

“How do we get to better, smarter, healthier?”

Workshop on Health Care Quality in HST



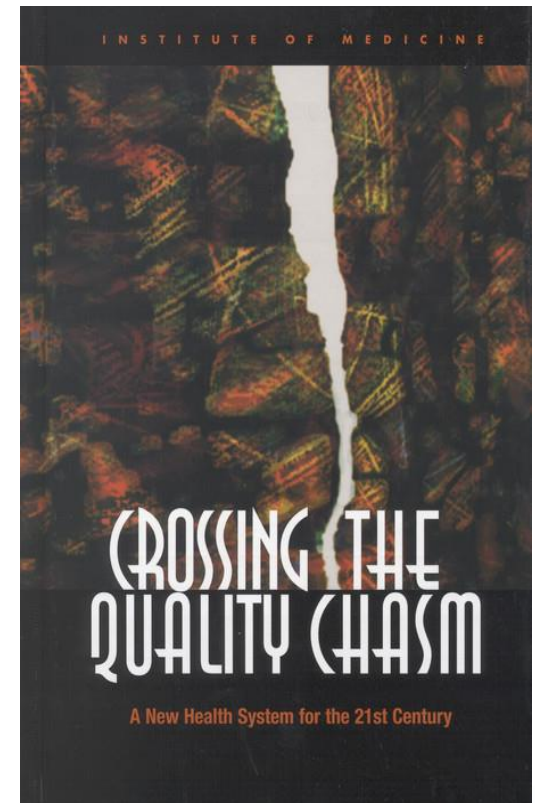
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Consumer Voices for Coverage

Philadelphia, PA

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I. Why is quality measurement important for health care transformation?



Goals for Quality Measurement in HST

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- ✓ **Enable consumers, providers, payers and communities to identify real value**
 - ✓ **Protect patients from potentially negative effects of change**
 - ✓ **Engage consumers in quality design and implementation**

Health Care Quality Domains



Users/Uses of Quality Measures

Consumers

Choice
Shared Care Planning

Community

Evaluate impact
Integrate with SDH

Providers

Care Improvement
Coordination

Payers

Standards
Paying for Value

Regulators

Enforce standards
Design systems

Quality Measures: Patient Reported

Patient experience

**Surveys &
Interviews
of
Service
delivery
Confidence**

Patient Reported Outcomes

**Surveys &
Interviews
of
Wellbeing
Functional
status**

Grievances & Complaints

**Problems
reported to
plans or
state**

Quality Measures: Provider and System

Clinical Processes

Lab values
Medications
Procedures
Safety

System Processes

Care Coordination
Shared Care Planning
Discharge instructions

System Outcomes

Potentially Preventable Events:
Hospital Readmissions
Hospital Acquired Infections

Quality Measures: Community

Health Care Processes

Access
Affordability
**Patient
engagement**

Social System Processes

Education
Employment
Income
Housing
**Social
support**
Safety

Population Health Outcomes

**Healthy
People**
**Engaged
Communities**
**Healthy
Communities**

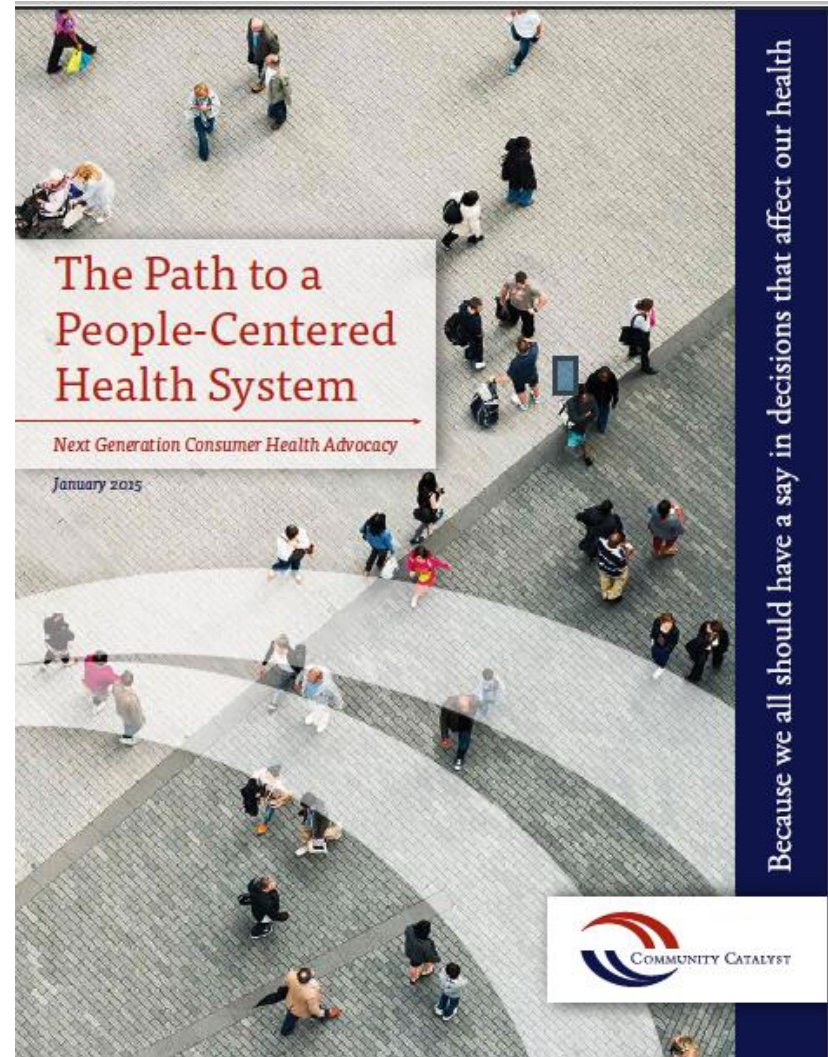
II. Challenges of existing approaches to quality?



