

Quality Measurement 101: The Basics



NATIONAL
QUALITY FORUM

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WELCOME
TO NATIONAL QUALITY FORUM

Over 425 Members Strong

Introductions



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Objectives & Agenda

By the end of this session, members can expect to:

- Be able to define basic measurement concepts
- Understand how measurement improves healthcare quality, and creates healthier populations
- Understand how and why stakeholders use quality measures



Audience Quiz

How much experience or engagement do you have with quality measurement?

- a. Little to none. Today's session is my introduction to measures.
- b. A little bit. I know what measures are but not how or why different measures are used.
- c. A lot. I know how and why different measures are used in various situations.
- d. Other (please specify)

Key Points

- ✓ There are many forms and functions of measures. What they all have in common is that they seek to improve healthcare outcomes by improving quality.
- ✓ Quality measurement is at work behind the scenes occurring throughout all aspects of healthcare, in various settings and at all times.
- ✓ Healthcare professionals care about people. To provide the best outcomes, we use quality measures as a tool to keep improving the care we deliver.



National Quality Strategy: A Healthcare, Quality, and Measurement Framework



The [National Quality Strategy](#) (NQS) is a national framework to align public and private healthcare stakeholders to achieve better health and healthcare. The NQS focuses on the Three-part Aim of Better Care, Healthy People/Healthy Communities, and Affordable Care.

What Do We Measure?



Meas•ure 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 Quality Measure?

Quality measures (measures) are tools used to **quantify** the care provided to patients and **gauge** how improvement activities are indeed **improving** care or outcomes for certain conditions, in various settings or during a specific timeframe.



When used in healthcare practice or performance improvement activities, they assist in determining how well care is provided for certain **aspects of care**, for certain **conditions**, or for various **populations or communities**.

What is NQF Endorsement?



NQF's primary role is to build consensus around tough quality measurement questions. One of our functions is endorsing measures that meet the rigorous evaluation criteria of the [Consensus Development Process](#) of importance, scientific acceptability, feasibility, usability & use, and related and competing measures.

There are over 600 endorsed measures, in NQF's [Quality Positioning System](#).

Who Uses Measures and Why?

There are various people 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



It's All About Populations



Measuring a Population's Health

To measure a population's health, we use measure specifications which are instructions for calculating a measure that answers:

- What should happen?
- How should it occur?
- Who is the target group?
- Where should it take place?
- When should it take place?
- What, How, Who, Where, & When should it NOT be measured?

Focusing on Diabetes: A High Impact Condition with Major Implications for Measurement

Diabetes is a group of diseases characterized by high blood glucose levels that affects as many as 25.8 million or 8.3% of all Americans. It is the 7th leading cause of death in the United States and is associated with an estimated \$174 billion in direct medical costs and costs related to disability, work loss, and premature mortality.



Fact Sheet: National estimates and general information on diabetes and pre-diabetes in the United States, 2011. Atlanta, GA: US Department of Health and Human Services, Centers for Disease Control and Prevention

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)

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 without diabetes, or patients with gestational or steroid-induced diabetes.

How is Performance Calculated?

Numerator (What, How)

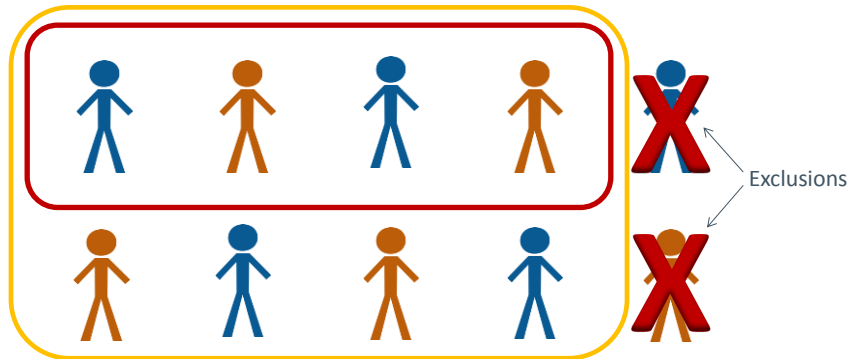
Patients with HbA1c testing during the measurement period

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 without diabetes, or 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

$$\frac{\text{Numerator}}{\text{Denominator} - \text{Exclusions}} = \frac{4}{10 - 2} = \frac{4}{8} = 50\%$$

Populations Receiving Hemoglobin A1c Testing



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What Are the Types of Measures?

Measure Type	Definition
Structure	Assesses healthcare infrastructure. EXAMPLE: <i>Providers who can send prescription information to a pharmacy electronically</i>
Process	Assesses steps that should be followed to provide good care. EXAMPLE: <i>Patients with HbA1c testing during the measurement period</i>
Efficiency	Assesses how well a system uses its resources to obtain quality through a combination of cost and quality. EXAMPLE: <i>Thoracic CT : Use of Contrast Material</i>
Cost/ Resource Use	Assesses the cost or the resources (people and supplies) needed to provide care. EXAMPLE: <i>Resource use for patients with cardiovascular conditions.</i>

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What Are the Types of Quality Measures? (continued)

Measure Type	Definition
Intermediate Outcome	Assesses a factor or short-term result that contributes to an ultimate outcome. EXAMPLE: <i>Individuals with Blood Pressure < 140/90</i>
Outcome	Assesses the results of healthcare that are experienced by patients. They include endpoints like well-being, ability to perform daily activities, a health event, or even death. EXAMPLE: <i>Individuals who had a stroke</i>
Patient-Reported Outcome 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. EXAMPLE: <i>Patient's rating of pain on a scale from 0 to 10, or Patients or caregivers who say they are involved in care decisions, or Caregivers who feel confident giving medications to a family member.</i>

