Community Public Reporting Dashboard

Workshop

October 12, 2010
9:00 am-4:30 pm ET
Quality Enterprise Functions: NQF Contributions

Establish National Priorities

Identify Measure Gaps

Measure Development

Endorse Measures, Practices, and SREs

Build Data Platforms

Publicly Report Results
  - Community Dashboard

Align Payment and Other Incentives

Improve Performance

Evaluate
Why a Standardized Dashboard?

• Enables true quality comparisons of a core set of measures while providing community flexibility

• Gives consumers better information to make informed decisions
Workshop Charge

The charge of the Community Public Reporting Dashboard Workshop participants is to identify core domains and subdomains of a public reporting dashboard. Where possible, the group will also identify endorsed metrics.

Communities could then adapt around the core dashboard to reflect the issues specific to their constituents.
Today’s Agenda

• Brief review of web meeting proceedings
• Discussion of key issues from web meeting
• Presentation of draft “core” dashboard from homework
• Selection of domains & subdomains for dashboard
• Brainstorm dashboard name
• Wrap-up and next steps
Deliverables for the Day

• “Right now” dashboard that can be implemented by communities in pilot program to begin early 2011

• “In the Future” dashboard that can be implemented by communities in three years
Questions & Discussion

• Is the scope of work for the group clear?
Web Meeting Accomplishments

• Introduced the Community Public Reporting Dashboard project’s charge and scope of work

• Laid the groundwork by talking about the NPP Priorities, the Episode of Care Framework, & the HHS-proposed national health strategy

• Discussed key issues that will impact the dashboard development

• Provided results of a public reporting environmental scan

• Asked participants to complete an initial voting exercise intended to help build a first cut dashboard
NPP Input to Secretary of HHS to Inform the National Strategy for Healthcare Quality
Key Issues Raised – Key Audience

- Consumer-centric focus
- Accountability to inform consumers & purchasers
- Community-wide transparency
Continuum of Reporting Performance Results

- Internal Use of Performance Information for QI
- Reporting of Performance Information for Benchmarking & Internal QI
- Reporting of Performance Information to Private External Organizations
- Reporting of Performance Information to Public Agencies
- Reporting of Performance Information to the Public at Large

Restricted Disclosure

Full Disclosure & Transparency
Key Issues Raised – Standardization vs. Flexibility

- Standardization sets clear course
- Flexibility allows for innovation
- Result in a dashboard that is responsive to local markets & needs
Key Issues Raised – Gaps in Measurement

• Outcomes
  – Most reporting on patient experience, safety outcomes, & mortality
  – Few on functional status & health-related quality of life

• Cost
  – Most reporting on utilization & cost of an episode
  – Few on total cost across an episode

• Population Health
  – Most reporting on preventive
  – Few on healthy lifestyles & social determinants

• Need for cross-setting measures
12 domains in rank order
– Outcomes = 13 subdomains
– Care Coordination = 9 subdomains
– Cost & Utilization = 14 subdomains
– Safety = 7 sub-domains
– Patient & Family Engagement = 6 subdomains
– Population Health = 6 subdomains
– Process = 5 sub-domains
– Overuse = 9 sub-domains
– Access & Equity = 11 subdomains
– Structure = 3 sub-domains
– Palliative & End of Life = 4 subdomains
– Clinical Quality of Care = 3 subdomains
Example “Core” Dashboard

Future Dashboard Expansion

Flexibility for Additional Domains
Selected by Communities

Patient & Family Engagement (11)
Care Coordination (15)
Outcomes (17)
Cost & Utilization (13)
Safety (12)
Population Health (10)

Patient Experience (11)
Appropriate & Timely Follow-up (10)
Intermediate Outcomes (8)
Cost Per Episode (8)
Healthcare Associated Infections (10)
Preventive Services (10)

Shared Decision Making (11)
Medication Management (10)
Functional Health Status (6)
Hospital Re-admissions (7)
Adverse Events (9)
Public Health Outcomes (6)

Self Management (8)
Care Transitions (9)
Mortality (7)
Procedure Utilization (6)
Medication Safety (8)
Healthy Lifestyle Behaviors (6)

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Questions & Discussion
Potential Measure Example

- Care Coordination
  - Appropriate & Timely Follow-up
    - Timely Transmission of Transition Record
  - Medication Management
    - Reconciled Medication List received by Discharged Patients
  - Care Transitions
    - 3-item Care Transition Measure (CTM-3)
Potential Measure Example

Population Health

Preventive Services
- Breast Cancer Screening
- Colorectal Cancer Screening
- Childhood Immunization Status
- Flu Shot for Older Adults
- Hypertension (PQI 7)
- Hyperlipidemia (Primary Prevention)

Public Health Outcomes

Healthy Lifestyle Behaviors
- Smoking Cessation
- Tobacco Use Assessment & Intervention
- Physical Activity Counseling
- Body Mass Index
- Adult Weight Screening
Implications, Wrap-Up, and Next Steps
Next Steps

- Write-up of workshop results
- Pilot of “right now” dashboard with three communities
- Documentation of lessons learned from pilot
Final Questions?

Many thanks for your participation!

Any follow-up questions can be directed to: Christy Olenik at colenik@qualityforum.org