


LEVEL UP 2023

Measurement of quality: The next frontier in changing the game of health system performance.

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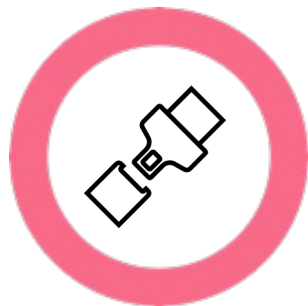
Clinical Consultant



Measurement of
quality: The next
frontier in changing
the game of health
system
performance.

What is Quality of Care?

Quality of healthcare should be:



Safe



Effective



People-centred

IT'S TIME TO UP YOUR GAME



Crossing the Quality Chasm: A New Health System for the 21st Century

A New Health System for the 21st Century

The 21st century health care system envisioned by the committee – providing care that is evidence-based, patient-centered, and systems-oriented – also implies new roles and responsibilities for patients and their families, who must become more aware, more participative, and more demanding in a care system that should be meeting their needs. And all involved must be united by the overarching purpose of reducing the burden of illness, injury and disability in our nation.



HEALTH MARKET INQUIRY

FINAL FINDINGS AND RECOMMENDATIONS REPORT

September 2019



Why is Quality of Care important?

The case for Quality:

Value-based Contracting

Improved Outcomes

Reduction of Costs

Accountability & Care

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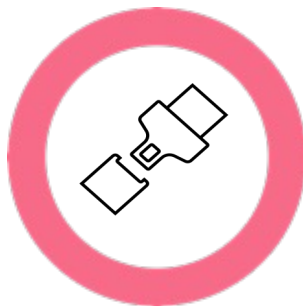
How do we measure Quality of Care?



Quality of Care measures:



Clinical
Outcomes



Harm
Reduction



PREMs &
PROMs

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Quality of Care measures:



PREMs &
PROMs



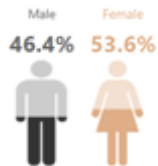
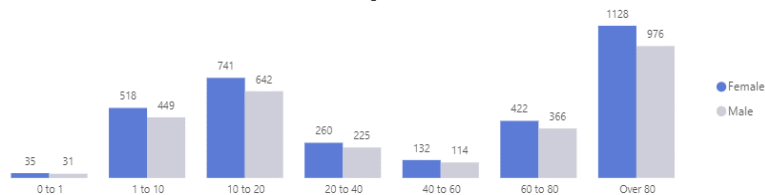
- ▶ Compare performance
- ▶ Encourage excellence
- ▶ Monitor quality improvement programmes

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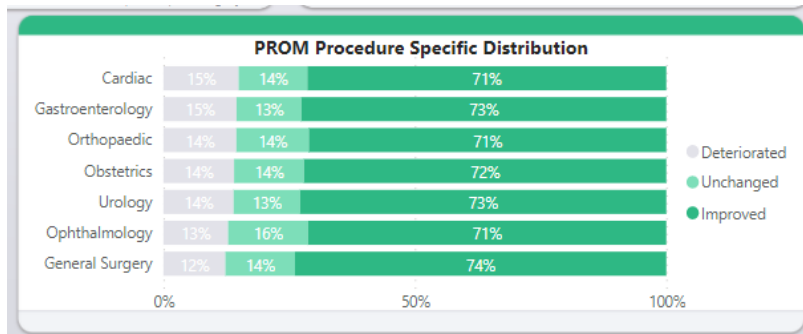


Demographics

Age

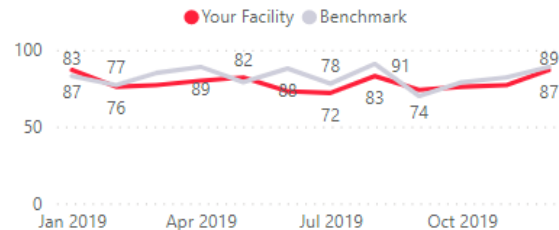


Quality indicators from claims experience



Risk-adjusted measures of performance

Overall Rating - Time Series

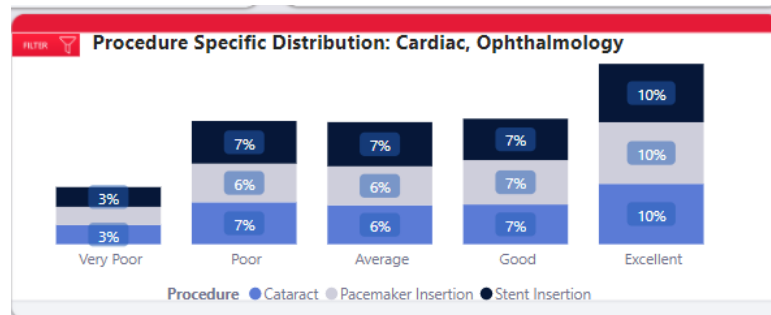


Hip Replacement (unilateral)

Admissions 42

Quality of Life	Pre	Post	Change	Target
EQ-5D	83%	62%	-21% ▼	72%

Condition-specific	Pre	Post	Change	Target
HOOS	83%	62%	-21% ▼	72%



Then (2000)

Few measures

Industry resistance

No uniform data collection

Little improvement driven by
quality measures

No past learnings



Now (2020)

Many measures – too many?

