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

Workshop on Health Care Quality in HST

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Consumer Voices for Coverage
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I. Why is quality measurement important for health care transformation?
Goals for Quality Measurement in HST

- 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

Quality

Equitable
Safe
Efficient
Timely
Effective
Patient Centered

Institute of Medicine 2001 Crossing the Quality Chasm
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

- We measure the wrong things
- Not everything that counts can be counted
- Limited collection & reporting (e.g. disparities)
- Difficult for patients and advocates to engage
III. What directions do we need to go in quality measurement?
Consumer agenda for quality in HST

- Better Patient Experience Measures
- Focus on outcomes over processes
- Data to address disparities
- Transparency & Good Communication
- Right measures for payment reform
- More PROMS
Thank You