

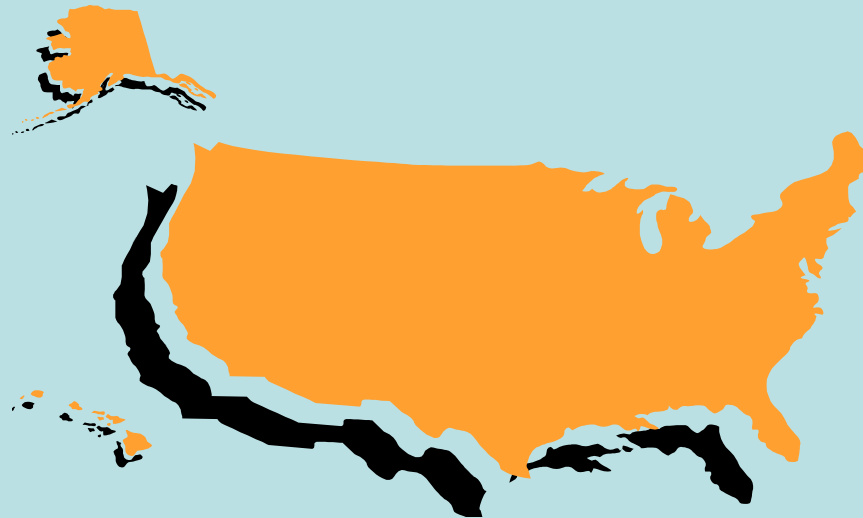
# Agency for Healthcare Research and Quality (AHRQ)

Judi Consalvo, AHRQ



# AHRQ's Mission

Improve the quality, safety, efficiency and effectiveness of health care for all Americans



Information from AHRQ's research helps people make more informed decisions and improve the quality of health care services.



# HHS and AHRQ

- We are:
  - Part of the U.S. Department of Health and Human Services
  - Health Services Research arm – access to health care, costs and results
  - The lead Federal agency on health care quality, costs, outcomes and patient safety
- We are not:
  - A policy-making agency
  - A regulatory agency



# AHRQ's Research Focus

- Patient-centered, not disease-specific
- Dual focus – Services + Delivery Systems
- Cost-effectiveness – trade-offs between quality, outcomes, access, and costs
- Effectiveness research focuses on actual daily practice, not ideal situations (efficacy)



# AHRQ's Principal Responsibilities

- Research which develops evidence-based information on health care outcomes, quality, safety, cost, use and access
- Ensure information is disseminated rapidly, widely, readily usable form



# AHRQ GOAL: Accelerate the Diffusion and Uptake of Innovations

- Concept – increase implementation of health care improvement strategies in the U.S.
- Strategy – provide a resource that supports decision-making on the potential adoption and implementation of service innovations
- Result – in September 2006 – AHRQ awards contract to develop the Innovations Clearinghouse





# AHRQ HEALTH CARE INNOVATIONS EXCHANGE

Innovations and Tools to Improve Quality and Reduce Disparities

## Innovations.ahrq.gov



Agency for Healthcare Research and Quality

United States Department of Health & Human Services

Advancing Excellence in Health Care [www.ahrq.gov](http://www.ahrq.gov)



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Innovations and Tools to Improve Quality and Reduce Disparities

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### What's New at AHRQ Health Care Innovations Exchange RSS

March 03, 2010 | [Go to past issues.](#)

#### Featured Topic - Pressure Ulcers



Pressure ulcers are a common problem across health care settings. The incidence of pressure ulcers varies by clinical setting: 0.4% to 38.0% for hospitals, 2.2% to 23.9% for long-term care, and 0% to 17% for home care, according to a 2003 article published in the *Journal of the American Medical Association*.

The estimated cost to treat a pressure ulcer is between \$500 and \$40,000. Yet, pressure ulcers can be managed and prevented.

The **featured Innovations** describe two programs that reduced hospital-acquired pressure ulcers by implementing new quality improvement measures.

The **featured QualityTools** provide practitioners with practical resources to

#### SPOTLIGHT

AHRQ issues three new Funding Opportunity Announcements (R01, R18) for comparative effectiveness delivery system research.

#### NEWS & EVENTS

Join the AHRQ Health Care Innovations Exchange for a free Web Conference on *Ensuring Cultural Competence Across Care Settings*.

