

# Healthcare Leadership Council Membership Meeting

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**Administrator, CMS**  
**January 19, 2011**



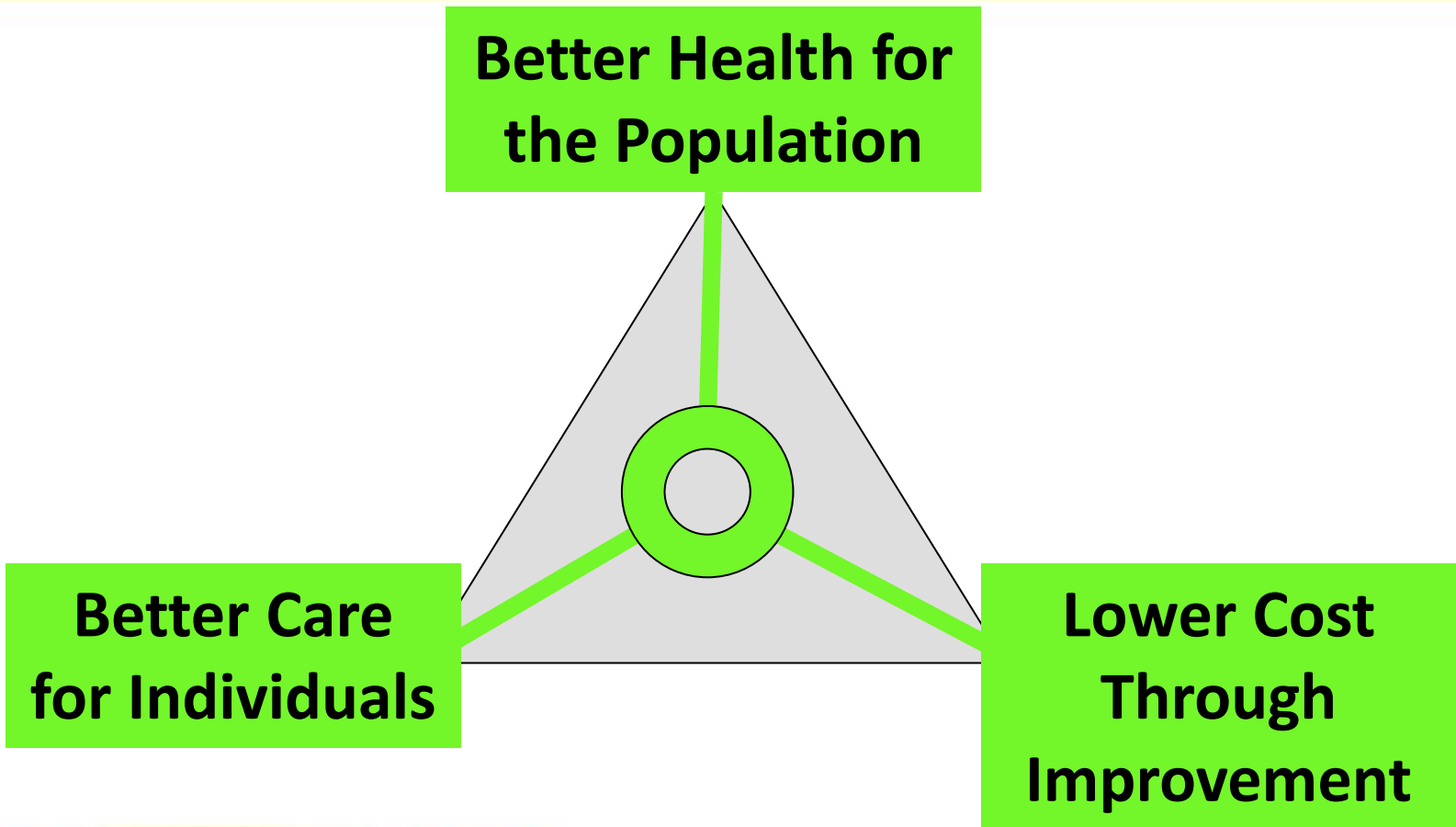
# What Kevin Asked for...

