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What are Measures?

Definition Measure

- ▀ n. A standard: a basis for comparison; a reference point against which other things can be evaluated; “they set the measure for all subsequent work.” v. To bring into comparison against a standard.

Source: NQF ABC's of Measurement



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What is a Quality Measure?

Tools used to **quantify** the care provided to patients and **gauge** how improvement activities are indeed **improving** care or outcomes for certain conditions, in various settings or during a specific timeframe.

When used in healthcare practice or performance improvement activities, they assist in determining how well care is provided for certain **aspects of care**, for certain **conditions**, or for various **populations or communities**

Source: NQF Measurement 101: The Basics



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Why are Measures Important?

- ▣ Qualitative tool
- ▣ Quality Improvement
- ▣ Drive better health care
- ▣ Consumers/Purchasers informed decisions
- ▣ Accreditation/Certification
- ▣ Public reporting
- ▣ Payment (Private and Public)
 - Pay for Reporting
 - Pay for Performance, Payment Reduction



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Structural Measures

▶ **Structural Measures** reflect the conditions in which providers care for patients. These measures can provide valuable information about staffing and the volume of procedures performed by a provider

- ▶ **Example:** Adoption of Medication e-Prescribing
- Documents whether provider has adopted a qualified e-prescribing system and the extent of use in the ambulatory setting.

Source: National Quality Forum (NQF)
ABC's of Measurement



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Process Measures

▶ **Process Measures** show whether steps proven to benefit patients are followed correctly. They measure whether an action was completed — such as writing a prescription, administering a drug, or having a conversation.

- ▶ **Example:** Childhood Immunization Status
- Percentage of children 2 years of age who had four DtaP/DT, three IPV, one MMR, three H influenza type B, three hepatitis B, one chicken pox vaccine (VZV), and four pneumococcal conjugate vaccines by their second birthday.

Source: NQF ABC's of Measurement



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Outcome Measures

▀ **Outcomes Measures** take stock not of the processes, but of the actual results of care. They are generally the most relevant measures for patients and the measures that providers most want to change.

▀ **Example:** Surgical Site Infections

- Percentage of surgical site infections occurring within 30 days after the operative procedure.

Source: NQF ABC's of Measurement



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Patient-Reported Outcomes Key Definitions

▀ **Patient-Reported Outcome (PRO):** Any report of the status of a patient's health condition that comes directly from the patient, without interpretation of the patient's response by a clinician or anyone else. (U.S. FOOD AND DRUG ADMINISTRATION. Guidance for Industry. Patient-Reported Outcome Measures: Use in Medical Product Development to Support Labeling Claims. Federal Register 2009;74(35):65132-133.)

Source: NQF Patient-Reported Outcomes Project



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Patient Reported Outcomes

Key Definitions

- ▶ **Patient-Reported Outcome (PRO):** information about the patient, as communicated by that person
- ▶ **PRO Measure (PROM):** an instrument, scale, or single-item measure that gathers the information directly from the patient
- ▶ **PRO-Based Performance Measure (PRO-PM):** a way to aggregate the information that has been shared by the patient and collected into a reliable, valid measure of health system performance

Source: NQF Phrase Book



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Patient Experience Measures

- ▶ **Patient Experience Measures** record patients' perspectives on their care
- ▶ **Example:** CAHPS Clinician/Group Surveys — (Adult Primary Care, Pediatric Care, and Specialist Care Surveys)
 - Surveys of patient experience with primary care for adults and children and with specialist care

Source: NQF ABC's of Measurement



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Composite Performance Measures

Composite Performance Measure

Combine the result of multiple performance measures to produce a single score and provide a more comprehensive picture of quality care

Example: Mortality for Selected Conditions

– Measure of in-hospital mortality indicators for selected conditions

Source: Source: NQF ABC's of Measurement



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Additional Examples Composite Measures

▶ STS CABG Composite Score, NQF#0696 consists of four domains and 11 individual measures

▶ AHRQ Patient Safety for Selected Indicators Composite (PSI #90), NQF#0531 consists of 11 individual measures

Source: <http://www.qualityforum.org/QPS/>



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Measure Calculations

Rate-based

- Proportion: numerator is a subset of the denominator population
 - Human Papillomavirus Vaccine for Female Adolescents (HPV)
- Ratio: numerator is not a subset of denominator, but a relationship exists between them
 - Central line-associated bloodstream infections per central line device days

Continuous Variable Measure (aka central tendency): a simple mathematical average

- Median Time from ED Arrival to ED Departure for Admitted ED Patients

How are Measures Developed?

