Quality Measurement

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NCQA

A non-profit that for 21 years has worked with federal, state, consumer and business leaders to measure, improve and hold plans accountable for quality

Our Mission: ***Improve health care quality***

Our Vision: ***Transform healthcare through measurement, transparency, and accountability***

NCQA
Measuring quality
Improving health care.

Context

Familiar words can mean different things

Quality issues differ

Approach and methods may be helpful

What is QUALITY?

Right care in right amount at right time

Right care: Safe, effective, fits the persons' values & situation

Right amount: What you need without waste

Right time: To stay healthy, get well, avoid preventable problems

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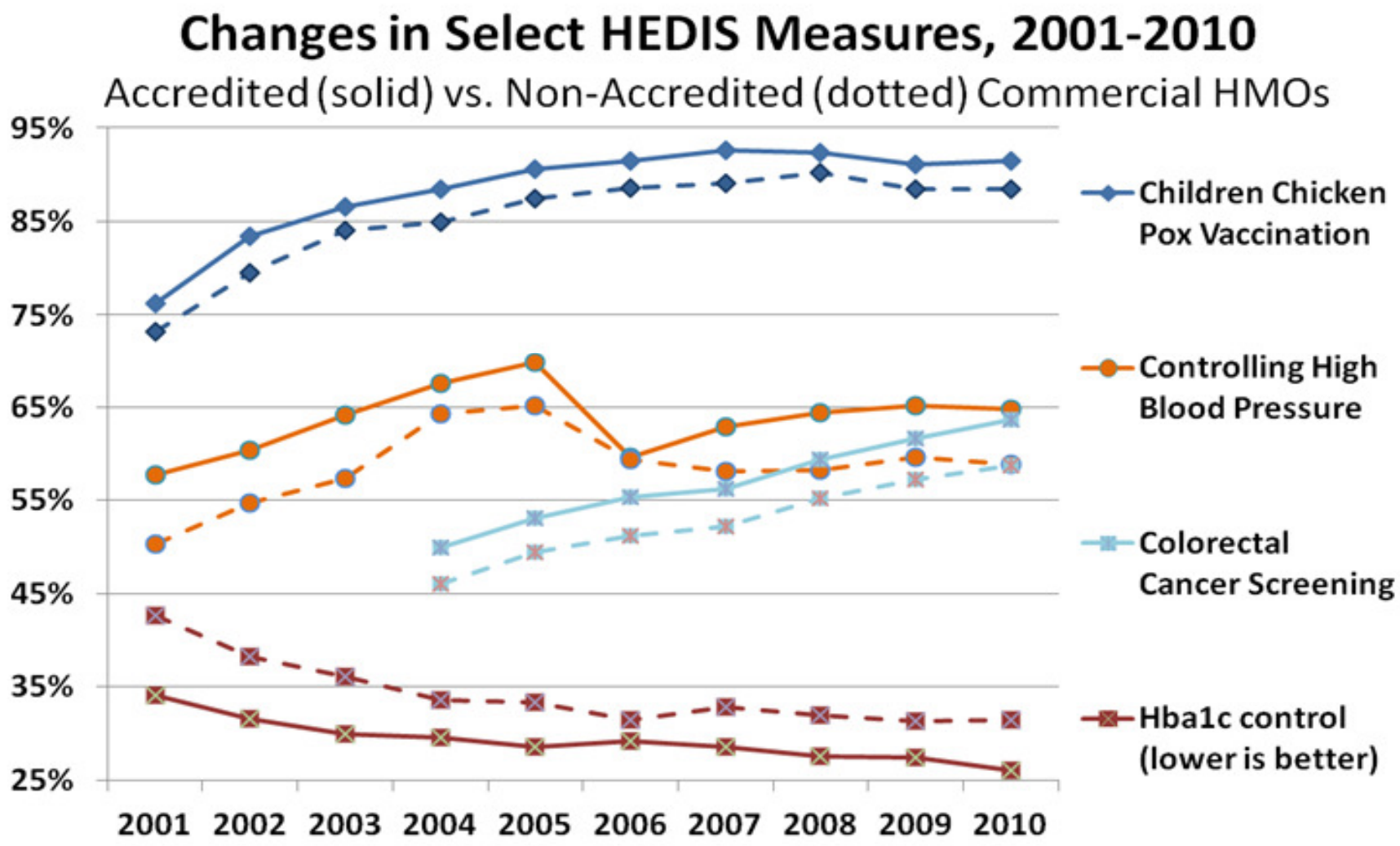
Why Measure Quality?

