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Implementation of Quality Measures for Accountability in Serious Illness Care

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Laura C. Hanson, MD, MPH
University of North Carolina – Chapel Hill

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 . . .

1. **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