

The National Quality Forum and Measuring Performance

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Presentation Outline

- About PBGH
- Performance Measurement – General Concepts
- The Quest for Standardization
- Early Pioneers
- The National Quality Forum
- California Measurement Landscape

About the Pacific Business Group on Health

- Founded in 1989
- 50 large employer members
- Billions in annual health care expenditures
- >3 million covered lives

Pacific Business Group on Health Members



Pacific Business Group on Health: Mission and Priorities

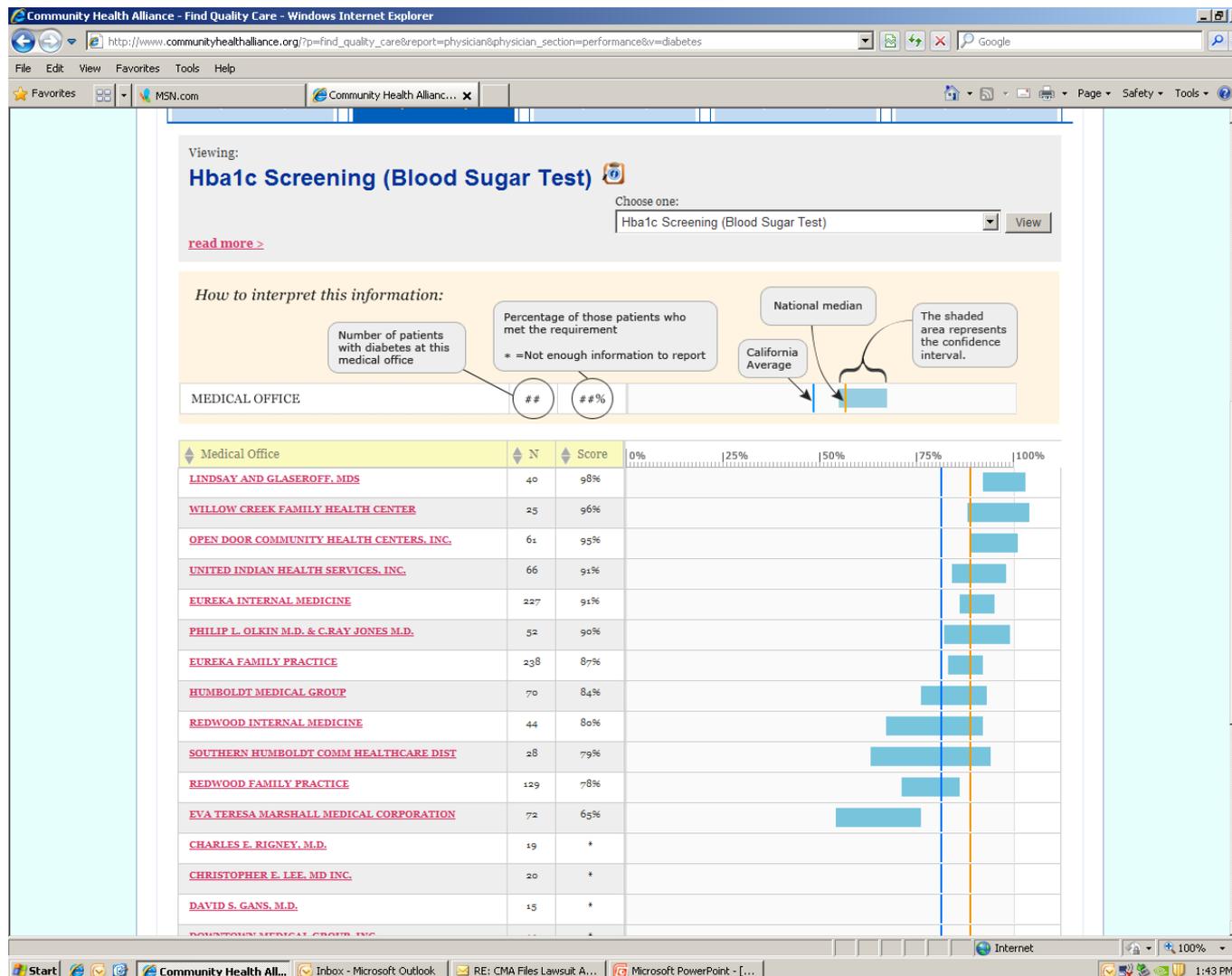
Mission: To improve the quality and availability of health care while moderating costs