**When:** Thursday, March 18, 2010, 4-5pm EDT

Moderated by: Julia Puebla Fortier, founder and executive director of Resources for Cross Cultural Health Care

[Learn more and register here.](#)





AHRQ HEALTH CARE

## INNOVATIONS EXCHANGE

Innovations and Tools to Improve Quality and Reduce Disparities

# AHRQ Health Care Innovations Exchange

GOAL: To accelerate the diffusion and uptake of innovations and tools to improve health care quality *for all\**

## HOW?

- providing usable information on health care innovations and quality improvement tools on [www.innovations.ahrq.gov](http://www.innovations.ahrq.gov)
- Web events and other learning opportunities
- a facilitated learning network or community of practice

\* *Thus reducing health care disparities among different groups*





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## INNOVATIONS EXCHANGE

Innovations and Tools to Improve Quality and Reduce Disparities

# Innovations.ahrq.gov

- Published biweekly
- Core content
  - 400+ Innovation Profiles or Attempts
  - 1450+ QualityTools
  - Articles and Perspectives on Innovation
  - Useful Resources





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## INNOVATIONS EXCHANGE

Innovations and Tools to Improve Quality and Reduce Disparities

- Broad coverage
  - Traditional health care settings: hospitals, clinics, medical offices, nursing homes
  - Novel delivery settings: schools, workplaces, retail settings; prisons; homes
  - Populations
  - Stages of care






# AHRQ HEALTH CARE INNOVATIONS EXCHANGE


Innovations and Tools to Improve Quality and Reduce Disparities

## Innovation Profile with Expert Commentary & Story



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[< Back](#)

**P Innovation Profile:**

### Onsite Care Teams Enhance Access to Medical and Mental Health/Substance Abuse Services for Homeless Individuals

Innovation Profile

Expert Commentary

Your Comments (1)

**Assembling Humpty-Dumpty: Integrating Behavioral Health With Primary Care Services**

David L. Shern, PhD  
 President and CEO, Mental Health America  
 Member, Innovations Exchange Expert Panel

Mental and substance abuse conditions are quite prevalent—both as primary conditions and frequently as comorbid problems. They produce great disability and human suffering. When these conditions occur with other chronic illnesses, they dramatically increase the disease burden and costs. If untreated, they can be lethal.

**Back Story: On a Mission**

*Summer Street Community Clinic is a Community Health Center where we offer primary medical, psychiatric and substance abuse services together, side-by-side. Our goal is to connect with people in a way in which it is easier for them to try a new path on their road to recovery. My name...*

[Read the full story](#)






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**INNOVATIONS EXCHANGE**

Innovations and Tools to Improve Quality and Reduce Disparities

# Expert Commentaries and Stories

- Experts comment on
  - Importance and generalizability of innovations
  - Cautions and issues
- Human interest stories
  - Patient impact
  - How the innovation was developed
  - Staff and participant experiences





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## Example of Quality Tool



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- Resources
- Share Your Innovations
- About the AHRQ Health Care Innovations Exchange
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[< Back](#)

 **QualityTool:**

### Multicultural Health Care: A Quality Improvement Guide

 Print QualityTool    E-mail a Link

 **Description**

This guide serves as a resource for those wanting to undertake quality improvement initiatives to improve culturally and linguistically appropriate services and to reduce disparities in care. It is intended for health care organizations such as managed care plans, large group practices, hospitals, public health agencies, disease management organizations, community health centers, and other institutions that provide and/or arrange for care of diverse patients.



Advancing Excellence in Health Care



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# Innovation Failures: Attempts

- *“To double your success rate, double your failure rate.”*

Tom Watson, Sr.,  
founder of IBM

- *“The history of innovation is a long list of failures that eventually led to bigger successes.”*

Jim Clemmer,  
leadership guru





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# Find What You Need:

- SEARCH or
- BROWSE BY:
  - PATIENT POPULATION
  - STAGE OF CARE
  - SETTING OF CARE
  - PATIENT CARE PROCESS
  - DISEASE OR CLINICAL CATEGORY
  - IOM Quality Domains



