



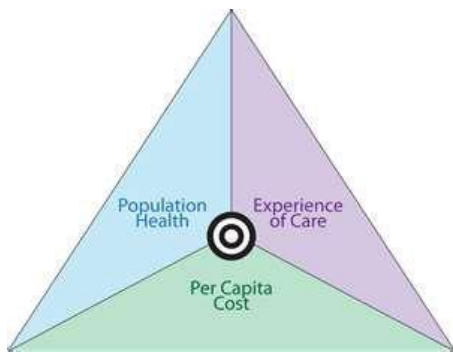
## Introduction to Triple Aim

Triple Aim is an Institute for Healthcare Improvement (IHI) initiative that healthcare organizations, including the North Carolina Hospital Association, are implementing across the country. *The IHI Triple Aim:*

1. Improving the experience of care,
2. Improving the health of populations, and
3. Reducing per capita costs of health care.

The Triple Aim approach has been successfully implemented in many parts of the US, Canada, and Europe, and has generated a lot of interest and excitement in Western North Carolina, one of IHI's few regional projects.

The [WNC Triple Aim Council](#) was established in February 2011 upon the recommendation of the WNC Health Network Board of Directors both to advise the Board and support implementation projects that promote population health in the WNC region. The council is currently comprised of 17 people from throughout our region representing healthcare institutions and providers, employers, managed care entities, and health departments, and is chaired by J. Michael Poore, CEO of MedWest. Carolyn Dorner, Quality Coordinator of WNC Health Network, organizes and supports the Council.



*The purpose statement of WNC Triple Aim is 'to collaborate to enhance the well-being of Western North Carolina's population by improving the experience, value, and health outcomes, through effective use of regional resources.'* IHI faculty Ninon Lewis, John Whittington, and Carol Beasley support the WNC Triple Aim Council by helping the Council develop and implement Triple Aim for the region.

## WNC Triple Aim Teams Formed

The WNC Triple Aim Council has created several teams to implement and measure the effects of their work on regional health outcomes. The teams focus on populations that scored high on the county health assessment, specifically the elderly, obese, and diabetic populations. By focusing on specific measures in

the region, the Council will be able to identify progress, and then eventually apply those concepts on a more broad scale to impact a larger population. The WNC Triple Aim teams and team leaders are:

WNC Triple Aim Team	Team Leader
WNC Healthy Kids (Childhood Obesity)	Sally Stein, WNC Health Network
Adult Obesity	Gibbie Harris, Buncombe County Health Dept.
Fall Prevention	Kate Queen, MD, Mountain Medical Associates
Transitions in Care	Pam Tidwell, CarePartners Health Services
Advance Care Planning	Betsey Bent, Mission Hospital & Robert Weaver, MAHEC
Diabetes	Myrna Harris, Crescent Health Solutions



## Team Spotlight: Diabetes

### Unique Collaboration

The Diabetes Management Team has formed an unusual collaboration among insurance providers. Representatives from Blue Cross/Blue Shield, United Health Care, Community Care of NC (Medicaid), Macon Co. Health Center, City of Asheville and Crescent Health Solutions are working together to improve care for their diabetic populations. They are pooling aggregate data to test approaches to the best patient care. "This initiative rises above our individual organizations to serve the people of WNC," states Myrna Harris, CEO of Crescent Health Solutions and Diabetes Management Team Leader. "Approximately one quarter of our region's population will be covered by this collaboration and we conservatively estimate that 8% of adults have diabetes, and many don't even know it."

One of the team's main goals over the next 3 years will be public awareness messages regarding diabetes. "We can educate everyone with messages and not just those with insurance," according to Mark Werner of BCBS and team member. Jennifer Wehe, Community Care of Western North Carolina notes, "You don't see a lot of public service messaging around diabetes and many are unaware they have it until there is a crisis and they are seeking treatment in the emergency room." The team will focus on important interventions, such as foot checks and eye exams, to prevent end organ damage from the disease.



## Annual WNC Quality Conference

Carolyn Dorer, Quality Coordinator at WNC Health Network (right), presented two posters at the 1st Annual WNC Quality Conference in October to 120 attendees from the region. The posters represented the work of WNC Triple Aim as well as the Emergency Department Turnaround Time Study for WNC.

# Institute for Health Improvement (IHI) Inspires WNC Triple Aim Development

The IHI faculty visited WNC in mid-October and met with our Triple Aim team leaders. They focused on testing to accelerate our work, asking, "What have you tested?" John Wittington, MD, IHI, recommended, "Don't give up the good for the perfect," with regard to data. "Use sampling, test your way into it," was encouraged by Carol Beasley, from IHI. She advised us, "Don't over- invest in comparison; compare to yourselves."

As our diverse teams come together to tackle diabetes, obesity, falls, transitions, and advance care planning, a common vocabulary is essential. The IHI stresses that 'big work' is thinking differently. We often look at 'big dot' measures, like per capita cost, that build 'social capital' aligning us toward our Triple Aim goals: *improving the experience of care, improving the health of populations, and reducing per capita costs of health care*. For more information about the work of Triple Aim, contact [Carolyn Dorer](#).

***The IHI Triple Aim -  
Simultaneous pursuit of three aims: improving the experience of care,  
improving the health of populations, and reducing per capita costs of  
health care.***

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## ***Commonwealth Fund Scorecard***

*As a result of our participation in IHI Triple Aim, The Commonwealth Fund has chosen our region to be one of two initial test sites for a regional scorecard. The scorecard consists of 43 healthcare indicators compiled from 12 sources. This data will be used to benchmark our projects as well as healthcare in our region. To reference our current state scorecard, click [here](#). The scorecard will be issued nationally in 2012.*

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## **Links & Documents**

[WNC Health Network Website](#)

[WNC Triple Aim Council Membership List](#)

[WNC Triple Aim Teams Organizational Chart](#)

[IHI's Triple Aim Website Page](#)

[WNC Healthy Kids Website](#)