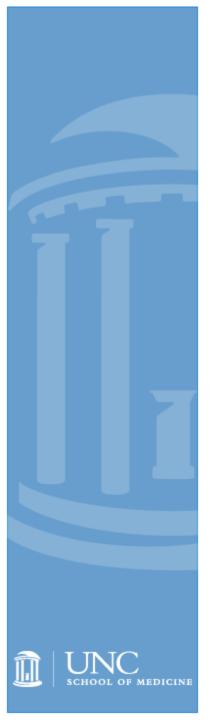


# Implementation of Quality Measures for Accountability in Serious Illness Care

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# Measuring "high quality care"

Care (structure + process) that "increases the likelihood of the desired health outcomes and is consistent with current professional knowledge."

- » Data sources
  - claims and
  - clinician (EHR) and
  - patient or caregiver (survey)
- » Denominator population
  - ALL serious illness or
  - Specialty PC or hospice

Measuring the Quality of Health Care (IOM 1999)

Dying in America (IOM 2014)



#### Measures drive improvement if . . .

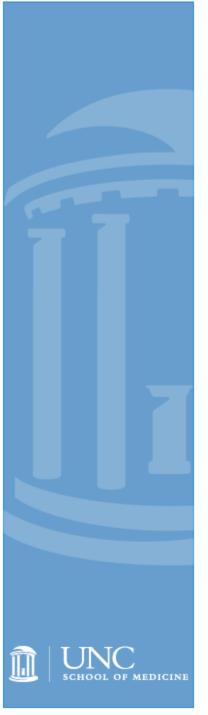
- Important / Relevant
  - » Large population public health impact
  - » Impact on patients / caregivers (key stakeholders)
- 2. Scientifically acceptable
  - » Evidence linking structure / process to outcome
  - » Strong operational definition (reproducible, valid)
- 3. Feasible
  - » Can be captured in clinical care
  - » Acceptable burden / cost
- 4. Usable and actionable
  - » Currently in use
  - » Able to be acted on in response to gaps in care
- 5. Responsive
  - » Measure improves with better care





## Learn from nursing homes . . .

- 1. Combine measure sources for robust view
  - » Safety inspection + MDS (EHR) + staffing report + claims
- 2. Use varied types of measures
  - » Structure staffing ratios
    - » Process % residents with restraints
  - » Outcome -- % short-stay residents who improve mobility
- 3. Eyes on the prize improved care, not perfect measures
  - » Public reporting / feedback
  - » National + State Partnerships
  - » Clinician training and QI support
  - Surveyor guidance



### **Key Points**

- Focus on implementation and actual use
  - » Small number of feasible measures
  - » Build measurement capacity among providers
- Combine structure / process / outcome
  - » Structure staffing, certification
  - » Process symptoms, preferences, support
  - » Outcomes access, experience of care
- Learn from existing quality initiatives
  - » MDS / NH Compare combining different types of measures for broad perspective
  - » CAHPS expand across settings
  - » HIS hospice quality measures directly applicable to serious illness care

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