

## Handout for the Member Education workshop “Quality Measurement 101: The Basics”

Types of Performance Measures	
Measurement Types	Definition
Structural	Assesses healthcare infrastructure. <i>Example:</i> Providers who can send prescription information to a pharmacy electronically <i>Example:</i> Number of nursing hours per patient day <i>Example:</i> Providers who have a reminder system for screening mammograms
Process	Assesses steps that should be followed to provide good care. <i>Example:</i> Patients with HbA1c testing during the measurement period <i>Example:</i> Adolescents who have received recommended immunizations <i>Example:</i> Stroke patients who receive clot-busting medications in a timely manner
Intermediate Outcome	Assesses a factor or short-term result that contributes to an ultimate outcome. <i>Example:</i> Individuals with Blood Pressure < 140/90 <i>Example:</i> Diabetics with HbA1c levels < 8%
Outcome	Assesses the results of healthcare that are experienced by patients. <i>Example:</i> Individuals who die after a heart attack <i>Example:</i> Hospital readmissions
Patient-Reported Outcome Performance Measure (PRO-PM)	Assesses performance using an instrument, scale, or survey that gathers the information directly from the patient, consumer, or caregiver on their healthcare engagement and experiences. <i>Example:</i> Patient’s rating of pain on a scale from 0 to 10 <i>Example:</i> Patients or caregivers who say they are involved in care decisions <i>Example:</i> Caregivers who feel confident giving medications to a family member
Cost/ Resource Use	Assesses the cost or the resources (people and supplies) needed to provide care <i>Example:</i> Resource use for patients with cardiovascular conditions
Efficiency	Assesses how well a system uses its resources to obtain quality through a combination of cost and quality. <i>Example:</i> Thoracic CT : Use of Contrast Material
Composite	A combination of two or more component or individual measures, each of which individually reflects the quality of various aspects of care, into a single quality measure with a single score <i>Example:</i> How successful were care transitions after patients left the hospital from a heart attack, based on three factors: follow-up by a primary care provider, visits to the emergency department, and hospital readmissions