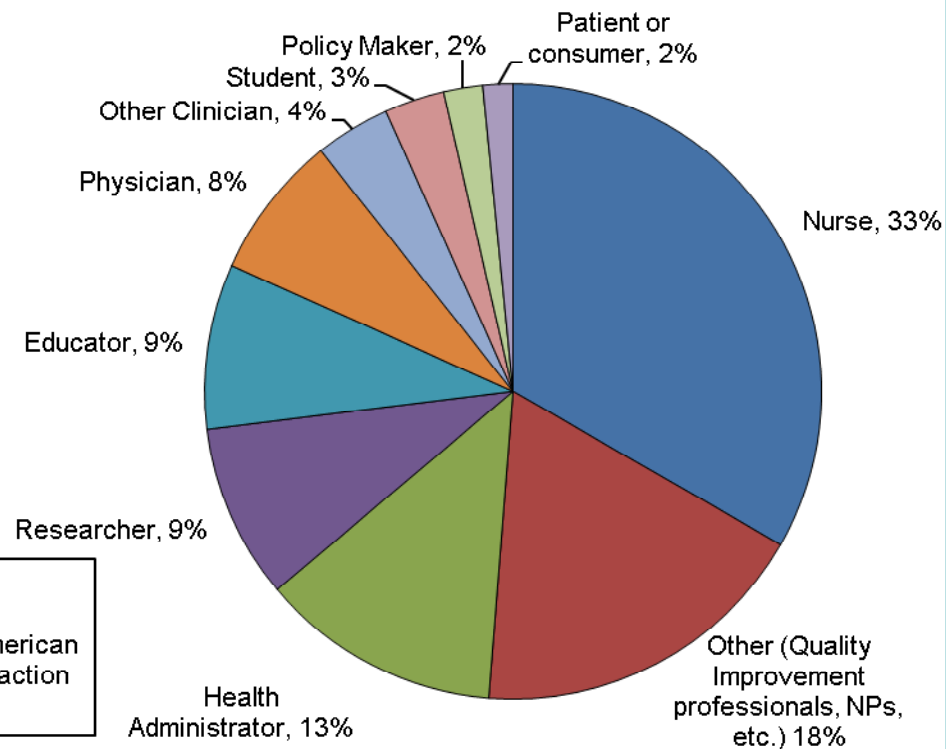


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Innovations and Tools to Improve Quality and Reduce Disparities



### Innovations Exchange Users by Role



N = 634  
Data Source: American Customer Satisfaction Index (ACSI)





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## Recent AHRQ Web Events

- Chats on Change (October 2009)  
“Effective Patient-Provider Email: A Pediatrician's Experience”
- Web Conference (November 2009)  
“Learning from Disappointment: When Your Innovation Falls Short”
- Chats on Change (January 2010)  
“Clinical Nurse Leader as Quality Champion: A Dialogue about an Effective Nursing Innovation”
- Web Conference  
“Cultural Competence Across Care Settings (March 2010)”





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# The Community Care Coordination Learning Network

- Communities that work to connect at risk populations to health care
  - *E.g. mothers and infants; uninsured; parolees; medical debtors*
- Share information about each community's efforts and lessons learned





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# INNOVATIONS EXCHANGE

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## Locations of Learning Network Member Hubs





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## INNOVATIONS EXCHANGE

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# How can you participate?

- User Comment feature
  - Ask the innovator a question or two
  - Record your experience with a similar innovation
  - Ask the readers a question(s)
- Sign up for email updates





# AHRQ HEALTH CARE INNOVATIONS EXCHANGE

Innovations and Tools to Improve Quality and Reduce Disparities




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## Contact Us/Subscribe

### Send Questions or Comments

Please send any general questions, comments, or information on technical problems to [info@innovations.ahrq.gov](mailto:info@innovations.ahrq.gov)

AHRQ cannot provide diagnoses or specific medical advice to individuals on their personal health conditions.

### Submit an Innovation or QualityTool

If you would like to submit an **innovation** or **QualityTool** for potential inclusion in the Health Care Innovations Exchange, send information to [info@innovations.ahrq.gov](mailto:info@innovations.ahrq.gov).

#### For innovations:

- Review a list of the information we would like you to provide.
- Review a list of minimum requirements for inclusion.





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# HOW TO USE THE HEALTH CARE INNOVATIONS EXCHANGE WEB SITE DEMONSTRATION

