we do not regulate and in those cases we can direct people to where they have to go for assistance. The top goal for me is to make sure that when we are making decisions we are making them with consumers in mind.

We get an array of calls. We hear from doctors who are not getting paid from insurers. We get calls from consumers who have been denied coverage, or who are hit with surprise bills. We want to make sure consumers know that DOBI is here to help them. Of course, we are the department of *banking* and insurance so we cover many areas.

We would like to know more about you. What would you be doing on a day off, on a sunny afternoon?

I will be at the beach, listening to music, and reading a book. I like to tune out the world and listen to music on the beach. I like fiction and non-fiction. I love a good murder mystery. Right now I am reading John Sandford.

Save the Date!

***September 13th 5:30 – 8:00 PM:** Quality Institute Annual Open House at our offices in Princeton (Stone House at Carnegie Center, 3628 Route 1, Princeton, NJ)

September 25th 8:00 – 11:00 AM: Catalyst for Payment Reform (CPR) and the Quality Institute Scorecard 2.0 Release at the Trenton Country Club. Are value-based payments gaining traction and yielding desired effects in New Jersey? Join the Quality Institute and Catalyst for Payment Reform to find out during the official release of CPR's Payment Reform Scorecard 2.0. More details below.

September 27th 12:00-1:00 PM: Garden Practice Transformation Network webinar series presented by the QI Collaborative. Dr. Stephen Goldfine, the Chief Medical Officer of Samaritan Healthcare and Hospice, will address "Talking with Your Seriously Ill Patients about Their Goals of Care, and Accessing Palliative or Hospice Care." These webinars are free CE credit opportunities for eligible physicians and nurses. More details below.

October 18th 8:30 – 10:00 AM: Quality Institute Southern Regional Membership Engagement Event hosted by Jefferson Health at Jefferson Cherry Hill Hospital

October 25th 9:30 – 11:00 AM: Quality Institute Northern Regional Membership Engagement Event hosted by Atlantic Health System at Morristown Medical Center

***November 13th – November 15th:** Quality Institute's Mayors Wellness Campaign at the NJ State League of Municipalities in Atlantic City

*Open to the public; all other events are for Quality Institute members and invited guests only. For more information about membership, please contact Virginia Tesser at vtesser@njhcqi.org



New Member

Please welcome the [Housing and Community Development Network of New Jersey!](#) The Housing and Community Development Network of New Jersey is the statewide association of more than 250 community development corporations, individuals and other organizations that support the creation of affordable homes, economic opportunities, and strong communities.



Medicaid 2.0

Medicaid 2.0 eConsult Pilot Findings with Henry J. Austin Health Center and Rubicon MD

On Monday July 9th, the New Jersey Health Care Quality Institute assembled a group of stakeholders to hear from [Henry J. Austin Health Center](#) (HJA) on their preliminary eConsult pilot findings with [Rubicon MD](#). The [Medicaid 2.0 Blueprint for the Future](#) recommended a demonstration program to evaluate the use of physician to physician electronic consults (eConsults) as a way to improve access to specialty care in Medicaid. Through eConsult interfaces like Rubicon MD, primary care physicians can directly connect with specialists around the country at leading academic medical centers to present patient cases and receive recommendations for next steps.

The findings presented by HJA illustrate that the use of eConsults reduced the need for follow up specialist visits and unnecessary medical tests, therefore decreasing costs and increasing avoided patient wait days. These findings are consistent with similar Rubicon eConsult projects around the country. The Quality Institute will continue to advance this important model and gauge interest in expanding it among New Jersey health care stakeholders. If you or your organization is interested in learning more about the model, please contact Matt D’Oria at mdoria@njhcqi.org.

Medicaid 2.0 is funded by [The Nicholson Foundation](#).





Mayors Wellness Campaign

Summer is in full swing and the new and improved Mayors Wellness Campaign (MWC) toolkit is here to help mayors, community organizations, health systems and others host wellness activities that address their local health needs. The toolkit contains an introductory video, and nearly 30 evidence-based, step-by-step, cost-effective program ideas in four main categories: physical health and nutrition, environment and health, education and health, and arts and health. Check out the [new MWC toolkit here](#) today!

Conversation of Your Life

Conversation of Your Life (COYL) is rapidly expanding to Hudson, Essex, Union, Hunterdon, Sussex, and Atlantic counties, with Atlantic County having its inaugural task force meeting this week. The program is also active in Middlesex, Burlington, Gloucester, Somerset, Monmouth, Mercer, Bergen and Camden counties. If you are interested in joining a COYL Task Force in your community, please reach out to Adrian Diogo at adiogo@njhcqi.org or at 609-452-5980. COYL is generously supported by [The Horizon Foundation for New Jersey](#).



QI Collaborative

Register today for the next webinar in the Garden Practice Transformation Network series presented by the QI Collaborative. **On Thursday, September 27, from 12:00 pm-1:00 pm**, we will be joined by Dr. Stephen Goldfine, the Chief Medical Officer of [Samaritan Healthcare and Hospice](#), to address “Talking with Your Seriously Ill Patients about Their Goals of Care, and Accessing Palliative or Hospice Care” [Register here](#). These webinars are free **CE credit opportunities** for eligible physicians and nurses.



Quality Corner

Save the Date

Catalyst for Payment Reform and the Quality Institute Scorecard 2.0 Release

Are value-based payments gaining traction and yielding desired effects in New Jersey? Join the Quality Institute and Catalyst for Payment Reform (CPR) the morning of September 25th to find out during the official release of CPR's Payment Reform Scorecard 2.0.

New Jersey was selected as one of three states to pilot CPR's Scorecard 2.0. This scorecard quantifies New Jersey's movement from fee-for-service to value-based payments and correlates this movement with indicators of a high-value health system. Two Scorecards will be released at this exciting event—one reflecting New Jersey's commercial market and one reflecting New Jersey's Medicaid market. Come discover CPR's thought-provoking findings, participate in lively discussions regarding

the scorecards' uses and implications, and network with New Jersey's key health care leaders and decision makers.

An invitation with registration will be available in the coming weeks. For more information on the Scorecard 2.0 project, [click here](#).

Shout Outs

Congratulations to **Joseph Scott** of Jersey City Medical Center for being named Board Chair of America's Essential Hospitals. Read more [here](#).

Quality Institute In the News

06.25.2018 *NJ.com* [Elderly often drag their feet on having 'The Conversation' with families, doctors](#)

In a 2016 poll the institute conducted with Rutgers University, while six in 10 elderly residents responded that it was important to discuss these matters, the same number admitted they had not done so.

06.25.2018 *ROI New Jersey* [State's health insurers grapple with uncertainty over frozen federal risk payments](#)

The New Jersey Department of Banking and Insurance has extended the premium filing deadline for health insurers to July 18, from the original deadline of Wednesday.

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