Measurement Basics in 30 Minutes

Camille Espinoza, MSW, MSPH
Director, Member Education
Karen Johnson, MS
Senior Director, Quality Measurement

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Today’s Speakers

Camille Espinoza
Director, Member Education
National Quality Forum

Karen Johnson
Senior Director, Quality Measurement
National Quality Forum

Objectives & Agenda

By the end of this session, members can expect to:

- Be able to define basic measurement concepts
- Understand how measurement serves as a tool to help improve healthcare quality and create healthier populations
- Understand how and why stakeholders use quality measures
What Do We Mean by Measurement?

**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: The ABC’s of Measurement

What Is a Measure?

Healthcare performance measures are tools used to quantify the quality or cost of care provided to patients and their families.

They allow us to gauge the quality of care that is provided and help us understand whether and how much improvement activities improve care and outcomes.
Why Do We Measure?

The primary goal of healthcare performance measurement is to improve the quality of healthcare received by patients (and ultimately, to improve health).

Measurement is a quality improvement tool, not an end in and of itself.

Who is Being Measured?

Providers of healthcare: Provider-level measures
- Individual clinicians or groups of clinicians
- Hospitals
- Nursing facilities
- Home health agencies
- Hospices
- Health plans

Populations: Population-level measures
- A specified geopolitical area or some other subpopulation of individuals (e.g., age, race, ethnicity, occupation, schools, health conditions, common interests, or any number of other characteristics)
What Are The Major Uses of Healthcare Performance Measures?

- Internal quality improvement
- Benchmarking
- Accountability applications
  - Certification
  - Accreditation
  - Defining provider networks
  - Public reporting
  - Payment

Who Uses Measures and Why?

Many people are interested in the quality, outcomes, and cost of care including:

- Patients, Consumers, Families, & Caregivers
- Primary Care, Specialists, & Other Health Professionals
- Health Systems & Care Facilities
- Employers & Payers (private & public)
- Measure Developers and Programs
- Health and Measurement Researchers
What Are The Types of Healthcare Performance Measures?

1. Quality
   A. Structures of care
   B. Processes of care
   C. Outcomes
      i. Intermediate clinical outcomes
      ii. Health outcomes (mortality, complications, etc.)
      iii. Patient-reported outcomes (experience, functional status, engagement, quality of life, etc.)

2. Resource use/cost
3. Efficiency (combination of quality and resource use)

Where Do Data for Measures Come From?

- Paper medical records
- Electronic health records
- Other electronic clinical data (e.g., pharmacy, labs, imaging)
- Electronic assessment data (e.g., MDS; OASIS)
- Administrative claims (e.g., insurance claims)
- Clinical data registries
- Patient reports (e.g., from surveys)
Performance Measures Combine Data from Many Individuals

What Are the “Key Ingredients” of a Measure?

To understand a measure, we need to know:

- **What** should happen?
- **Who** is the target group?
- **Where** should it take place?
- **When** should it take place?
- **How** should it occur?
- What, Who, Where, When, & How should **NOT** be measured?

“**Measure specifications**” is the term used to describe how to build and calculate a measure.
Let’s Review a Measure – NQF #0057

**Title**
Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) testing

**Description**
Percentage of patients 18-75 years of age with diabetes (type 1 and type 2) who received an HbA1c test during the measurement year

**Numerator (What, How, When)**
Patients with a HbA1c test completed during the measurement period

**Denominator (Who, Where, When)**
Patients with type 1 or type 2 diabetes who had at least one described encounter during the measurement period

**Exclusions (NOT)**
Patients with gestational or steroid-induced diabetes

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How is Performance Calculated?

**Numerator (What, How, When)**
Patients with HbA1c testing during the measurement period

**Denominator (Who, Where, When) – Exclusions (NOT)**
Patients with type 1 or 2 diabetes who had at least one described encounter during the measurement period

Patients with gestational or steroid-induced diabetes
Patients Receiving Hemoglobin A1c Testing

50% of eligible patients received HbA1c testing

Calculating Patients Receiving Hemoglobin A1c Testing

\[
\text{Numerator} = \frac{4}{10 - 2} \quad \text{Denominator – Exclusions} = \frac{4}{8} = 50\% 
\]
Now imagine this measure for a population of 10 thousand, or 10 million.

What Are Some Fundamental Tensions in Healthcare Performance Measurement?

- A few good outcome measures for accountability **Versus** Specific process measures to guide improvement
- Core sets of measures **Versus** Measures that meet the needs of different providers and settings
- Measuring at system level **Versus** Measuring at individual clinician level
- Burdens for providers **Versus** Comprehensiveness for consumers & purchasers
Audience Discussion

To ask a question, type into the web chat

Summary

✓ Healthcare professionals care about people. To provide the best outcomes, we use healthcare performance measures as a tool to continuously improve the care we deliver.

✓ There are many forms and functions of measures. What they all have in common is that they seek to improve health outcomes by improving quality of care.

✓ Quality measurement is at work behind the scenes occurring throughout all aspects of healthcare, in various settings, and for various populations.
Measurement Unpacked

- A self-guided e-learning activity about the basics of measurement (available on our Basics page)
- Follow a real-life example to see how measures affect a patient through the continuum of care
- Go at your own pace
- Try out interactive quizzes

3-Minute Videos About Measurement

- Brief, animated videos for any audience
- Available anytime on NQF’s video web page
Audience Discussion

To ask a question, type into the web chat

THANK YOU