In order to know where and how to improve, first you need to know how you are doing

Transparency helps foster accountability

What Gets Measured, Gets Improved



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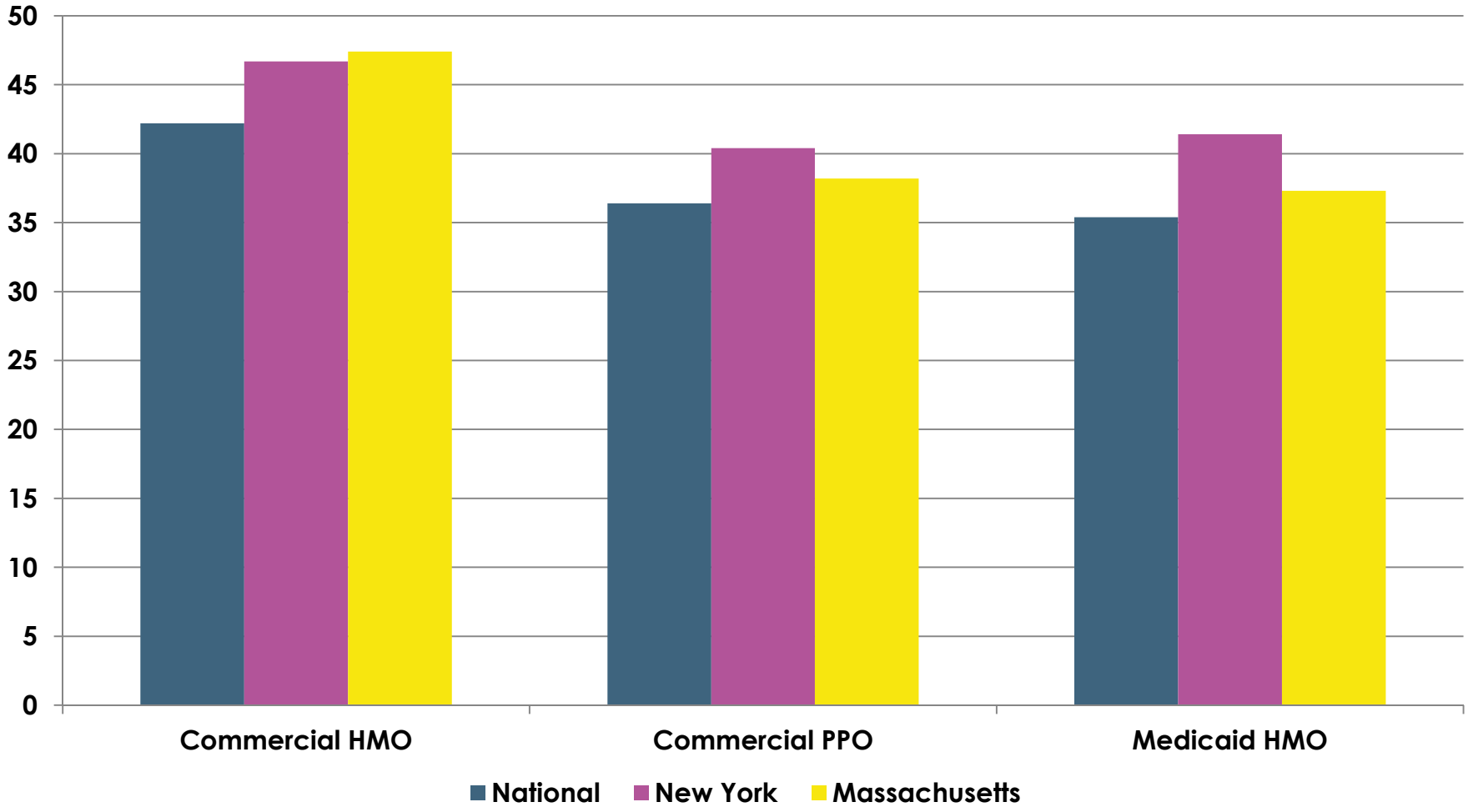
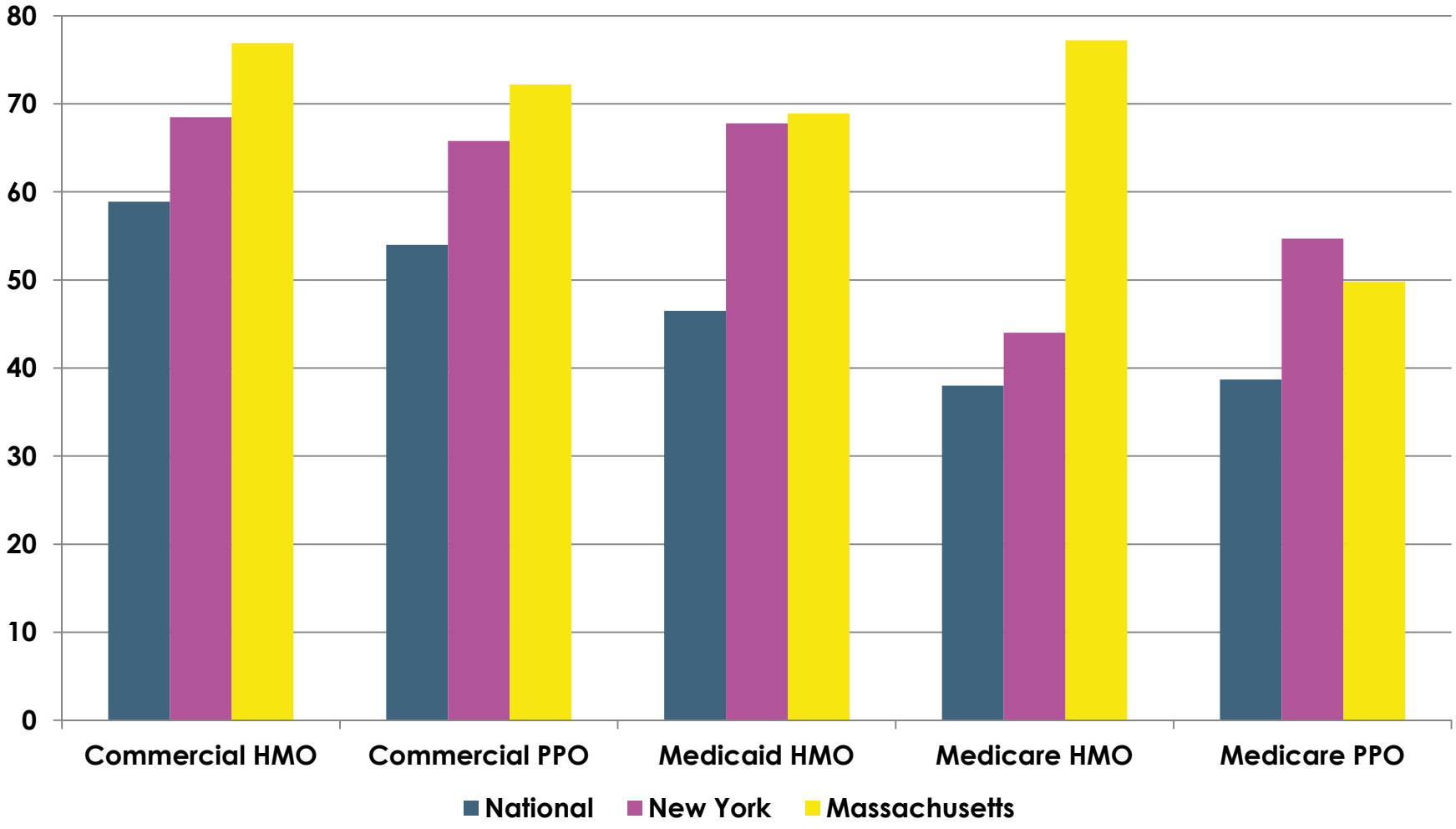
Comprehensive Diabetes Care: Good Glycemic Control (HbA1c <7%)