- Quality Measurement and Improvement
- Value Purchasing
- Consumer Engagement

Uses of Performance Measurement Information

- Payer/Provider-driven quality improvement
- Use by consumers for provider choice
- Provider incentive programs
 - E.g., IHA Pay-for-Performance
- Consumer incentive programs
 - Value-based benefit design

Sample Physician Public Report Card



Types of Measures (A. Donabedian):

- **Structure** – the environment in which health care is provided
- **Process** – the method by which health care is provided
- **Outcome** – the consequence of the health care provided

Structure Measure Example

NQF #0488: Adoption of Health IT

Documents whether provider has adopted and is using health information technology. To qualify, the provider must have adopted and be using a certified/qualified electronic health record (EHR).

Process Measure Example

NQF #0031: Breast Cancer Screening

Percentage of eligible women 50-69
who receive a mammogram in a two-year
period

Outcome Measure Example

NQF #0467: Acute Stroke Mortality Rate

Percent of in-hospital deaths for discharges, 18 years and older, with ICD-9-CM principal diagnosis code of stroke

IOM 6 Aims and Measure Domains

Health care should be:

- Safe (patient safety)
- Timely (clinical quality)
- Effective (clinical quality)
- Efficient (efficiency)
- Equitable (disparities)
- Patient-Centered (patient experience)

Early Pioneers in Measure Development

- National Committee on Quality Assurance (NCQA)
 - Focus on health plans: HEDIS and CAHPS
- CMS/Joint Commission
 - Focus on hospitals
- IHA Pay-for-Performance
 - Focus on medical groups in California
- California Physician Performance Initiative (CPPI)
 - Focus on individual physicians

Why Standardize?

- To eliminate confusion from “Tower of Babel”
 - Dueling measures
 - Dueling report cards
- To ensure that measures represent best science
- To provide actionable information for performance improvement

National Quality Forum (NQF)

- Created by Presidential order in 1999
- Mission:
 - Set national priorities and goals for performance improvement
 - Endorse national consensus standards for measuring and publicly reporting on performance
 - Promote the attainment of national goals through education and outreach programs
- Consensus Development Process

■ Importance to Measure and Report

- Extent to which the specific measure focus is important to making significant gains in health care quality (safety, timeliness, effectiveness, efficiency, equity, patient-centeredness) and improving health outcomes for a specific high impact aspect of healthcare where there is variation in or overall poor performance.

■ Scientific Acceptability

- Extent to which the measure, as specified, produces consistent (reliable) and credible (valid) results about the quality of care when implemented.

