

Overview

- State of the quality of care
- · Definitions and operationalization of quality measurement and improvement
- Quality measures

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- Role of information technology (IT) and . informatics
- · Results of current approaches
- · Challenges, limitations, and ethical issues
- Quality measurement and improvement under • meaningful use

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Definitions and operationalization

- What is healthcare quality? Different views...
- From Blumenthal (1996) •
 - Om Blumenthal (1996)
 Donabedian, 1988: "That kind of care which is expected to maximize an inclusive measure of patient welfare, after one has taken account of the balance of expected gains and losses that attend the process of care in all its parts."
 Lohr, IOM, 1990: The "degree to which health services for individuals and populations increase the likelihood of desired outcomes and are consistent with current professional knowledge."
- In era of rising costs and concerns about quality, physicians and the healthcare system must have public accountability (Lanier, 2003) •
- Research and practice still evolving (Berwick, 2008; Miller, 2009)

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Donabedian (2002) model of quality

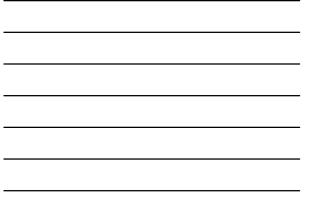
· Three categories

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- Structural factors that make it easier or harder to deliver high-quality care, e.g., hospital location, volume, association with teaching hospital
- Process factors describing healthcare content and activities, e.g., adherence to screening, guidelines, etc.
- Outcomes changes attributable to care, e.g., mortality, morbidity, functional status
- Implemented and measured at different levels at an institution, e.g., individual, department, organization

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	Individual	Department	Organization
Structural	-Professional certification -Credential review	-Staffing analysis -Equipment safety checks	-Licensure -Fire safety inspections
Process	-Peer review -Performance evaluations -Productivity monitors	-Review of performance indicators -Flow process analysis	-Infection surveillance -Review of utilization data
Outcome	-Practice profiles -Rework required	-Error/complication rate analysis	-Mortality rates -Quality sanctions



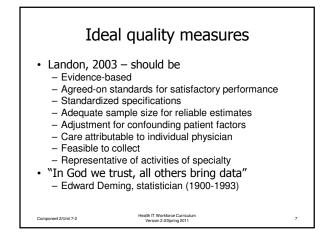
Process vs. outcomes

- · In general, want to focus on outcomes
 - Represents what actually happens to patient
- But difficult to measure and have confounding factors
- Do we know about relationship between them?
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 In acute coronary syndromes, there is strong correlation between process and outcome measures (Peterson, 2006)
 In other areas, however, there is not a strong relationship between satisfaction with care ("global ratings") and its technical quality (Chang, 2006)
 The science behind care also changes, e.g., recognition that too tight of control (HgbA1C) in diabetes can be detrimental (Aron, 2009)
 There is not always consensus, e.g., "drugs to avoid" in

 - There is not always consensus, e.g., "drugs to avoid" in the elderly (Steinman, 2009)

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Other definitions and issues

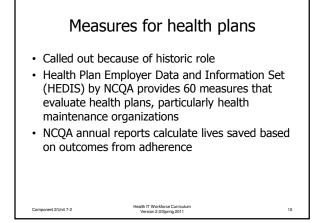
- Pay for performance (P4P) (Rowe, 2006)
 - Often equated with quality assessment but is just one approach (Rosenthal, 2008)
 - Based on notion that healthcare should be held accountable financially and otherwise
- Value-based purchasing (Leapfrog, 2007) – Application of P4P
 - Uptake among employers (major purchasers of healthcare in US besides governments) modest so far (Rosenthal, 2007)

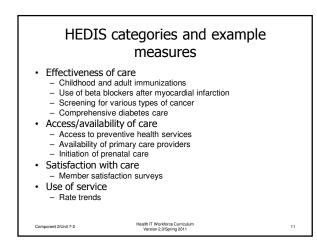
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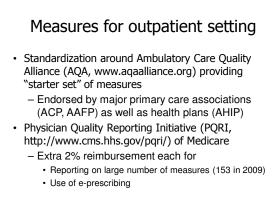
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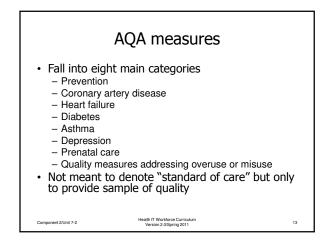






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AQA prevention measures

- Breast Cancer Screening % screened in last two years
- Colorectal Cancer Screening % with appropriate screening

 Several possible tests, e.g., sigmoidoscopy,
 - colonoscopy, etc.
- Cervical Cancer Screening % screened in last two years
- Tobacco Use % queried about use in last two years
- Advising Smokers to Quit % counseled to quit
- Influenza Vaccination % aged 50-64 who received
- Pneumonia Vaccination % who ever received

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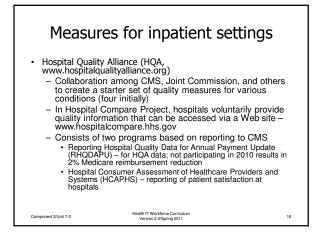
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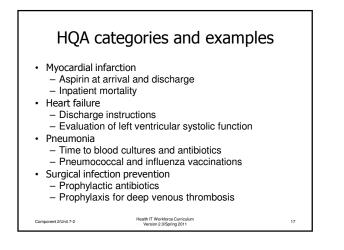
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AQA diabetes measures

- HbA1C Management % with diabetes having in last year
- HbA1C Management Control % with diabetes having value < 9
- Blood Pressure Management % with diabetes having blood pressure under 140/90
- Lipid Measurement % with diabetes screened
- LDL Cholesterol Level (<130mg/dL) % with diabetes with level <130mg/dL
- Eye Exam % with diabetes having in last year

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