



Quality Monitoring Discussion

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Importance

- Quality of Care issues heavily publicized
- Quality Management: requires commitment at all levels of an organization to follow the data management, prioritization principles, and action steps necessary to improve outcomes
- Quality Improvement: dependent on information, tools, and processes which can support safer, more effective care
- Quality Monitoring: tracking and reporting outcome measures of the Quality Management/Improvement program

Real-World Examples

- Maine Health Management Coalition --- integrated information on primary care practices' use of health information technology and care improvement processes as well as performance on standards HEDIS measures (www.mhmc.info)
- Bridges to Excellence --- Physician Office Link Program and Diabetes and Cardiac Care Link Programs (www.bridgestoexcellence.org)
- Multiple Quality Coalitions among payors, providers, and employers which support health information infrastructure, care process improvements, and improved outcomes of care for primary care
- Northern New England Cardiovascular Collaborative
- IHI Collaboratives: California HealthCare Foundation and others

What efforts are underway in the government sector?

- AHRQ/CMS -- Participation in Ambulatory Quality Alliance and pilots (primary care)
- CMS/Quality Improvement Organizations (primary care, hospital, nursing home, home health)
- HRSA/ Bureau of Primary Care
- VA -- Quality Improvement Program
- DoD -- Quality Improvement Program
- Indian Health Service

What efforts are underway in the private sector?

- Multiple HMO plans: Pay for Performance for primary care, some inclusion of PPO
- Co-ordination in AQA among payers, physicians, plans, and employers
- Integrated Delivery Systems: Intermountain Health, Kaiser Permanente, Partners Healthcare
- Leapfrog Group
- National Specialty Societies

What are the barriers?

- Lack of harmony among measures (variability in measurement methodology)
- Evidence-based measures limited to small subset of physician specialties
- Lack of patient-focused measures (patients with special needs or multiple co-morbidities)
- Inability to identify appropriate accountable clinician in FFS system with patients with multiple problems
- Infrastructure for collecting and reporting quality measures fragmented or not yet established

Key Accelerators in the Government and Private Sectors

- Widespread adoption of interoperable, certified electronic health records
- National consensus on set of evidence based quality measures applicable to all types of providers
- Standardized measurement methodologies
- Secure infrastructure for collecting, processing, and reporting quality metrics that is acceptable to the public