Follow-up After Hospitalization for Mental Illness: Within 7 Days Post-Discharge



Types of Measures

Structure

PRACTICE

- Uses a standard referral form
- Tracks referrals

Process

PRIMARY CARE

- % of referrals where information was sent to specialist
- % of referrals where specialist report was returned

Outcomes

PATIENT

- "provider was informed & up to date"
- Able to return to work/social activities

SYSTEM:

Readmissions

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Special Populations: Person-Centered Care for People with Medicare and Medicaid

- Person-centered approach
- Structure and process measures provide the foundation
- New performance measures
- Challenges and opportunities

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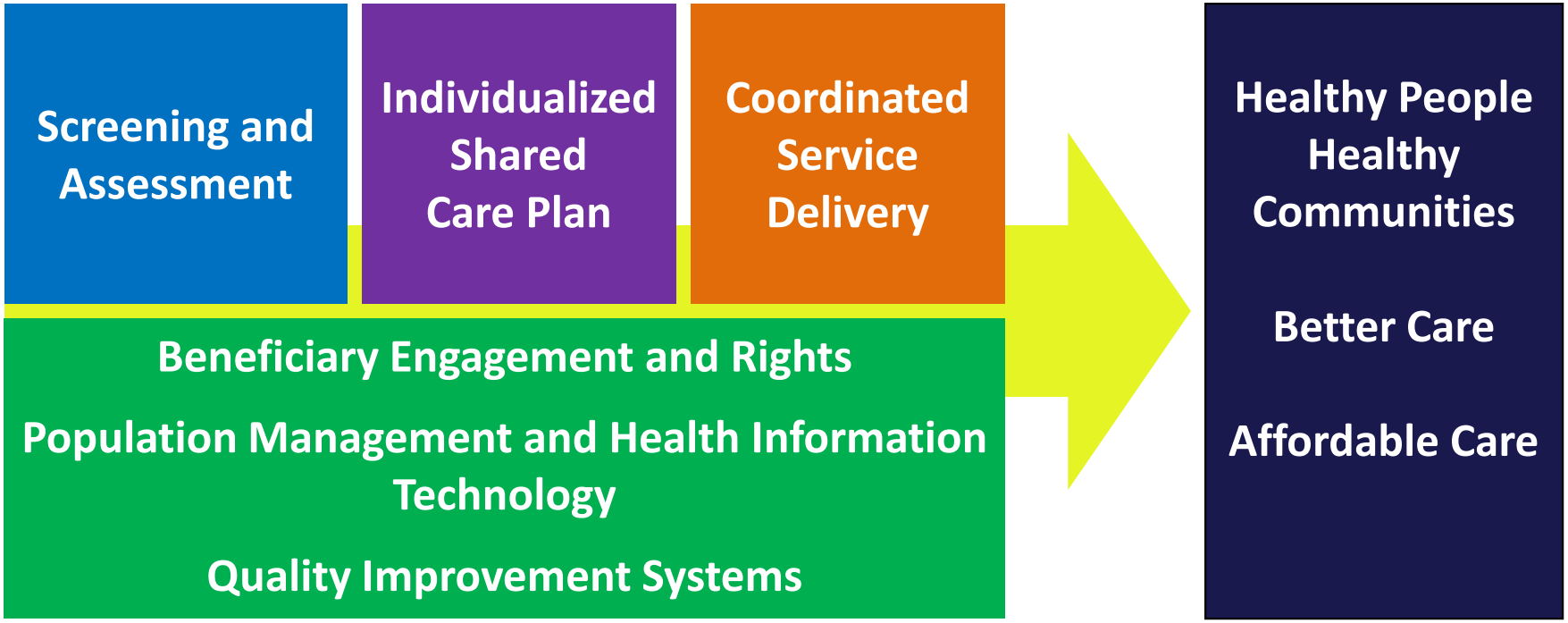
- Consumer/family perspective
- Coordination of care team across settings
- Issues common across subgroups of dual-eligible population
- Aspirational

Model for Evaluating Quality



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Focus on Person-Centered Goals

- **Elicit person's goals**
- **Incorporate in care plan**
- **Demonstrate that goal is achieved**

Where to Go From Here?

Structure and process measures provide road map

Performance measures assess implement-ation

Collaborative to identify best practices

Outcome measures assess goal attainment

For More Information

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