What Are the Types of Quality Measures? (continued)

Measure Type	Definition
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. 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</i>
Serious Reportable Events	Assesses serious and mostly preventable patient safety events often as a result of errors in healthcare delivery. EXAMPLE: <i>The number of wrong site surgeries that were performed in month</i>

Meet Joe



- 50 years old
- Married for 25 years
- 2 adult children
- Fulltime, sedentary job
- Just became a grandfather
- He has a dog named "Buster"
- He spends time with his family and friends, plays cards, and going fishing

Joe's Annual Primary Care Visit



- 5'10" and 40 pounds overweight
- BMI = 30.1 kg/m² (obese)
- Previously diagnosed with hypertension
- Blood pressure was normal
- Diagnosed with type 2 diabetes
- Diagnosed with mild high cholesterol
- Annual influenza vaccine given

Joe's Annual Primary Care Visit: Measures at Work Behind the Scenes

Measure Name/# [type]	Key Question	Probable Measure User
Body Mass Index (BMI) Screening and Follow Up (NQF 0421) [process]	Did the provider calculate the patient's BMI, and if the BMI is out of range, did the provider take action?	Providers, Payers
Flu Vaccinations for Adults Ages 18 and Over (NQF 0039) [process]	Did the provider administer the flu vaccine to all eligible adults during their annual visit?	Healthcare Providers, Public Health, Researchers
EHR with EDI prescribing used in encounters where a prescribing event occurred (NQF 0487) [structure]	What number of encounters last month used an EHR for prescribing medications?	Consumers, Measure Programs

Joe's Check-Up Three Months Later



- Reduced weight by 10 pounds
- BMI 28.7 kg/mg² (overweight)
- Increased daily exercise
- Morning blood sugars lower
- Cholesterol lower
- Blood pressure was normal

Joe's Check-Up Three Months Later: Measures at Work Behind the Scenes

Measure Name/# [type]	Key Question	Probable Measure User
Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) testing (NQF 0057) [process]	Did patients with diabetes have a HgA1c testing during the measurement period?	Providers, Payers, Researchers
Controlling High Blood Pressure (NQF 0018) [intermediate outcome]	Is the patient's blood pressure under control?	Providers, Payers
CAHPS* Clinician & Group Surveys (CG-CAHPS) - Adult, Child (NQF 0005) [PRO-PM]	In the patient's opinion, did he or she receive good service?	Consumers, Researchers

*CAHPS refers to the Consumer Assessment of Healthcare Providers and Systems

Joe's Check-Up One Year Later



- Lost a total of 30 pounds
- Blood sugars lower
- Walks 2 miles every day
- Episodes of low blood pressure
- Colorectal cancer screening

Population Measurement

Measure Name/# [type]	Key Question	Probable Measure User
Optimal Diabetes Care (NQF 0729) [composite]	Are diabetic patient's receiving optimal care, based on established best practices?	Providers, Payers, Researchers
Colorectal Cancer Screening (COL) (NQF 0034) [process]	Were patients ages 50 through 75 years old screened for colorectal cancer?	Consumers, Providers, Measure Programs

Applying Joe's Story to Population Health



Population Health Measures at Work Behind the Scenes

Measure Name/# [type]	Key Question	Probable Measure User
Diabetes Short-Term Complications Admission Rate (PQI 01) (NQF 0272) [outcome]	How many patients were admitted to the hospital with short-term complications?	Patients, Hospitals, Payers
Relative Resource Use for People with Cardiovascular Conditions (NQF 1558) [cost & resource]	How many resources (doctor's visits, hospital stays, diagnostic tests) does it take to care for someone with a cardiovascular condition?	Hospitals, Payers
Adult Current Smoking Prevalence (NQF 2020) [intermediate outcome]	How many U.S. adults are smokers?	Public health departments, Payers, Researchers

We Are All Moving Toward the Triple Aim



Joe's Healthcare in Years to Come

Q:

QUESTION: How do **WE** know that all people are receiving quality healthcare, better outcomes, and reduced healthcare costs?

A:

ANSWER: Through the use of **measures**.

Your Feedback

Comments? Questions?



Please type into the chat box anytime or
call 855-238-3871 (no passcode)

Audience Quiz

How will you use your new knowledge about measures? (Check all that apply.)

- a. To directly improve care I provide to patients.
- b. To inform healthcare decisions I make for myself or loved ones.
- c. To design better healthcare programs.
- d. To participate in measure development, testing, or endorsement at NQF or elsewhere.
- e. Other (please specify).

Upcoming Member Education Events

In the next month:

- All Member Call: **SGR Repeal and Physician Payment Reform** on April 23 at 3:00pm ET
- Member Meet-Up: **Driving Innovation at NQF: National Quality Partnership, Measure Incubator, and a Pipeline for Great Ideas**, on May 5 at 4:00pm ET
- Member Workshop: **How to Make the Most of Your NQF Membership**, on May 21 at 1:00pm ET

Later this year, we will cover:

- Who are the key players in quality measurement?
- How is measurement linked to payment?

Learn more and register: www.qualityforum.org/edu

Event Evaluation



We value your feedback.

Please take a moment to fill out our event evaluation here:

<https://www.surveymonkey.com/s/JCRX2VT>

THANK YOU