

Setting the Stage: Quality Measures Implementation for Accountability — Gaps, Challenges, and Opportunities

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Implementing Quality Measures for Accountability in Community-Based Care for People with Serious Illness
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Council of Medical Specialty Societies

My key messages

- ▶ Drive toward meaningful measures that drive real improvement; remove measures that do not add value
- ▶ Need greater alignment across payers and specialties
- ▶ Shift to better data sources, including clinical registries to drive toward outcomes and patient-reported outcomes

Why we measure?

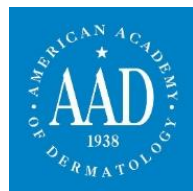
Improve healthcare quality



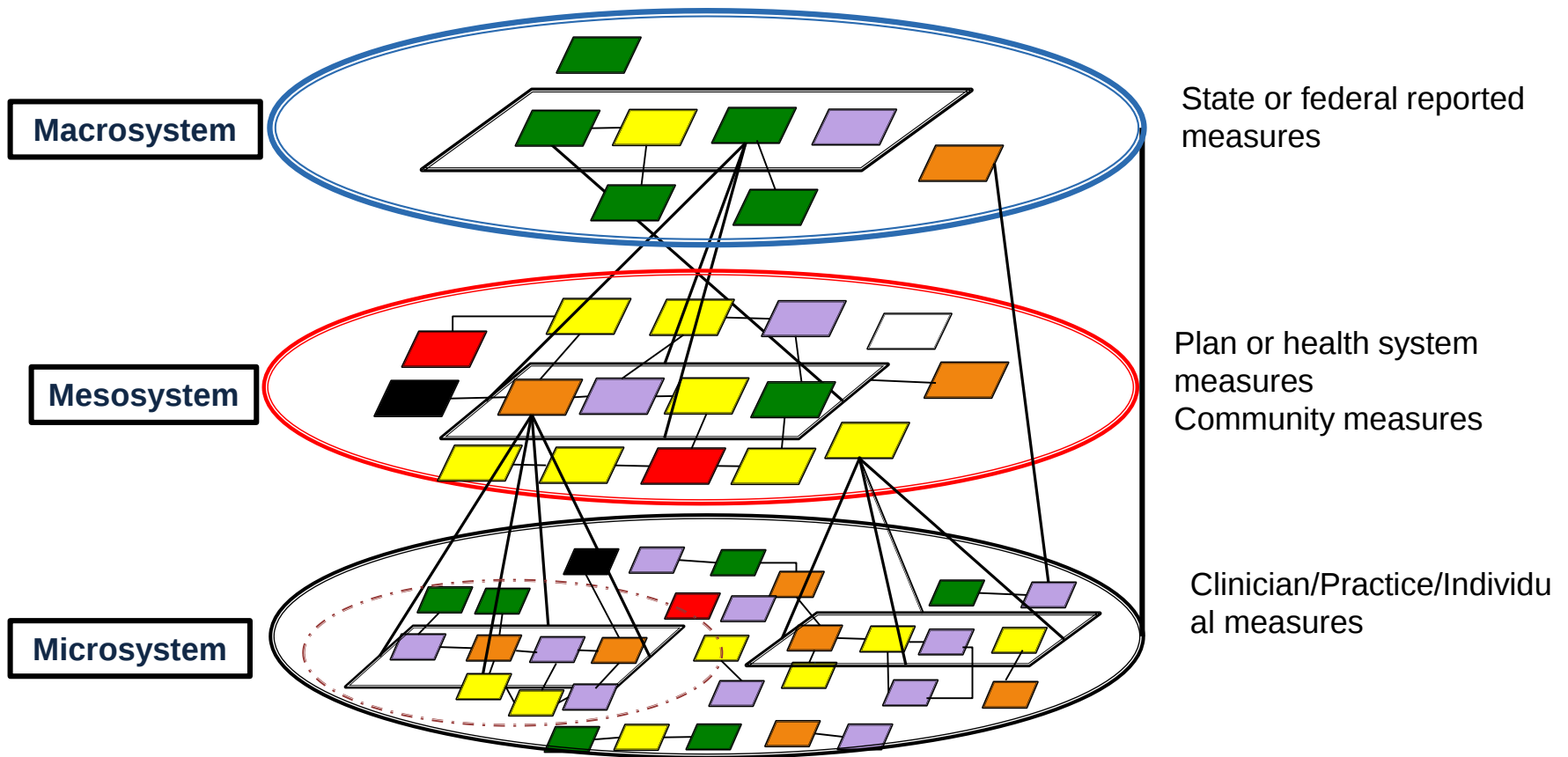
Focus on Meaningful Measures

- ▶ Use meaningful measures that will drive real improvement
 - Prioritize measures: outcome-oriented, improvable and actionable, meaningful to family and caregivers, and support integrated/systemic view of care
 - Solicit feedback on the utility of the measure for those being measured and those who want to use the measure
- ▶ Remove measures that do not add value
 - Measure only when and where it is appropriate – not just because it is measurable
 - Do not be afraid of going without measures

Serious Illness: Cuts Across Specialties



Need for Measure Alignment



Shift to better data sources and clinical registries

- ▶ Time to shift to better data sources that are more reliable and valid
- ▶ Need to consider unmeasured medical and social complexity
- ▶ Work with specialty societies and clinical registries to identify patient-focused outcomes (including PROs)

Quality Imperative

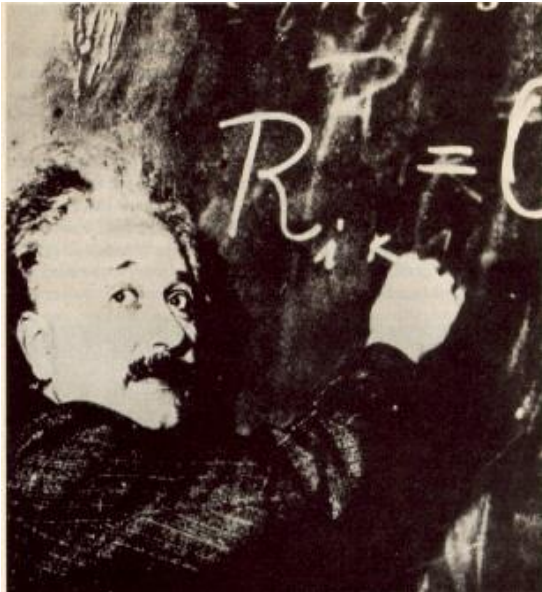
**Not everything that counts can be counted,
and not everything that can be counted
counts**

~William Bruce Cameron

But.....

**You can't improve what
you don't measure**

~ W. Edwards Deming



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