



**Ready for what's next.**

# Trends in Measurement of Healthcare Quality and Safety

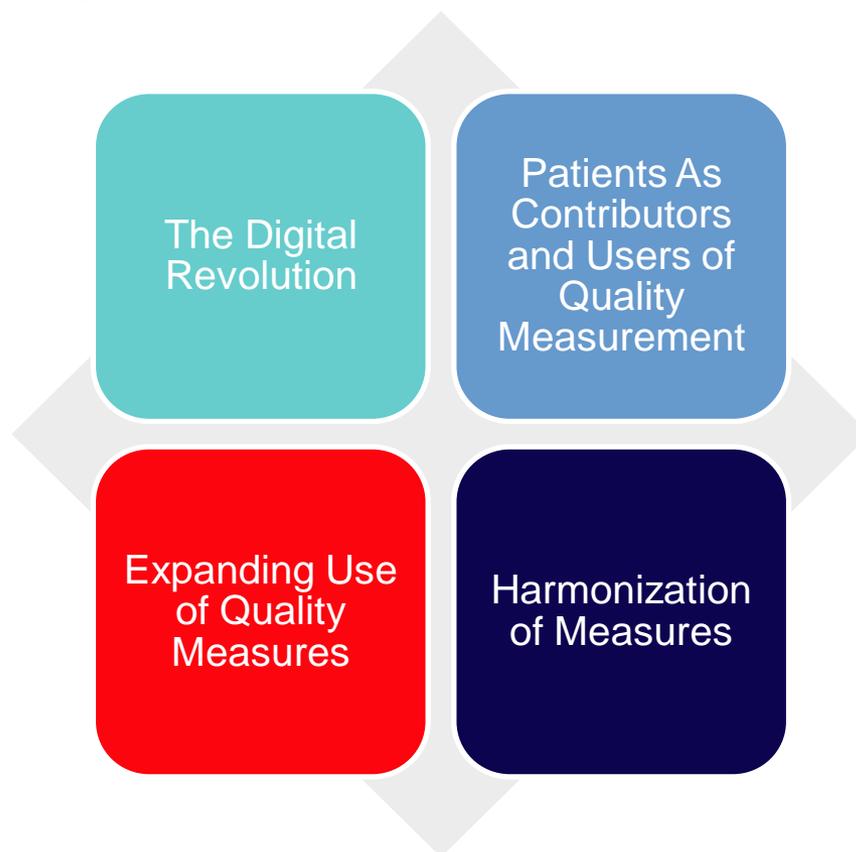
May 22, 2013

Kristine Martin Anderson  
Princeton, NJ

Booz | Allen | Hamilton

Confidential and Proprietary

**Several overarching trends are defining opportunities to enhance measurement and improvement of healthcare quality and safety**



## 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.



**Ready for what's next.**

## Contact Information\*

Kristine Martin Anderson

Senior Vice President

Booz | Allen | Hamilton

Booz Allen Hamilton Inc.

One Preserve Parkway

Rockville, MD 20852

(240) 314-5790

anderson\_kristine@bah.com

\*Please contact for permission to reuse

Booz | Allen | Hamilton