■ Usability

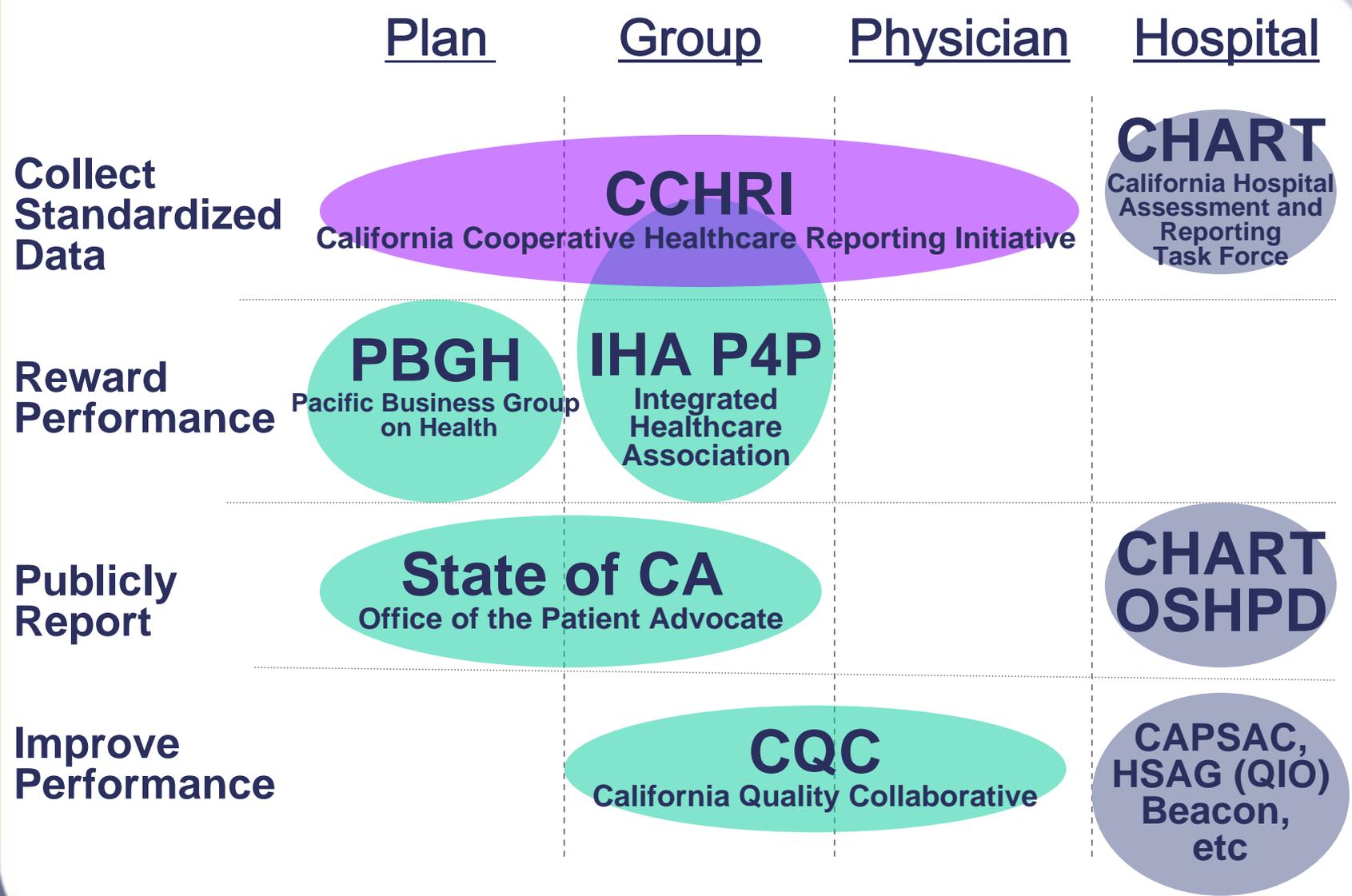
- Extent to which intended audiences (e.g., consumers, purchasers, providers, policy makers) can understand the results of the measure and are likely to find them useful for decision making.

■ Feasibility

- Extent to which the required data are readily available, retrievable without undue burden, and can be implemented for performance measurement.



