



NATIONAL
QUALITY FORUM

Measurement Basics in 30 Minutes

Camille Espinoza, MSW, MSPH
Director, Member Education

Karen Johnson, MS
Senior Director, Quality Measurement

July 10, 2017
2:00pm-2:30pm ET

WELCOME
TO NATIONAL QUALITY FORUM
Over 430 Members Strong

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.)



← Download in the Links tab

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

How is Performance Calculated?

Numerator (What, How, When)

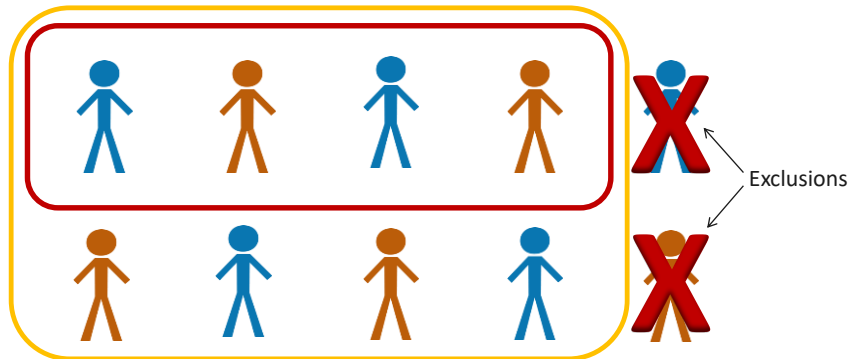
Patients with HbA1c testing during the measurement period

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

Numerator

Denominator – Exclusions

$$\frac{4}{10 - 2} = \frac{4}{8} = 50\%$$

Populations Receiving Hemoglobin A1c Testing



NATIONAL QUALITY FORUM

19
19

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

NATIONAL QUALITY FORUM

20

Audience Discussion



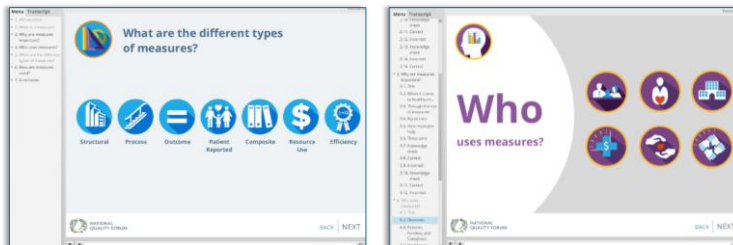
To ask a question, type
into the web chat

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.

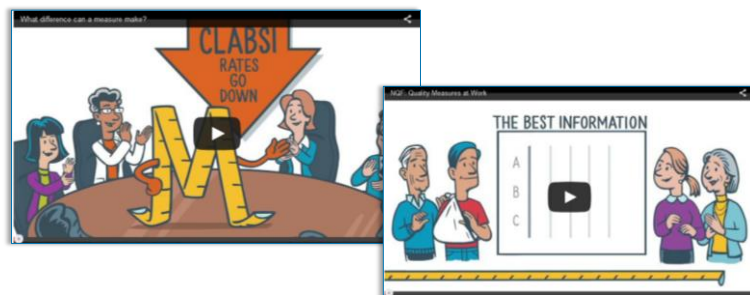


Measurement Unpacked



- 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