



Patient-Centered Measurement: A  
Framework to Align Performance  
Measurement with Patient Preferences

*Learning Collaborative 2017 Webinar*

*Monday, September 25, 2017*

WELCOME



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President & CEO  
National Quality Forum

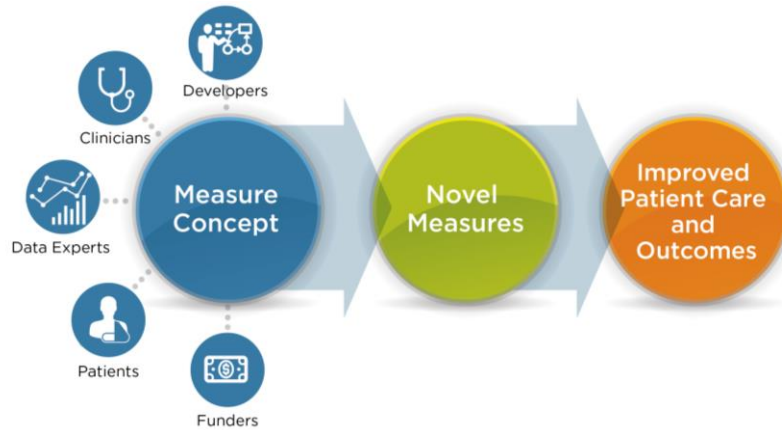
## NQF Strategic Direction



**Improve healthcare quality, safety,  
and affordability**

## NQF Measure Incubator

*Getting to Quality Measures that Matter*



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## NQF Learning Collaborative

- **Purpose:** identify and share best practices around tough issues of measure development and to creatively collaborate on identifying solutions
- **Includes** stakeholders interested in measurement, such as measure developers, researchers, data entities, purchasers, patient organizations, and clinician groups



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## 2017-18 Learning Collaborative Patient-Centered Measurement Webinar Series

### *Background*

- Patient-centered measurement drives patient-centered care
- Substantial gaps exist in meaningful, patient-centered measures
- We need real-world experiences, grounded by a sound framework

## 2017-18 Learning Collaborative Patient-Centered Measurement Webinar Series

### *Objectives*

- Share [Principles for Making Health Care Measurement Patient-Centered](#)
- Identify innovative practices aligned with principles
- Promote solutions to barriers to patient-guided measurement
- Accelerate improvement in quality and safety through patient-centered measurement

## 2017-18 Learning Collaborative Patient-Centered Measurement Webinar Series

### Webinar Details

- [Aug 30](#): NQF and PatientsLikeMe® test a novel approach to gather broad patient input
- [Sept 25](#): NQF and American Institutes for Research share a patient-centered measurement framework
- Upcoming webinars
  - *Winter 2018: Learn from 2017 Innovation Challenge winners*
  - *Spring 2018: Hear from payer, advocacy, and other stakeholders how to advance this effort*

## Today's Panelists

- Ellen Schultz, MS, senior researcher, [American Institutes for Research](#)
- Pam Dardess, MPH, principal researcher, [American Institutes for Research](#)
- Kym Martin, MBA, vice president, [WEGO Health](#), and patient representative
- Wendy Prins, MPH, MPT, senior advisor, NQF
- Tracy Spinks, senior director, NQF



# Principles to Make Health Care Measurement Patient-Centered



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## Objective

*Examining measurement from different perspectives*



Artist: Michael Murphy

Slide courtesy of [American Institutes for Research](#).

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## Definition

### *Patient-centered measurement*

- Patient-centered
  - *Driven by patients' expressed needs—not assumptions about what matters to them.*
  - *Makes a difference for and benefits patients*
  - *Focuses on outcomes that patients care about, not what the system says they should care about.*
- Measurement
  - *Whole system of how we develop and select measures, collect and report data, use the information*

Measurement that is driven by **patients' expressed preferences, needs, and values** that informs progress toward better health, better care, and lower costs.

Slide courtesy of [American Institutes for Research](#).

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## Approach

*How would measurement look different if it reflected what patients say they need and want?*



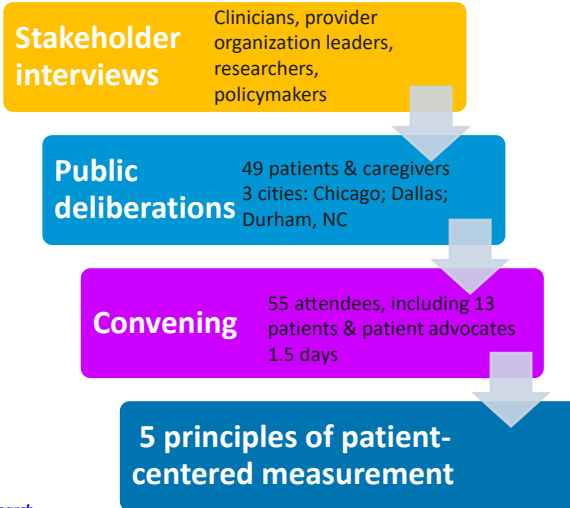
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## Approach

### *Developing the principles of patient-centered measurement*



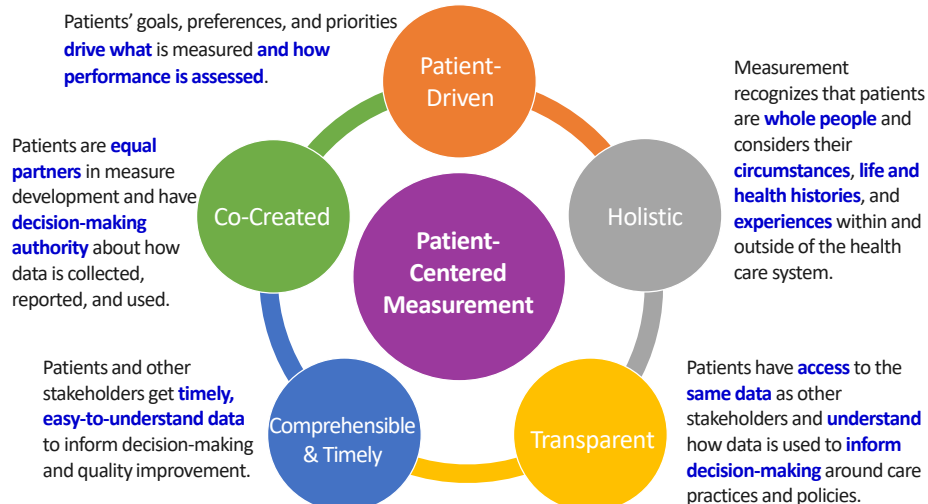
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## Key Findings

### *Principles of patient-centered measurement*



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## Audience Question & Answer

## Wrap Up & Announcements

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## 2017 Innovation Challenge

*Focus on Patient-Centered Healthcare Measurement*

- Up next. . .
  - *2017 Innovation Challenge will be open Oct 16 – Nov 15*
  - *Additional details via email in early October*
- To learn more, please contact NQF at [incubator@qualityforum.org](mailto:incubator@qualityforum.org)
- Share your ideas with us [#patientvoice](#)  
[#ptcenteredmeasures](#)

THANK YOU