California Collaborative Measurement and Improvement Landscape



California Measurement Landscape

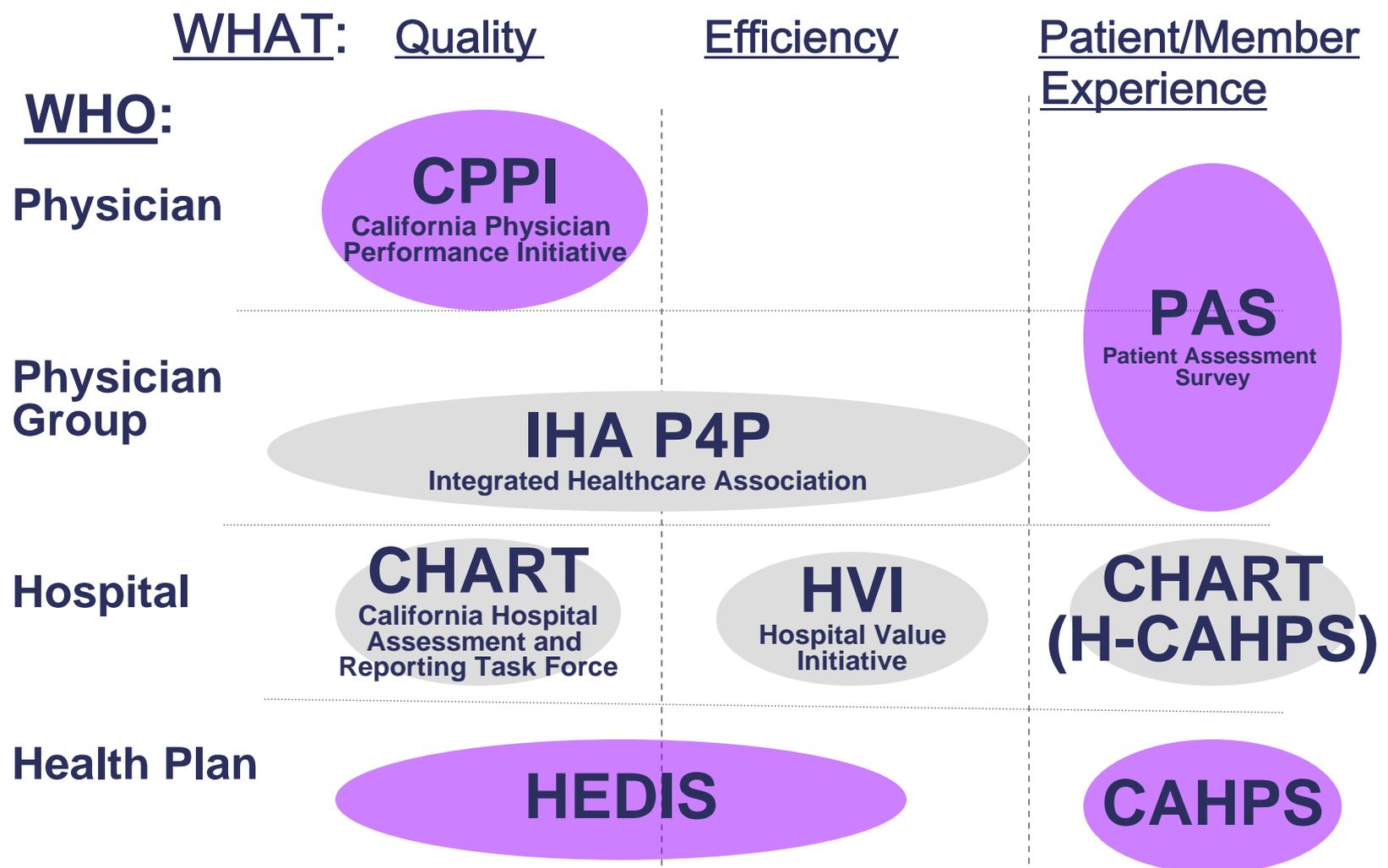


CHART - California Hospital Assessment Reporting Taskforce
 HEDIS - Health Plan Effectiveness Data and Information Set
 CAHPS - Consumer Assessment of Healthcare Providers and Systems

 CCHRI (California Cooperative Healthcare Reporting Initiative)

How fast are we going?

Provider Perspective



Purchaser Perspective



How fast are we going?

Provider Perspective



Purchaser Perspective



To Learn More...

www.pbgh.org - an overview of PBGH programs and initiatives

www.calquality.org - an overview of the California Quality Collaborative (CQC) with resources for providers

www.cchri.org – an overview of the California Cooperative Healthcare Reporting Initiative (CCHRI)

To subscribe to the PBGH E-Letter, go to www.pbgh.org/news/eletters