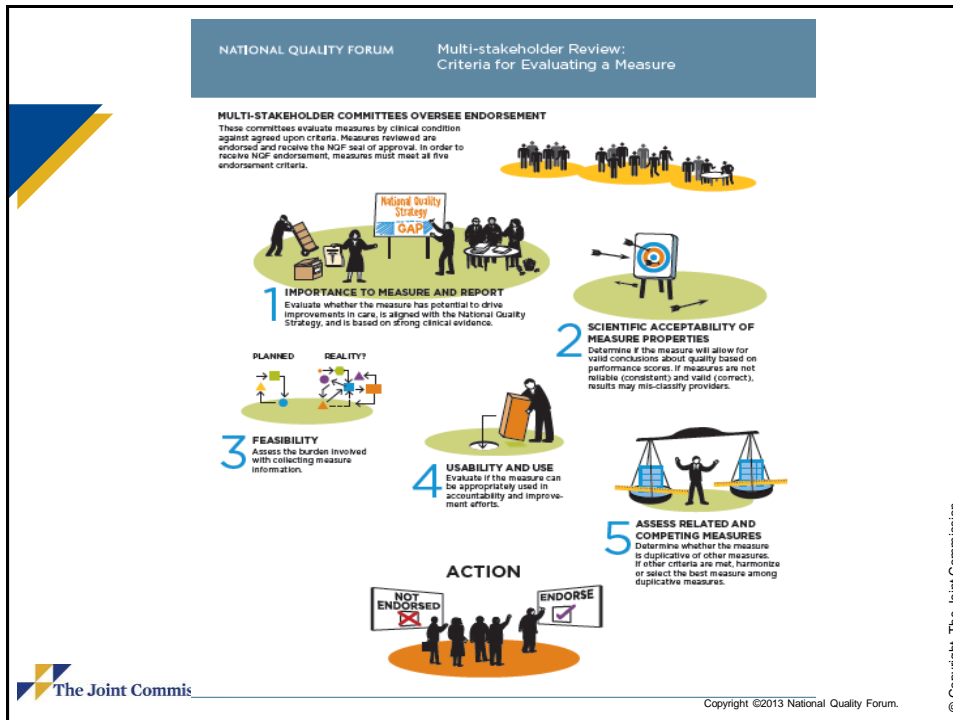
- Identify focus/measure concept(s)
- Literature review/evidence review
- Expert input, e.g., Expert Advisory Panel
- Measure identification
- Measure specifications
- Public comment
- Testing
- Implementation
- NQF endorsement

How are Measures Endorsed? National Quality Forum (NQF)

- ▶ The NQF is a nonprofit organization that operates under a three-part mission to improve the quality of American healthcare by:
 - setting national priorities and goals for quality improvement;
 - **endorsing national standards for measuring and reporting on;**
 - and promoting the attainment of national goals through education and outreach.

NQF - Voluntary Consensus Standards-Setting Organization

- ▶ NQF uses a formal Consensus Development Process, and is recognized as a voluntary consensus standards-setting organization as defined by the National Technology Transfer and Advancement Act of 1995 and Office of Management and Budget Circular A-119.



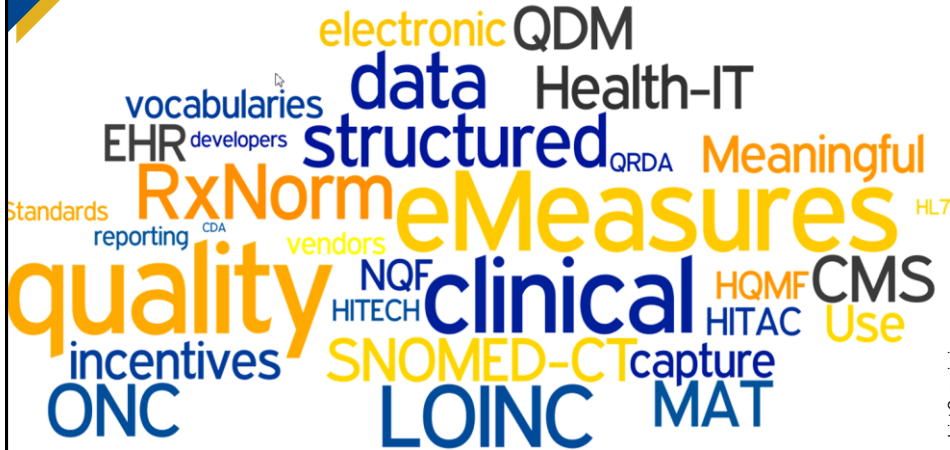
Measure Applications Partnership (MAP)

