FINDING THE RIGHT METRICS – PATIENT CENTERED MEDICAL HOMES

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LEARNING ASSESSMENT

- A learning assessment is required for CE credit.
- A Question & Answer period will be conducted at the end of this presentation.

March 8-9, 2016
Integrated Healthcare Conference :: Chandler, Arizona
LEARNING OBJECTIVES

At the conclusion of this session, the participant will be able to:

- **Learning Objective 1:** Distinguish measures from metrics.
- **Learning Objective 2:** Distinguish process metrics from outcome metrics.
- **Learning Objective 3:** Identify sources for outcome metrics.

MEETING THE TRIPLE AIM

- **Improved Patient Experience**
  - Care coordination should improve the patient experience. (Patient satisfaction scores)

- **Improved Population Health**
  - Coordinated care should improve health. (QALY, reduction in new disease cases)

- **Reducing Per Capita Cost of Health Care**
  - Coordinated care should reduce costs. (Reduced duplication and administration of care)
Introduction

• Measures and Metrics
• Processes versus Outcomes
• Compound Metrics
• Questions?

Measures versus Metrics

• Overlap – both can be qualitative or quantitative.

• Measures are concrete – usually one thing at a time.

• Metrics describe a quality and require a baseline.
What are we “metricing”?

- Compliance?
- Process?
- Workload?
- Outcomes?

Process versus Outcome

A process is a system of inputs, work, and outputs.

Things and the relationships among those things.

Outcomes are the changes made by the process.
Process Re-engineering versus Improvement

- Re-engineering focuses on the relations among the process parts – how they impact each other. Epic change.
- Improvement focuses on the parts of the process. Smaller change.

Outcomes

- Reduction in A1c levels?
- Reduced ED utilization?
- Reduced missed school days?
- Reduced wait times?
- Reduced missed appointments?
Patient Centered Medical Home

Care delivery model originally developed for high needs pediatric patients by the American Academy of Pediatrics – 1992.

Accessible
Continuous
Comprehensive
Family Centered
Coordinated
Compassionate
Culturally Effective

Now a growing model under the ACA.

What is “Effective Care Coordination” ???

Measuring Effective Care Coordination

• Numerator?

• Denominator?

ASU Health Solutions
Measuring Effective Care Coordination

- Numerator?

- Used specialist care

Measuring Effective Care Coordination

- Got some type of help with care coordination.

- Used specialist care
Measuring Effective Care Coordination

- Got some type of help with care coordination.
- Level of satisfaction with provider to provider communication

- Used specialist care

ASU Health Solutions
Help With Care Coordination

- Have you felt you could have used extra help arranging care in the past 12 months?
- Does anybody help arrange care among providers?
- How often did you get as much help as you wanted arranging care in the past 12 months?
- These are all Likert Scale responses.


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National Quality Forum

- NQF endorsement is the gold standard for healthcare quality.
- NQF-endorsed measures are evidence-based and valid.
- www.qualityforum.org

BIBLIOGRAPHY / REFERENCES


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References


QUESTIONS

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SESSION EVALUATION

Please complete and return the evaluation form to the session monitor before leaving this session.

THANK YOU!