

Getting the Right Healthcare Information: Quality and Value

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Healthy Dialogues



NATIONAL
QUALITY FORUM

The Physician as a Patient



"You're at a teaching hospital.
Hence, all the tests."

My Patient Experience

What to look for while in the hospital

- Signs promoting safe practices
 - Hand washing
 - Medication safety
 - Fall prevention
- Medical barcoding technology
- Hospital survey results – how does this hospital compare to others in the area?

qual·i·ty *noun*

Character with respect to fineness, or grade of excellence.

Quality is how good something is. For healthcare, it is often expressed in a range. When a person receives high-quality healthcare, he or she has received the right services, at the right time, and in the right way to achieve the best possible health.

meas•ure *verb*

To estimate the relative amount, value, etc., of, by comparison with some standard.

meas•ure *noun*

The extent, dimensions, quantity, etc., of something, ascertained especially by comparison with a standard.

Healthcare performance measurement tells you whether the healthcare system does what it should.

rat·ing *noun*

Classification according to grade or rank.

Healthcare ratings can tell you whether a doctor, hospital, or nursing home is meeting scientific guidelines and achieving good results. How informative they are depends on the sources of information (measures) and what comparisons are used.

val·ue *noun*

Equivalent worth or return in money, material, services, etc.

The value of healthcare is subjective. It weighs costs against the health outcomes achieved, including patient satisfaction and quality of life.

More Information: What is Meaningful?



A Look Back: A young, but rapidly growing movement

1995

2000

EARLY 1990S

Healthcare Effectiveness Data and Information Set (HEDIS)

1998

Report from President's Advisory Commission on Consumer Protection and Quality in the Health Care Industry.

1999

Institute of Medicine publishes *To Err is Human*

NQF launches in September

2001

Institute of Medicine publishes *Crossing the Quality Chasm*

2002

A National Framework for Healthcare Quality Measurement and Reporting

A Look Back: A young, but rapidly growing movement

2005

2010

2013

2004

CMS value-based purchasing

2008

National Priorities Partners established

2010

Patient Protection and Affordable Care Act

2011

Measure Applications Partnership established
National Quality Strategy

Growth of value-based purchasing

NQF: What We Do

- Essential forum for catalyzing improvement:
 - Groups that work to foster quality improvement in both public- and private-sectors.
 - Consensus standards for performance measurement.
 - Reliable, high-quality performance information that is publicly available.
 - Need feedback on measure use – is it meaningful?

NQF: Who We Are

- NQF includes more than 420 member organizations from every part of the healthcare system.
- Majority of consumer and purchaser representatives on Board of Directors.
- NQF Councils:
 - Consumer
 - Health Professionals
 - Health Plans
 - Public/Community Health Agencies
 - Supplier/Industry
 - Purchaser
 - Provider
 - Quality Measurement, Research, and Improvement

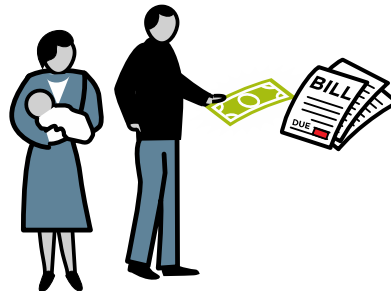
NQF Supports the National Quality Strategy

Three aims to improve healthcare

BETTER CARE



MORE AFFORDABLE CARE



HEALTHIER PEOPLE IN HEALTHIER COMMUNITIES



Things to Do Now

Resources

- Informed Patient Institute:
www.informedpatientinstitute.org
- Hospital Compare:
www.medicare.gov/hospitalcompare
- Field Guide to NQF Resources
www.qualityforum.org/Field_Guide
- Hospital report cards
www.utahhealthscape.org
www.ucare.utah.gov