
NCVHS Quality Workgroup
Hearings
June 24 – 25, 2004

Vahé A. Kazandjian, PhD, MPH
President, Center for Performance Sciences
Professor (Adjunct), The Johns Hopkins University
Bloomberg School of Public Health

The Business Need

- Measurement of performance via comparison (“benchmarking”)
- Transformation of performance to quality
- Rewards for better performance
- Incentives toward better performance
- Ongoing monitoring and reporting to adjust rewards and incentives

The Risk-adjustment Need

- Epidemiological stratification vs. clinical adjustments
- The “business” need to know through better adjustments
- The “scientific” need to uncover and improve

The Health Status Need

- An outcome that makes sense to communities
- An outcome that makes sense to purchasers
- An outcome that should be measured post-discharge
- Health status may best define to the business community what “outcomes research” means