Benefits

- Enables comparison of your organization’s internal performance against the performance of other organizations
- Supports easy identification of opportunities for improvement
- Provides meaningful comparative data that your organization can use to engage physicians in performance discussions
- Gives your organization access to the right data, which can serve as a catalyst to accelerate the improvement process

As health reform becomes reality, healthcare organizations must examine their performance for quality and utilization gaps. To increase reimbursement and minimize penalties, organizations must not only demonstrate improved quality, but also rank in the top performance percentiles.

Respond Proactively

McKesson’s Healthcare Performance Benchmarks™ enables organizations to respond to health reform initiatives and proactively address performance concerns. Our solution enables organizations to measure severity-adjusted outcomes in quality, safety, patient satisfaction and utilization. By comparing these results to those of other organizations, each facility can rank its performance against national benchmarks.

Drive Performance Improvement

With dozens of peer groups and 6,000 hospitals available for comparison, healthcare leaders will know how they fare on the national, state and regional level – or even against competitors – on a day-to-day basis. By understanding how the quality of today’s care will affect tomorrow’s financial success, leaders can drive sustainable clinical performance improvement.

View Accurate, Balanced Metrics

Performance improvement requires accurate data that demonstrates a clear opportunity for improvement. Metrics must be carefully selected to ensure a balance between quality and financial performance.

Our solution provides the following metrics:

Quality Benchmarks

- Risk-adjusted mortality index
- Risk-adjusted post-operative infection index
- Centers for Medicare & Medicaid Services (CMS) core measures
- The Joint Commission core measures
- Agency for Healthcare Research and Quality (AHRQ) measures

Patient Safety Benchmarks

- Risk-adjusted patient safety index
- AHRQ patient safety measures

Patient Satisfaction Benchmarks

- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) composites

DRG Utilization

- Severity-adjusted length of stay
- Severely ill patients
- Severity-adjusted pricing comparison
- Severity-adjusted utilization detail
- Admission and discharge source and type
- Co-morbidities
Develop an Analytics Strategy

Benchmark data provides a much-needed external perspective when assessing internal performance. Clinical practice patterns are difficult to change. Meaningful comparative data serves as a catalyst for performance improvement:

- Modeling the potential reimbursement impact of pay-for-performance programs
- Understanding a competitor’s quality, satisfaction, safety and financial performance
- Engaging physicians in clinical performance improvement
- Understanding root causes of underperforming publicly reported metrics
- Enabling compliance with the ongoing practitioner performance evaluation (OPPE) process by including benchmark data in physician scorecards

Use Meaningful Data

Benchmark values are provided in aggregate and for APR-DRG risk of mortality or severity of illness. Where applicable, severity adjustments are included to factor in patient acuity levels. Comparative data is updated quarterly or annually to reflect changing performance. Hospital-specific data is updated daily to ensure a timely view of organizational performance.

Learn from Comparative Peer Groups

Hospitals can select peer groups based on general criteria, such as geography or bed size, or choose to include only hospitals that have been nationally recognized for best practice in nursing, or in a specific clinical specialty. Metrics can reflect either the median or the top 10th percentile. Hospitals can easily set either achievable or aggressive performance targets based on their internal objectives.

Comparative Peer Groups

McKesson provides a comprehensive library of comparative peer groups, including these options:

- National
- State, region and city
- Rural area
- Metropolitan area
- CMS Recovery Audit Contractor (RAC) region
- Bed size
- Specific health systems
- Individual hospitals
- Clinical specialties
- Disease-specific certification
- Clinical recognition, such as the ANCC Magnet Recognition Program*

Data Sources

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<th>Quality</th>
<th>Patient Safety</th>
<th>Patient Satisfaction</th>
<th>Utilization</th>
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Risk Adjustment

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For More Information

For more information on Healthcare Performance Benchmarks, contact your account executive or visit www.mckesson.com/enterpriseintelligence.

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