- “Please tell me what you’re going to do before you do it.”
  - **MAKE A PLAN**
- “Please talk to each other.”
  - **BE A TEAM**
- “Please ask me what I think.”
  - **YOU ARE GUESTS IN MY LIFE**

# Vision

*CMS is a major force  
and a trustworthy  
partner for the  
continual improvement  
of health and health  
care for all Americans.*

# The “Three-Part Aim”



# Working with the Private Sector

- Almost everything we envision gets better if we align with the private sector
  - Genuine partnership
  - Shared learning
  - Thoughtful and consistent coordination

# Operating Values

*How shall we work together and with others?*

1. Boundarilessness
2. Speed and Agility
3. Unconditional Teamwork
4. Valuing Innovation
5. Customer Focus

# CMS Strategic Areas of Focus

1. Excellence in Operations
2. Improve Care for Individuals
3. Integrate Care for Populations
4. Improve Health for Populations and Communities



# Strategic Area 1: Excellence in Operations

## 1. Excellence in Operations

“The Best Place to Work in Government.”

**“Achieve unprecedented pride and joy in work in the entire CMS workforce, and a reputation in government and the private sector for speed, responsiveness, reliability, and cooperation.”**



# 1. Excellence in Operations

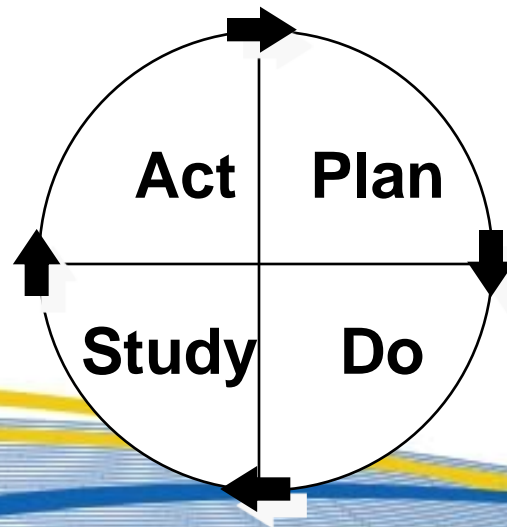
- **Improve Work-Life Survey Results**
- **Protect the Trust Fund and Scarce Medicaid Dollars**
- **Simplify Our Work and the Non-Value-Added Demands We Make on Others**
- **Establish the Innovation Center**
- **Improve CMS Information and Information Technology**
- **Harness GME Funding Strategically**
- **One CMS – Full Integration between Central Office and Regional Offices**

# Model for Improvement (Nolan, et al.)

**What are we trying to accomplish?**

**How will we know that a change is an improvement?**

**What changes can we make that will result in an improvement?**



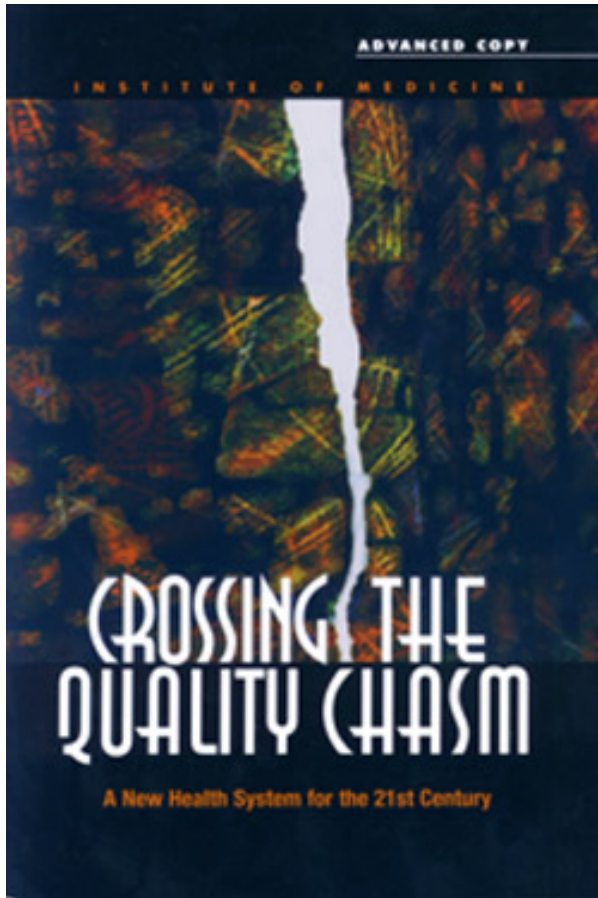
# Strategic Area 2: Improve Care for Individuals

