As of 12/31/16, the Quality Forum received $174,932 in grant funding: $25,000 from Long Term Care Association representatives to provide training on advance care planning and LaPOST to staff, the NHDD campaign received a Pelican Award from the Louisiana Society for Public Relations, and throughout 2016, the organization focused its efforts on providing educational opportunities to more than 1,900 health care professionals and health care providers.

In June 2016, the LaPOST document underwent minor changes which were approved by the Louisiana Legislature in 2010 and designated by the organization as a key initiative the same year. The mission of LaPOST is to improve end-of-life care by honoring the health care goals of individuals in Louisiana with serious, advanced illnesses. The LaPOST document enables them to record and communicate treatment wishes with their health care professionals and consumers, were revised online and in print. With an intent to reach health care professionals and consumers in the Baton Rouge, Lafayette, Monroe, and New Orleans markets, the Quality Forum completed a year of educational initiatives to improve the health of Louisiana residents.

MISSION
We are dedicated to leading evidence-based, collaborative initiatives to improve the health of Louisiana residents.

VISION
We will be the recognized leader in driving fundamental improvement in health and health care in Louisiana.
LOUISIANA HEALTH CARE QUALITY FORUM

Since it was established as a private, not-for-profit organization in 2007, the Quality Forum has charted a challenging course: transforming health care in our state so that it is patient-centered, technologically advanced and value-driven. To drive this demanding goal, the organization serves as a neutral convener, fostering collaboration among health care payers, providers, purchasers and consumers across Louisiana.

With the support of these stakeholder groups, the Quality Forum continued to pursue its agenda for health and health care improvement during 2016 by focusing on its core of integrated programs: health information technology (IT); practice transformation; quality improvement and analytics, end-of-life care/LaPOST planning; and outreach/education. The programs work in concert to improve health care quality, safety and efficiency; engage health care consumers; expand population health and public health reporting; further the use of health IT; and ensure the privacy and security of health information.

The achievements featured in this report represent the collective insights and efforts of the Board of Directors and staff as well as national, regional, state and community partners. This valued collaboration has served as the Quality Forum’s cornerstone since its inception and continues to guide and advance the organization’s mission to make Louisiana a healthier place to live, work and play.

HEALTH INFORMATION TECHNOLOGY

As the State-Designated Entity for health IT initiatives since 2010, the Quality Forum has championed the redesign and transformation of health care quality and delivery in Louisiana. While serving as the state’s regional extension center, the organization successfully assisted more than 2,000 providers and more than 40 critical access hospitals/rural facilities with the adoption, implementation and meaningful use of electronic health records (EHRs). In addition, the Quality Forum was charged with developing, implementing and managing the Louisiana Health Information Exchange – LaHIE – which currently counts more than 300 participants with more than 180 sites actively exchanging data. These two dominant initiatives have paved the way for a supportive health IT infrastructure that is poised to meet the changing needs of Louisiana’s providers and patients while advancing efforts to increase quality, improve outcomes and reduce costs. In 2016, several programs contributed to the integrative efforts:

LOUISIANA EMERGENCY DEPARTMENT INFORMATION EXCHANGE (LaEDIE)

LaEDIE, launched in 2015, is a LaHIE application that receives and compiles emergency department (ED) utilization data from participating hospital EDs across the state. It was developed in support of the state’s efforts to reduce non-emergent ED use among the at-risk Medicaid population. By the end of 2016, 72 percent of Louisiana’s 110 hospitals with EDs signed LaEDIE contracts and 60 percent were actively contributing data. The state’s Medicaid Managed Care efforts to reduce non-emergent ED use among the at-risk Medicaid population. By the end of 2016, 72 percent of Louisiana’s 110 hospitals with EDs signed LaEDIE contracts and 60 percent were actively contributing data. The state’s Medicaid Managed Care

ELECTRONIC HEALTH RECORD ADOPTION AND IMPLEMENTATION

• LOUISIANA DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONS (DPS&C) – In 2016, the Quality Forum partnered with the DPS&C to assess, select and contract with a certified EHR system for the DPS&C headquarters, seven state correctional facilities and more than 30 eligible providers. The technology is designed to support the department’s ability to monitor and improve the health and safety of approximately 17,000 incarcerated offenders in DPS&C custody by allowing expanded access to patient data; enabling data generation related to clinical outcomes and patient profile/demographics; and ensuring that patient data is electronically available to incarcerated persons and their providers upon release. Going forward, the team will provide ongoing health IT support including EHR implementation/integration, training and project management services.

