

## Why Quality?

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QUALITY FORUM

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TO NATIONAL QUALITY FORUM

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## Why Quality?

### Today's Objectives

- To better understand the purpose of quality measurement
- To understand why quality measurement is an increasingly important component to health reform



## Animated Short Video: The Quality Community Using Measures Everyday



## Why Quality?



Jonathan Grau, MSc  
*Senior Director*

## Institute of Medicine's Definition of Healthcare Quality

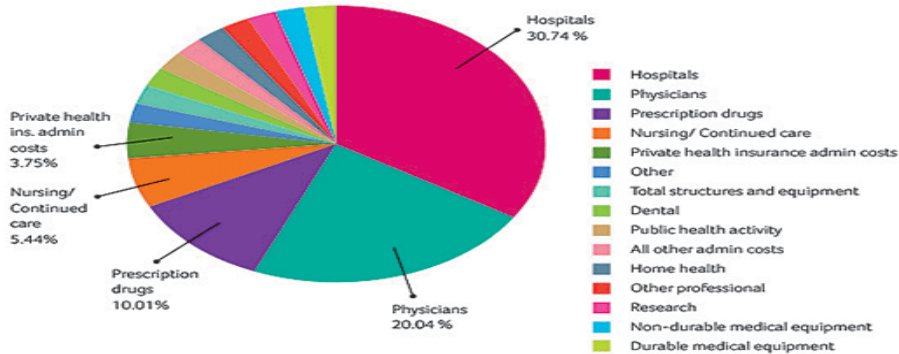
The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge.



### U.S. health care spending breakdown

Health care spending in the United States totaled nearly \$2.6 trillion in 2010. Of total spending, half (51 percent) goes to pay the cost of medical services provided by hospitals and physicians. Prescription drugs spending accounts for 10 percent. While prescription drug costs represent a significant portion of overall health spending, this is one area where there has been some recent success in slowing the growth in spending. From 2009 to 2010, prescription drug costs grew by just 1.2 percent while hospital and physician costs grew by 4.9 percent.<sup>7</sup>

### U.S. Health care spending breakdown, 2010



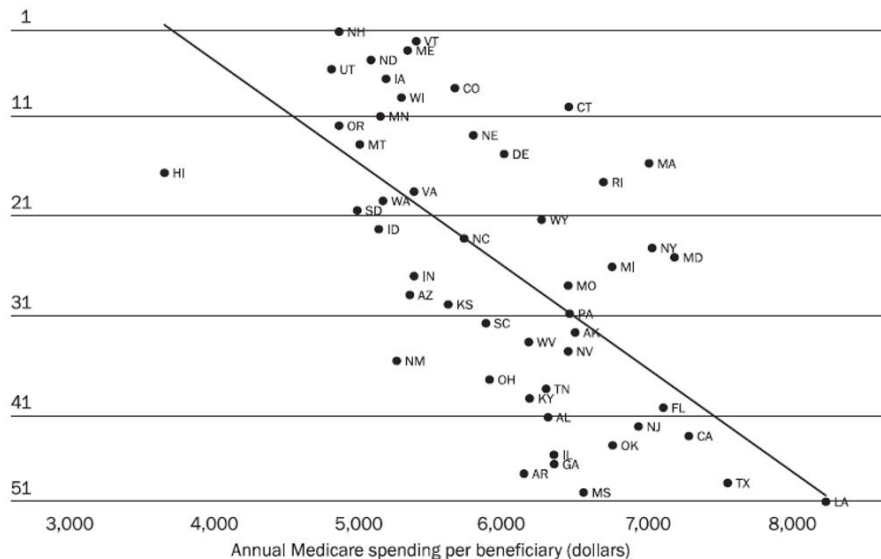
Source: Center for Medicare and Medicaid Services

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### Relationship Between Quality And Medicare Spending, As Expressed By Overall Quality Ranking, 2000-2001

Overall quality ranking



Source: Baicker and Chandra (2004)

## Getting it right one patient at a time

The consistent application of medical science by providers to make every patient better.

**400 years of Western medicine**

**~200,000 active clinical trials**

**~2 million peer-reviewed science and medical publications per year**



**15 minutes with your provider**

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## Making healthcare quality a bedside reality: A generalized quality improvement cycle



## The Patient Care Imperative and, Six Sigma , for example ...

35.1 million hospital discharges

- 119 defects\*

54.4 million hospital procedures

- 184 defects

136.3 million ED visits

- 462 defects

100.7 million outpatient visits

- 340 defects

**Total defects = 1,105**

\*death, harm, near-misses

**Actual stats (2010)**  
**100,00 deaths**  
**~1,000,000 SREs**

## Major Uses of Quality Measures

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



## Types of Quality 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.)



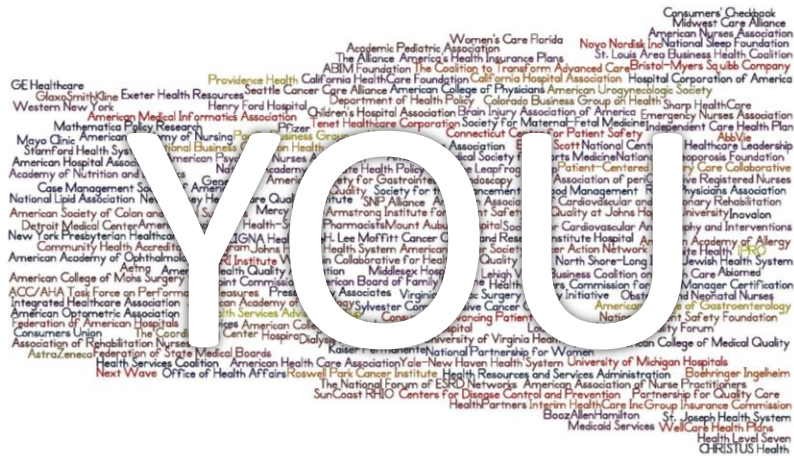
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the Links tab

## Evaluating the Impact of Quality Measurement





## Who really makes quality happen?



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## Get Involved in Quality Work



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- **Join** a Member Network (Renal, HIT and more coming soon)
- **Attend** Member Meet-Ups
- **Learn** through Member-only education events
- **Read** exclusive Member communications
- **Share** your success stories: [nqfresults@qualityforum.org](mailto:nqfresults@qualityforum.org)
- **Display** your NQF Member Logo

Learn more on the [Member webpage](#)



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## Get Involved in Quality Work

- **Participate** in NQF meetings in-person or online
- **Attend** project webinars
- **Submit** measures for endorsement
- **Comment** on measures and reports
- **Vote** on measures for endorsement
- **Nominate** a colleague (or self-nominate) to a steering committee
- **Sign up** for project-specific emails
- **Follow** NQF on Twitter: @NatQualityForum



## Get Involved in National Quality Partners



Reducing antimicrobial resistance through aggressive antibiotic stewardship



Improving advanced illness care through authentic patient and family engagement

Learn [More](#)

## Your Feedback

Comments? Questions?



Please type into the chat box anytime

## Next Steps

Please take a moment to fill out the [event evaluation](#)



