Trends in Measurement of Healthcare Quality and Safety

May 22, 2013

Kristine Martin Anderson
Princeton, NJ
Several overarching trends are defining opportunities to enhance measurement and improvement of healthcare quality and safety.

- The Digital Revolution
- Patients As Contributors and Users of Quality Measurement
- Expanding Use of Quality Measures
- Harmonization of Measures
The Digital Revolution

Major Trends

• Health information technology (IT) adoption has increased tremendously over the last 3 years.
• The depth of clinical data available to assess improvement in health care is dramatically deeper – beyond the “standards.”
• The debate around measures as a slave to workflow or workflow as a slave to measurement is intensifying.
• The potential to integrate the measurement strategy with clinical decision support strategy is speeding the cycle of improvement.

OPPORTUNITY

• E-measurement becomes e-improvement?
Patients as Contributors and Users of Quality Measurement

Major Trends

• There is an increased interest in patient reported data (e.g., functional status, patient reported outcomes, experience).
• There is growing recognition that consumers are not interested in the measures that interest doctors and other providers.
• mHealth shows promise to engage patients/consumers outside of the traditional delivery system.

OPPORTUNITY

• Increased patient/consumer engagement stimulates accelerated improvement?
Harmonization of Measures

Major Trends

- There is general agreement that measures should be aligned with national priorities.
- Harmonizing the measures set (i.e., standardizing the specifications for related measures) may reduce burden of data collection, but requires changes to existing programs.
- There is an increasing focus on single measures that are applicable across care settings (i.e., measures with specifications that could apply in a physician office or hospital setting).

OPPORTUNITY
- Harmonization accelerates the move to outcomes?
Expanding Use of Quality Measures

Major Trends

• Measure use is expanding and increasing the demand for new, innovative measures.
• Implementation timelines for new programs are shorter than typical measure development timelines.
• New measure areas are complex and largely untested outside of research pilots.

OPPORTUNITY

• Measure “fit for purpose” gets addressed?
Conclusion:

- Tomorrow’s measures will not be today’s measures
- Tomorrow’s measure users will not be today’s measure users
- Tomorrow’s measure development will not be today’s measure development
- Tomorrow’s performance improvement will not be today’s performance improvement.
Contact Information*

Kristine Martin Anderson
Senior Vice President

Booz Allen Hamilton Inc.
One Preserve Parkway
Rockville, MD 20852
(240) 314-5790
anderson_kristine@bah.com

*Please contact for permission to reuse

This document is confidential and proprietary and is intended solely for the use and information of the client to whom it is addressed.