• OFFICE OF BEHAVIORAL HEALTH – The organization also worked closely with the Louisiana Department of Health’s (LDH) Office of Behavioral Health (OBH) staff to expand the use of health IT and care coordination within the state’s two psychiatric hospitals in 2016. This project targets the selection, adoption and implementation of a certified EHR system designed to support information flow between payers and providers for more effective clinical decision-making by multidisciplinary care teams; facilitate exchange of discharge planning; increase monitoring of quality metrics; and assist with submission of electronic claims to Healthy Louisiana plans and OBH data repository. The Quality Forum assisted OBH with vendor assessment in 2016 as the state office aimed to fulfill its mission to improve quality of life for people with mental illness and addictive disorders in Louisiana.

• OFFICE OF PUBLIC HEALTH – Following the assessment, selection and implementation of an EHR system for the LDH’s Office of Public Health (OPH) in 2015, the Quality Forum provided ongoing integration and technical support for the state’s 70 parish health units throughout 2016. The new system enhanced OPH’s ability to generate revenue – projected $11 million in State Fiscal Year 2017 – that may reduce the state’s budget burden to provide key services. This assistance also enabled the health units to optimize the use of EHR technology to improve care coordination, care quality and cost reductions for more than 209,000 Louisiana residents each year.

• MEANINGFUL USE (MU) SUPPORT SERVICES – The Quality Forum team continued to guide participating health care organizations with MU support services via phone assistance, e-newsletters and email updates. In addition, LaHIE’s public health reporting capability assists 62 hospitals and 128 clinics in meeting MU requirements.
TELEHEALTH INTEGRATION AND INNOVATION
Throughout 2016, the Quality Forum **promoted telehealth integration into Louisiana’s health care delivery system.** An organizational team member **chaired the Louisiana Telehealth Access Task Force,** a group that advises the State Legislature and the LDH and regularly reports on the status of telehealth services in the state. During the year, three telehealth-related bills were signed into law by Gov. John Bel Edwards. The new laws dealt with the prescription of controlled substances under special circumstances, in accordance with federal law; a provision to conduct telemedicine via “audio only,” provided certain conditions are met; authorization to use telehealth technology to provide nutrition services; and the addition of licensed nutritionists/dietitians to the list of authorized telemedicine providers. Finally, the Quality Forum worked closely with the TexLa Telehealth Resource Center to provide technical assistance and resources to new and existing telehealth programs throughout Texas and Louisiana.

PRACTICE TRANSFORMATION
With coordinated, quality-driven, patient-focused primary care as its foundational framework, the Quality Forum continued **to advance practice transformation by supporting the patient-centered medical home (PCMH) model of care.** A team of health care consultants and coaches provided 35 physician practices and/or groups with assessments; on-site and virtual training; practice and workflow redesign; project management; education/outreach; and PCMH application assistance. Because of the Quality Forum’s integrated program structure, the team also offered health IT-related services to augment clients’ EHR utilization and LaHIE connectivity to further their quality improvement efforts. By year’s end, **14 practices successfully earned PCMH recognition** from the National Committee for Quality Assurance, and **one group achieved Patient-Centered Specialty Practice recognition** (endocrinology).

The Quality Forum also worked with OPH/Bureau of Chronic Disease Prevention and Health Promotion to support grants from the Centers for Disease Control and Prevention related to hypertension and diabetes prevention. Assistance included team-based care coaching and on-site technical assistance for participating adult primary care practices (i.e., workflow redesign, policies/procedures, EHR functionality/reporting and quality improvement tools).

QUALITY IMPROVEMENT & ANALYTICS
Quality improvement and analytics remain an essential part of the Quality Forum’s transformational strategy for health care in the state. With its solid health IT infrastructure, the organization’s charge to **collect, analyze and report actionable health care data** advanced in 2016. A noteworthy example involves the leveraging of LaHIE’s capabilities via LaEDIE to improve health outcomes by reducing non-emergent use of hospital EDs. Throughout 2016, LaEDIE received, aggregated and reported ED utilization data to the Healthy Louisiana plans. The plans received daily notifications when Medicaid-covered beneficiaries visited a hospital ED, enabling them to address real-time ED visits with timely follow-up care and education regarding appropriate health care settings for specific diagnoses. A pilot project conducted with one of the Healthy Louisiana plans yielded significant results in 2016. For example, a pediatrics provider realized a **29 percent reduction in inpatient admissions** and a **10 percent reduction** in ED visits, both per 1,000 members. With its expertise in health care analytics, quality improvement and IT, the Quality Forum is actively tackling ED overuse in Louisiana. The data capabilities also continued to support health IT adoption and integration, quality reporting of patient outcomes, population health and practice transformation.

OUTREACH & EDUCATION
Informing, educating, engaging and ultimately, empowering stakeholders regarding key health care issues is an ongoing organizational commitment. The Quality Forum continued to discuss patient rights and the use of health IT tools among consumers as well as promote meaningful improvements in health care delivery and outcomes among health care professionals in 2016.

