



Measuring Access: Definitions and History

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NASEM Workshop on Developing a Patient-Centered Approach to Optimizing Veterans' Access to Health Care Services

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What we do, and why

OUR MISSION

To improve the quality of health care

OUR METHOD



Measurement

We can't improve
what we don't
measure



Transparency

We show how
we measure so
measurement will
be accepted



Accountability

Once we measure,
we can expect and
track progress

About NCQA

It all starts with HEDIS®

Health care's
most-used tool
for improving
performance

Asks how often
insurers provide
evidence-based
care to support
more than 70
aspects of health

H *healthcare*

E *ffectiveness*

D *ata*

I *nformation*

S *et*



More than 190 million Americans
are in health plans
that report quality results

Measures of access in HEDIS

Survey Measures

CAHPS Health Plan, Adult

CAHPS Health Plan, Child

Utilization Measures

Vantage point: Health plan

Preventive health visits,
Annual Dental Visit,
Prenatal Visits

Use of First-Line Psychosocial Care for
Children and Adolescents on Antipsychotics

Annual feedback cycle on measures

Queries into our Policy Clarification System:

AAP Adults' Access to Preventive/Ambulatory Health Services - 20

ADV Annual Dental Visit - 8

IET Initiation and Engagement of Alcohol and Other Drug Abuse or
Dependence Treatment - 44

APP Use of First-Line Psychosocial Care for Children and Adolescents on
Antipsychotics - 3

PPC Prenatal and Postpartum Care - 242

Measurement



Validity

Data elements

Calculation/ Risk Adjustment

Actionability

*Meaningful
Differences*

Comparisons or threshold

Today's attitudes and questions toward measurement



Burden on clinicians
and patients



How can patient reported data be
integrated into care systems, to do
away with surveys?

Clarifications?

Add to chat with 'CLARIFY'

Questions?

Add to the queue

Thank you!