



Ready for what's next.

Trends in Measurement of Healthcare Quality and Safety

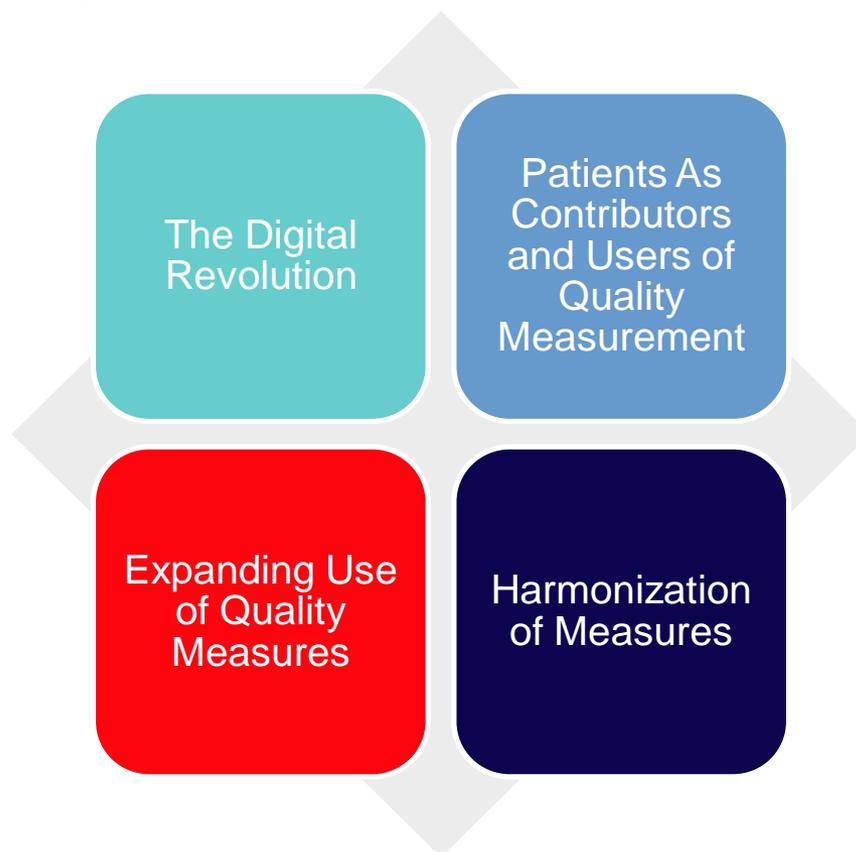
May 22, 2013

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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.



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