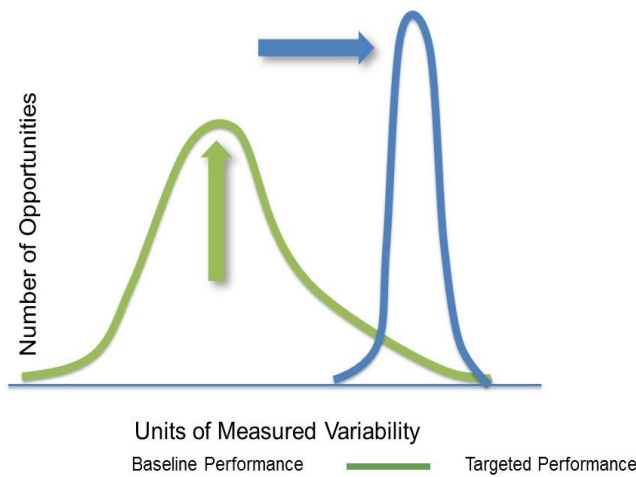


The QURE Approach for Premier Members

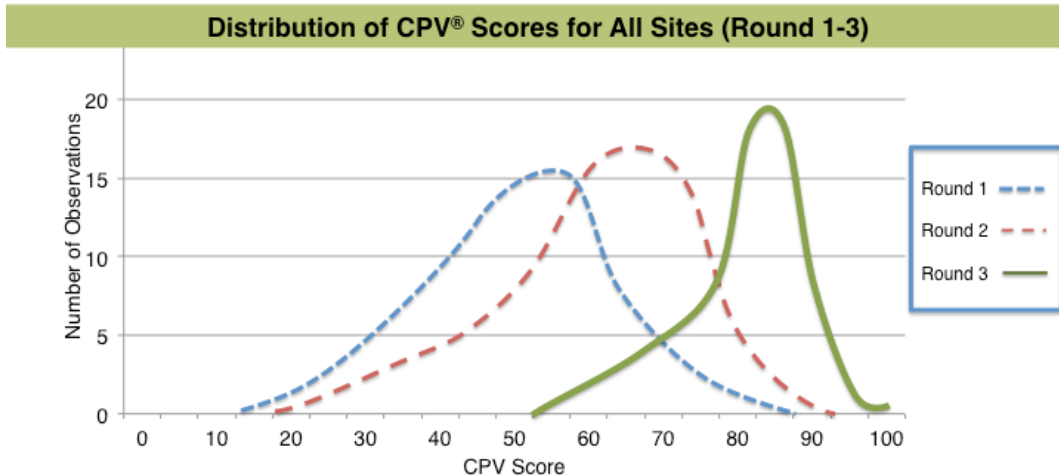
Reducing variation, improving quality and decreasing costs are challenges facing every practice in the country. QURE Healthcare’s Clinical Performance and Value (CPV[®]) vignettes are an innovative, highly effective, scientifically validated measurement tool that have been developed by QURE to transform care (first reported in JAMA, April 2000).



QURE has developed hundreds of CPV[®]s. One unique aspect of a QURE partnership is that QURE develops customized cases with each client to specifically address local issues of practice preference or care improvement. The first two cases for Premier Members will focus on: 1) Inpatient Care – reducing hospital acquired

conditions and 2) Ambulatory Care – improving diabetes and heart failure quality.

CPV[®]s are written using evidence-based clinical guidelines and scores are meant to reflect level of adherence to these guidelines. QURE benchmarks providers (all types) and makes specific recommendations on how to improve evidence-based practice. CPV[®]s are administered every 3-4 months leading to increased quality, reduced unnecessary utilization and controlled cost of care. Over successive rounds, QURE measurement and feedback, shown graphically in the figure below, reduces variation in care. Care standardization translates into demonstrable savings and increased efficiency, which is then documented by QURE for its partners. Improvements, as shown below, are observed in a matter of months and variation significantly reduced within nine months (three rounds).



The flexibility of the QURE approach, the reproducible improvements in quality, and reductions in cost have been adopted in a wide range of settings, geographies and diseases (please refer to QURE’s Annotated Bibliography). QURE clients include the most prestigious institutions in the country and these results have been published in leading peer-review publications.

How CPVs Work

CPV® vignettes are virtual simulated patients that the physician (or other provider) cares for in narrative form as they would an actual patient. All questions directed to the patient are open-ended and cover the following five domains of care:

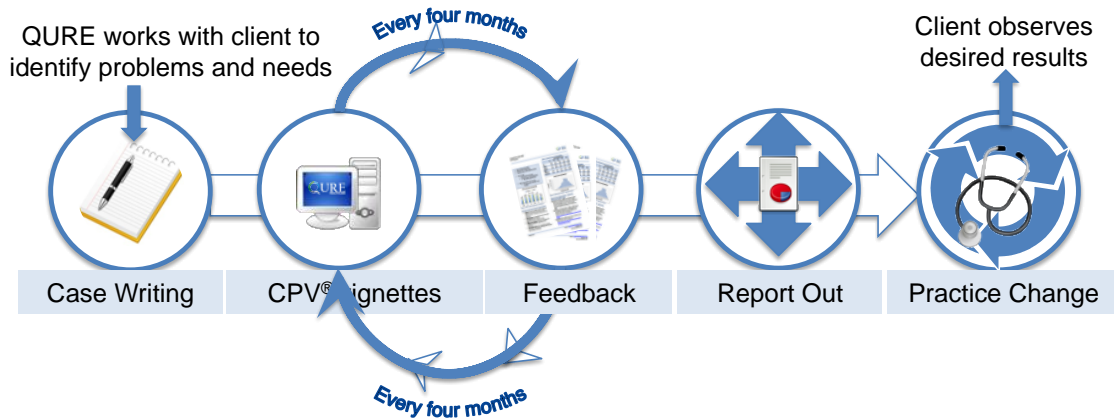
- Taking a history
- Conducting a physical examination
- Ordering tests
- Making a diagnosis
- Providing treatment

When the QURE ‘patients’ arrive every 4 months, it typically only takes 20 to 25 minutes for the provider to complete via the secured online platform. After a cohort of providers care for their standardized patients, each provider receives a confidential feedback form. The feedback form gives individual performance results on the vignettes and benchmarks this performance against their peers. The feedback form also includes scores from previous rounds and provides a detailed list of the unnecessary tests/procedures ordered and, perhaps most importantly, individually-specified areas of opportunity to improve quality of care.

The QURE Approach to Transforming Clinical Care

QURE typically starts with the following steps:

1. Identify and work with provider champions: QURE works to involve physician leaders and participants early while providing as much transparency as possible on methods, process, goals and measures.
2. Write CPV[®] cases with input from the local practice: Draw from literature, quality guidelines, and input from physician champions.
3. Implement the QURE Approach: Three rounds of measurement a year for 2 years with repeated feedback to participants.
4. Practice Change: Analyze and identify gaps for practice change. Work with team to change practice and understand cost implications.





Partnerships

The CPV[®] system is an important component in bringing partners together around quality and rapid practice change. CPV[®]s can target three important levels of partnerships:

1. Group practice: CPV[®]s ensure provider alignment and create a culture of collaboration within practices. Providers work together putting together the cases and discussing areas for improvement.
2. Network sites: Use CPV[®]s as the standard of care across site, benchmark performance and ensure the vignettes as a quality branding signal.
3. Payors: Demonstrate compliance with high quality standards and resulting cost savings to negotiate better contracts/partnerships with payors. By demonstrating value for clients, QURE is able to form unique relationship with payors on shared savings and help clients actively build alternative payment structures like ACOs.

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