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Consumer
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for **eHealth**

Quality Measurement Roadmap

Anticipating Future Needs of Consumers, Providers, Payers and Regulators

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Consumer Data and Measurement Needs

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Consumers and Quality: Current Issues

- Cost and access – not quality – are consumers' most immediate concerns
- There isn't yet a culture of comparison shopping for health care
 - Measures have very little connection to consumer experience
 - Presentation of information is often hard to understand
 - Data not comparable across providers and payers
 - Measures do not naturally indicate a choice to be made or an action to be taken

Health Reform and Consumer data needs

~ National Quality Strategy Goals and objectives:

- Better care that is person centered
- Affordable care where costs without value are eliminated
- Healthy people and communities where
 - Patients, families, providers and community resources collaborate
 - Focus is on prevention and management of illness
 - All populations benefit equally

~ Application of objectives that enables consumers to be informed, engaged stewards of healthcare

- Governing bodies
- Local implementation
- Individual decision-making

~ Data that is meaningful and actionable to consumers:

- Indicates level of coordination
 - Communication
 - Unnecessary, duplicative care
 - Connection and collaboration with community resources
- Shows equity and value from patient perspective
- Reflects patient-centered outcomes


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Measures that matter to Consumers

- ~ Speak directly to what consumers care most about
- ~ Are reported on multiple levels
- ~ Clearly indicate differences between and enable comparisons across providers
- ~ Can be stratified by RELG
- ~ Are comprehensive: dashboard of measures is critical
 - Outcomes
 - Specialty care
 - Potentially avoidable complications
 - Patient Experience of care
 - Access to care (e.g., getting needed care, getting care quickly)
 - Doctor's communication and thoroughness
 - Shared decision-making/decision quality
 - Coordination of care and care transitions
 - Adherence to patients' needs, preferences and values
 - Health promotion and education
 - Patient-centered composite measures
 - Cost



Critical Path for Meeting Consumer Data Needs: First Steps

- ~ Prioritize the development, endorsement and use of patient-centered outcome measures
- ~ Identify robust methodologies for collecting and using patient contributed data
- ~ Coordinate an integrated, consistent approach to measurement and reporting among all public and private stakeholders
 - Standardize and harmonize measures
 - Report measures in consumer-friendly formats that are easily compared



Thank you

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