**“Lead and support substantial, measurable improvements in care for all Americans in all dimensions of the Institute of Medicine’s six Aims for Improvement.”**

## 2. Improve Care for Individuals

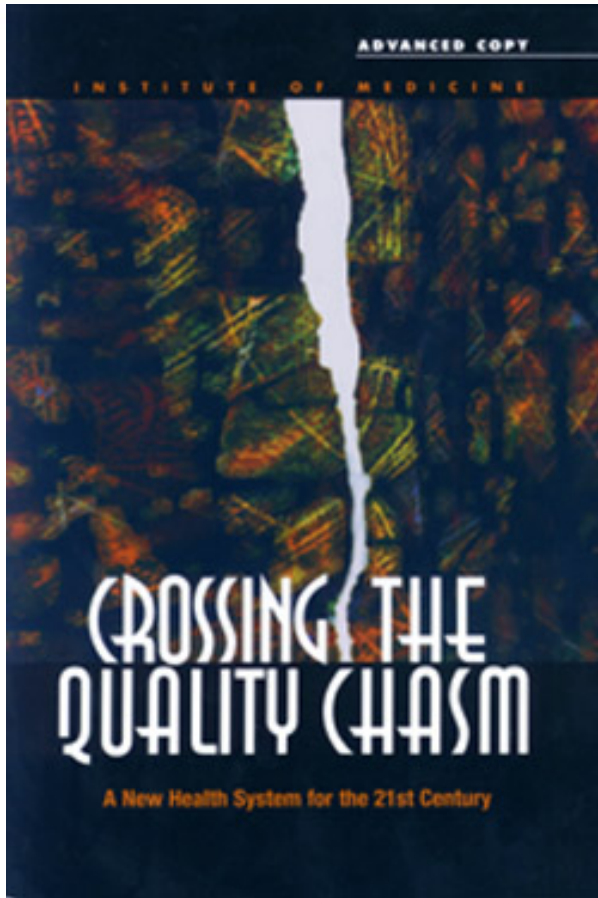
- **Improve Patient Safety**
- **Implement Affordable Care Act Quality-of-Care Provisions**
- **Smooth Medicaid-CHIP-Exchange Eligibility Processes**
- **Conditions of Participation – Initiate a Multi-Year Review and Inventory**
- **Coverage Determination – Initiate a Multi-Year Review and Improvement**

# Aims for Improvement



- Safety
- Effectiveness
- Patient-centeredness
- Timeliness
- Efficiency
- Equity

# Aims for Improvement



- No Needless Deaths
- No Needless Pain or Suffering
- No Helplessness for Patients or Those Serving Them
- No Unwanted Waiting
- No Waste
- ...For Anyone



# Strategic Area 3: Integrate Care for Populations

“Encourage and support innovations that lead to seamless, coordinated care for all Americans whose health, function, and satisfaction depend on it.”



# Strategic Area 3: Integrate Care for Populations

- **Help Accountable Care Organizations Thrive**
- **Help Dual Eligible Beneficiaries Get Better Care**
- **Strengthen Medicare Advantage**
- **Increase Utilization of Medical and Health Homes**

# Strategic Area 4: Improve Health of Populations and Communities

“Extend the lives and vitality of all Americans by helping to reduce the causes and risk factors for ill health – both physical and emotional.”

# 4: Improve Health of Populations and Communities

- **Reduce Heart Attacks and Strokes:**
- **Reduce Disparities**

# The Elevator Speech...

- ***“So... what do you people in CMS do?”***
- “We improve America’s health and health care...
  - We make care safer every day for every patient.
  - We make sure that care is seamless – we make journeys, not fragments.
  - We help keep people healthy.
  - And... We practice what we preach.”