



## Fact Sheet

### WHAT

#### is the Quality Center?

The Quality Center at the National Association of Community Health Centers (NACHC) supports the **advancement of health center quality, improved outcomes, and lower costs**. The Center brings together clinical and quality initiatives under a unified umbrella. We are improvement specialists who define our success as the ability to transform health center systems in ways that create positive impact.

### WHY

#### the Quality Center?

With today's volatile health care environment, and the transition to value-based care, it is a business imperative that health centers simultaneously focus on improving quality and outcomes while reducing costs.

### HOW

#### does the Quality Center deliver value?

The Quality Center creates innovative programs to meet the challenges facing health centers today, translates evidence into practical action steps, provides staff training and professional development to enhance health center quality, supports a national network of QI staff at the PCA/HCCN and health center levels, promotes best practices, and delivers impact.

The Quality Center team supports health centers in delivering on the Quadruple Aim goals of: improved health outcomes, improved patient and staff experience, and reduced costs. With a clear focus on the Quadruple Aim, we support system transformation and work to deliver value.



# WHAT

## was the Quality Center's Impact in 2018?

- ✓ **Launched Elevate:** a national learning forum of **115** health centers and **17** PCAs/HCCNs across **19** states designed to transform practices to deliver better care at lower cost.
- ✓ Developed a “change package” of **15 best practices in managing diabetes care** that is being tested by health centers in rapid-cycle learning communities during 2019.
- ✓ Awarded a CDC grant to partner with **2 HCCNs** to improve health center capacity to screen for, and manage, **postpartum diabetes**.
- ✓ **Continued spread and scale** of the **Value Transformation Framework** that explains, predicts, and translates evidence into action for health centers working to deliver on the Quadruple Aim.
- ✓ **Created an online companion tool** to the **Value Transformation Framework** that allows health centers to assess their progress in the Framework's 15 change areas.
- ✓ **Created 6 Action Guides** in support of the evidence-into-action **Value Transformation Framework**.
- ✓  **Engaged 124** PCA/HCCN QI Coaches in a **self-assessment and professional development tool**.
- ✓ **Awarded scholarships** to **72** PCA/HCCN QI Coaches to pursue training through the Institute for Healthcare Improvement's (IHI) Open School.
- ✓ **Operationalized the Value Transformation Framework** in  **8 health centers** in **2 states** focused around cancer. First year clinical improvements included: diabetes (23.4%); colorectal cancer screening (13.3%); depression (12.5%); cervical cancer screening (6.5%); hypertension (4.5%); and obesity (3.3%).
- ✓ Surveyed over **200 staff** and **700 patients** across 8 health centers participating in the cancer transformation project and saw improvements in **experience scores** over year 1.
- ✓  Continued to convene the QI Advisory Board, a national cross-section of health center, PCA, and HCCN representatives, to **guide the Quality Center's direction and priorities**.
- ✓ Activated a QI Touchpoints network of front-line health center representatives as part of a **national virtual network** that will grow and serve as a vital bi-directional resource for quality-related issues. 
- ✓  **Completed 2 health center case studies** to highlight how a systems approach to care, such as that outlined in the Value Transformation Framework, supports high performance for high-cost, high-burden conditions.
- ✓ Created a tool to **guide health centers in care management billing** for Centers for Medicare and Medicaid Services (CMS) Chronic Care Management (CCM).
- ✓  Produced the **first-ever national directory of quality improvement coaches** who work at PCAs/HCCNs across **48** states and the District of Columbia.
- ✓ **Completed 2 Learning Streams**, engaging more than **150** health center and PCA/HCCN staff in three-part learning forums on Leadership and Care Management.
- ✓ Provided PCA/HCCN QI Leads with **communication on QI-related topics, funding opportunities, trainings, and resources**, including HRSA-supported National Committee for Quality Assurance (NCQA) Patient Centered Medical Home (PMCH) Recognition advanced training. 