A Proposed Framework for Integration of Health Care Quality Measures Health of Literacy, Language Access and Cultural Competence

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National Academy of Sciences, Engineering and Medicine
Roundtable on Health Literacy
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Agenda

THE NEED FOR INTEGRATION
DEFINITIONS
PROPOSED FRAMEWORK
MEASUREMENT OPPORTUNITIES
A PATH FORWARD
The need for integration

Current state
Overcoming social risk factors

Common goals, overlapping populations, distinct histories and constituencies

Health Literacy

Cultural Competence

Language Access
Definitions

Concepts to address disparities
Definitions

**Health literacy**
Capacity to obtain, process and understand basic health information

**Cultural competence**
Congruent behaviors, attitudes and policies to support cross-cultural work

**Language Access**
Language services to assist individuals to communicate effectively
Additional Concepts

The Enhanced National CLAS Standards broaden earlier concepts

- Culturally and linguistically appropriate services
- Culture
- Communication and language assistance
- Understandable care and services
- Patient-centered care
Proposed framework

Patient-centered care

Care that is respectful of and responsive to individual preferences, needs, and values, and ensuring that patient values guide all clinical decisions.
## Common domains

*Authoritative sources and evidence-based interventions*

<table>
<thead>
<tr>
<th>Domain</th>
<th>Health literacy</th>
<th>Cultural competence</th>
<th>Communication &amp; language assistance</th>
<th>Patient-centered care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culture &amp; values</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accountability &amp; QI</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Workforce</td>
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<td>✔</td>
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<tr>
<td>Assessment</td>
<td>✔</td>
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<tr>
<td>Community engagement</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Communication</td>
<td>✔</td>
<td>✔</td>
<td></td>
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<tr>
<td>Patient engagement</td>
<td>✔</td>
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Measurement opportunities

Current measures
Structural measures

*Focus, breadth and use varies*

- Communication Climate Assessment Tool
- RAND Cultural Competence Survey
- Accreditation Programs
Structural measures

Include, but don’t require, performance on relevant domains

- Patient centered medical home recognition
- Medicare incentive payment system
### Process measures

*Measures apply to different entities*

<table>
<thead>
<tr>
<th>Target entity</th>
<th>Measure</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health plan/drug</td>
<td>% of time that TTY services and interpretation were available when needed by prospective members.</td>
<td>CMS Stars</td>
</tr>
<tr>
<td>plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital</td>
<td>The % of LEP patients receiving both initial assessment and discharge instructions supported by interpreters or bilingual workers who are assessed and trained.</td>
<td>GWU</td>
</tr>
<tr>
<td>Hospital</td>
<td>The percentage of patient visits and admissions where preferred spoken language for health care is screened and recorded.</td>
<td>GWU</td>
</tr>
<tr>
<td>Medical group</td>
<td>% of patients with stable coronary artery disease who have demonstrated an understanding of how to respond in an acute cardiac event by &quot;teaching back&quot; as to how they would respond.</td>
<td>ICSI</td>
</tr>
</tbody>
</table>
## Patient experience measures

*Measures apply to different entities*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Cultural competence</th>
<th>Health literacy</th>
<th>PCMH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Medications</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Tests</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Forms</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Interpreters</td>
<td>✓</td>
<td></td>
<td></td>
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<tr>
<td>Complementary/alternative medicine</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discrimination</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trust</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-management support</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Shared decision-making</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Mental health</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>PCP knows of spec care</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Access</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>
A path forward

Four strategies

- Use structure measures to build capacity
- Stratify existing quality measures
- Develop streamlined tools to capture patient experience
- Develop packages of measures for vulnerable subpopulations
Use structural measures

Two pathways

Implement existing structural measures.
Best approach to some domains
- C-CAT
- NCQA PCMH
- Limitations to RAND, NCQA MHC
- MIPS

Implement patient-centered care models.
MIPS offers full credit for QI activities
- Aligned with payer priorities
- Aligned with National Quality Strategy
- Significant uptake
Develop methods to capture patient experience

*Patients and families are authorities*

Streamline tools and methods

Employ a limited suite of items

Target subgroups

Find new methods for data collection
Stratify existing quality measures

Target disparities and improvement opportunities

• Feasibility has been demonstrated
• Time and effort required
• Primary challenge: collecting complete demographic data
• Other methodological challenges to sampling
• Unclear benefit to collecting individual health literacy
Develop “packages” of measures

*Tailored to population need*

**Communication assistance**
- Communication Climate Assessment Tool, multicultural healthcare distinction
- Patients screened for language
- Experience with communications, interpreters

**Cultural sensitivity**
- Communication Climate Assessment Tool, patient-centered medical home recognition
- Experience with communication, trust, discrimination
Next steps

*Staged implementation*

Start by implementing structural measures, using a patient-centered frame

Build capacity to stratify existing quality measures

Develop methods to target groups and capture patient experience

Develop measure “packages” tailored to population need
Thank you