- ▶ Convened by NQF, the MAP is a multi-stakeholder partnership that guides the U.S. Department of Health and Human Services (HHS) on the selection of performance measures for 20 plus federal health programs.
- ▶ Congress (Affordable Care Act of 2010) recognized the benefit of an approach that encourages consensus building among diverse private- and public-sector stakeholders.

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Electronic Clinical Quality Measures (eCQMs)



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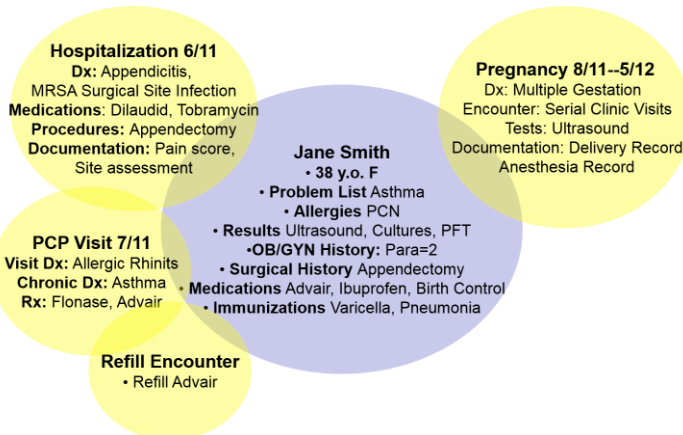
Defining EHR, HIE, and Interoperability

- ▶ **Electronic Health Record:** A digital record addressing the total health of the patient, at a minimum including capture and query of patient health information, clinical decision support, and allowing information exchange.
- ▶ **Health Information Exchange:** The ability of two or more systems to exchange information (transport method).
- ▶ **Interoperability:** The ability to share information (i.e., vocabularies and terminologies) *that has been exchanged* between medical devices and information systems and is understood exactly the same way by the devices and systems.



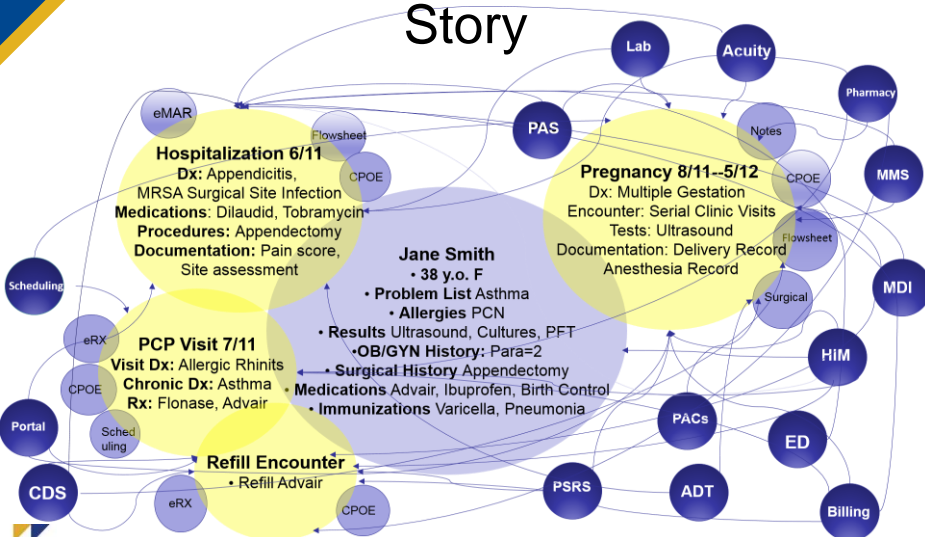
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Jane Smith's EHR: Data Supporting Patient-Centered Care



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The EHR: A Tangled Web of Technology, Telling the Patient Story



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Resources

- ▶ http://www.qualityforum.org/Measuring_Performance/ABCs_of_Measurement.aspx
- ▶ Access ABC's of Measurement
- ▶ Access NQF Resources
 - Field Guide
 - NQF Glossary
 - Developer Guidebook
 - Steering Committee Guidebook