COMMUNITY OUTREACH
With the knowledge that patients who are actively engaged in their health and health care through health IT have better outcomes, improved provider communication and lower costs than those who are not engaged, the Quality Forum staff developed and launched one of the first statewide, direct-to-consumer, health IT education campaigns in the country in 2015. **Your Health In Your Hands,** with its integrated marketing, communications and outreach strategy, continued to run through August 2016, **positioning Louisiana as a recognized, national leader in patient engagement.** The strategy included a consumer-friendly website and advertising (i.e., radio, outdoor, print, digital and place-based), **along with media and public outreach.** Pre- and post-campaign surveys were conducted and results indicated noteworthy gains in health IT awareness and utilization among patients and families. For example, the campaign generated a 10 percent increase in the number of respondents who were familiar with EHRs; a 26 percent increase in those familiar with LaHIE; a 33 percent increase in those familiar with mobile apps for monitoring health conditions; and a 51 percent increase in those familiar with patient portals.

PROFESSIONAL OUTREACH
Throughout the year, Quality Forum content experts **addressed audiences across the state and the country** in-person and/or via webinar. Requested topics included population health, value-based payment/pay-for-performance, patient engagement, telehealth, HIE/analytics, PCMH quality reporting, health IT interoperability and end-of-life care planning/LaPOST, among others. The speaking engagement opportunities have enabled the team to visit all major areas of Louisiana as well as San Francisco, Chicago, Las Vegas, Atlanta, Boston, Tysons Corner, Va., Lubbock, Tex., and Biloxi, Miss.
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As of 12/31/16

To learn more about the Quality Forum, visit LHCQF.ORG

LOUISIANA PHYSICIAN ORDERS FOR SCOPE OF TREATMENT (LaPOST)

The mission of LaPOST is to improve end-of-life-care by honoring the health care goals of individuals in Louisiana with serious, advanced illnesses. The LaPOST document enables them to record and communicate treatment wishes with a physician’s order that travels across health settings. Approved by the Louisiana Legislature in 2010 and designated by the organization as a key initiative the same year, LaPOST enhances the Quality Forum’s mission to improve quality along the continuum of care. Throughout 2016, the organization focused its efforts on providing educational opportunities to more than 1,900 health care professionals and health-related organizations across the state via webinars and onsite presentations about advance care planning and the LaPOST document.

DOCUMENT REVISION AND UPDATE

In June 2016, the LaPOST document underwent minor changes which were approved by the Legislature and signed into law by Gov. John Bel Edwards. The modifications updated the language and clarified processes consistent with current medical standards, making it easier to complete. The document, as well as the Quality Forum’s collection of educational resources and support materials for health care professionals and consumers, were revised online and in print.

ADVANCE CARE PLANNING EDUCATION FOR LONG-TERM CARE FACILITIES

The Quality Forum completed a year of educational training for long-term care staff, residents and families in 2016. This special project was designed to implement advance care planning and the LaPOST document into facilities’ existing operations. New educational materials, such as implementation handbooks, worksite posters, patient/caregiver-centered brochures and a training video, were developed to enhance the comprehensive toolkit, which debuted in 2015. As an indicator of accomplishment, a LaPOST data component was tracked from July 2015 through June 2016 via the Minimum Data Set assessment. During the reporting period, results showed a five percent increase among the number of nursing home residents with LaPOST documents. Project funding was initially provided by a grant from LDH using civil money penalties paid into the Nursing Home Residents’ Trust Fund. The Quality Forum has received approval for a second year of funding.

NATIONAL HEALTHCARE DECISIONS DAY (NHDD) – APRIL 16, 2016

The Quality Forum partnered with local, state and national health care organizations to raise awareness and understanding of NHDD in 2016 utilizing an integrated marketing/communications campaign. With an intent to reach health care professionals and consumers in the Baton Rouge, Lafayette, Monroe and New Orleans markets, the overall campaign highlighted NHDD’s theme – It Always Seems Too Early, Until It’s Too Late. Key components included TV ads featuring community and civic leaders; media interviews, a video testimonial; and social media messaging (e.g., Twitter, Facebook, YouTube, LinkedIn, etc.). Developed internally by Quality Forum staff, the NHDD campaign received a Pelican Award from the Louisiana Society for Hospital Public Relations and Marketing in the Public Relations Division.

ADVANCE CARE PLANNING/LaPOST GRANT FUNDING

During 2016, the Quality Forum received $174,932 in grant funding: $25,000 from the Irene W. and C.B. Pennington Foundation for continued promotion of NHDD and $149,932 from LDH to provide training on advance care planning and LaPOST to staff, residents and families in long-term care facilities. The latter funding source uses civil money penalties paid into the Nursing Home Residents’ Trust Fund.