

Handout 1: Background Information About Quality Measures

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Why Track Quality Measures?

- To look at trends
- To help make informed choices
- To identify areas for improvement
- To provide tools for accountability
- To enable oversight

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How Is Quality Measured?

- In three typical categories:
 - Structure
 - Process
 - Outcome

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Structure Measures

Generally things like:

- Physical plant operations and facilities
- Equipment
- Staff capacity

Also things like:

- Management and management structure
- Administration, staff, data, record keeping
- Other internal quality review activities

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Process Measures

Look at the interaction:

- Between the individual using services and care
- And the systems providing services and care

Include the intervention's elements:

- Timeliness and consistency
- Skill with which it was provided (assessment, service planning, and provision of care or services)

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Outcome Measures

Results of services or care from:

- Assessment and treatment of conditions
- Services and supports that people receive

Can be:

- An individual's evaluation of services and supports
- Actual results of services and supports

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Quality Measure Considerations

- Available data?
- Well reflect the involved population?
- Standardized data so that information makes sense (for example, provider to provider or delivery system to delivery system)?
- Comparable data at a state-to-state and/or national level?

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Quality Measure Tools

- Healthcare Effectiveness Data and Information Set (HEDIS)
- Consumer Assessment of Healthcare Providers and Systems (CAHPS)
- Agency for Healthcare Research and Quality (AHRQ)

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Healthcare Effectiveness Data and Information Set (HEDIS)

- Widely used set of performance measures in the managed care industry
- Grouped into a few key areas (effectiveness, experience, access/availability, and utilization)
- Designed to allow comparison of health plans
- Increasingly used to track year-to-year performance

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Consumer Assessment of Healthcare Providers and Systems (CAHPS)

- National, standardized survey providing individual perspectives about overall quality of services
- Questions divided into four sections (or domains) related to the person's perceptions:
 - Individual's health care
 - Personal provider
 - Individual's demographics
 - Health plan

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Agency for Healthcare Research and Quality (AHRQ)

- U.S. government agency functioning as part of the Department of Health & Human Services
- Supports research to help improve health care quality
- Used by health care providers:
 - To identify potential concerns about quality and safety
 - To track their performance over time

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