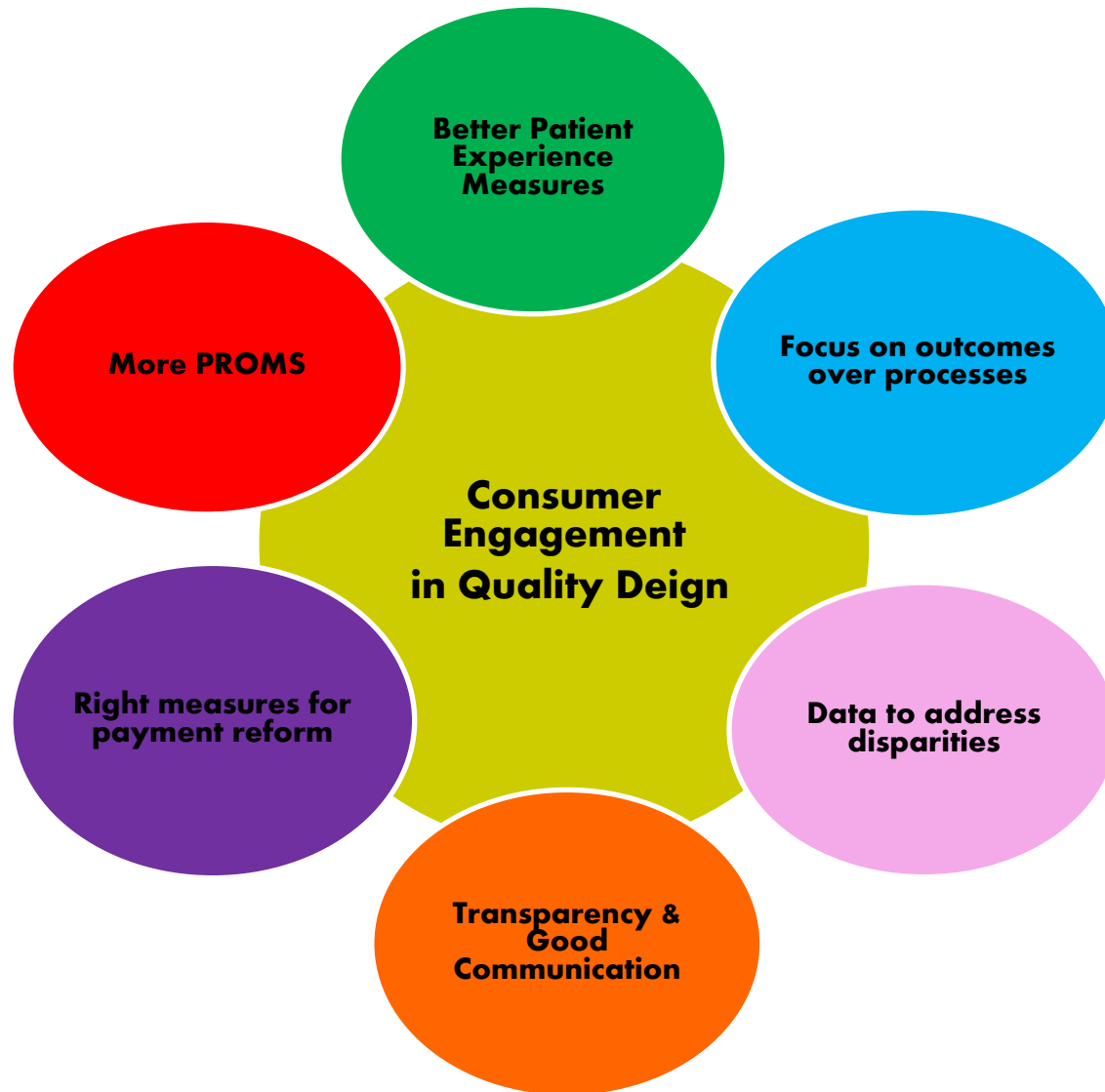
Problems with current quality measurement



III. What directions do we need to go in quality measurement?



Consumer agenda for quality in HST



Thank You