Willing participation

Increasing standardized data collection

Major measurable improvements

Wealth of experience

Quality of Care:

Fewer measures, relevant to **disease burden**, focus on **outcomes**, with a few selected **process measures**.

Quality improvement (QI) takes **3-5 years** on average and requires dedicated QI **resources**.



Levelling up the Impact of Quality of Care

“We have really good data that shows when you take patients
and you

really **inform them about their choices,**
patients make more frugal choices.

They **pick more efficient choices** than the healthcare system
does”

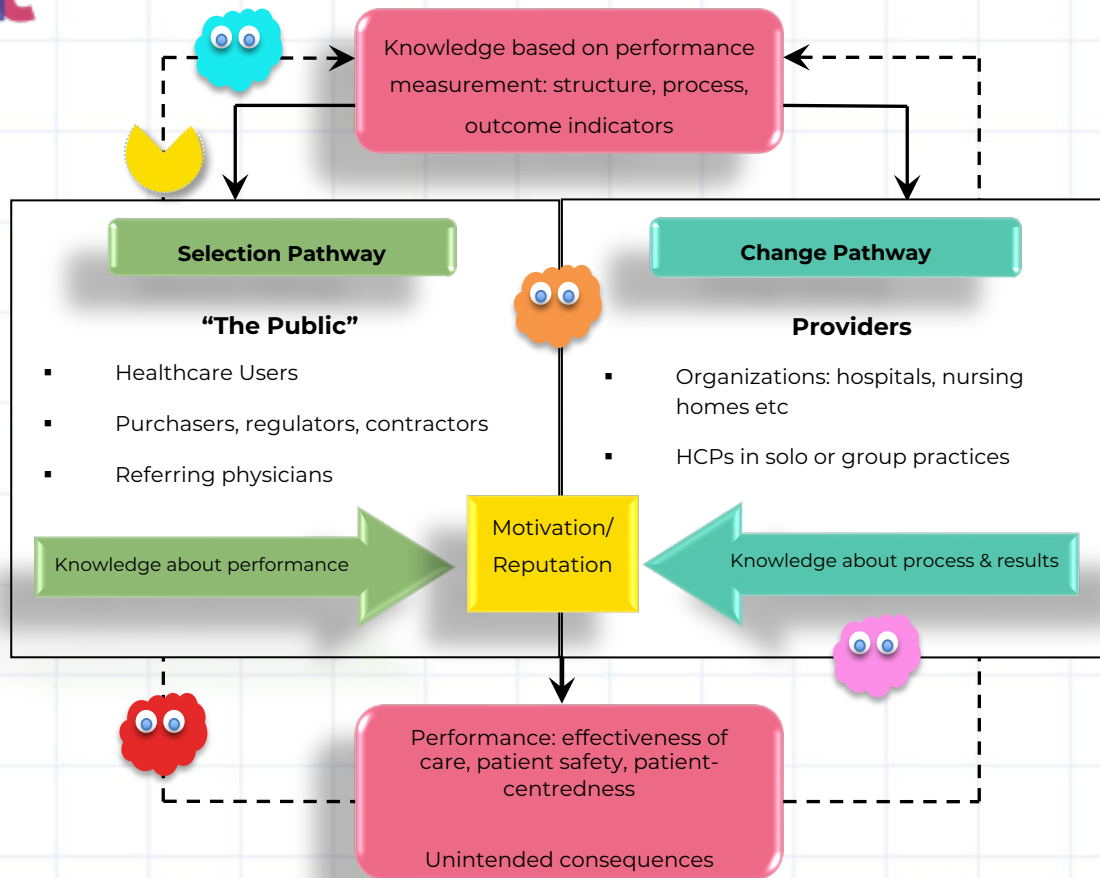
Donald Berwick, former President and
Chief Executive Officer of the
Institute for Healthcare Improvement

THE NEXT FRONTIER IN QUALITY



PUBLIC REPORTING





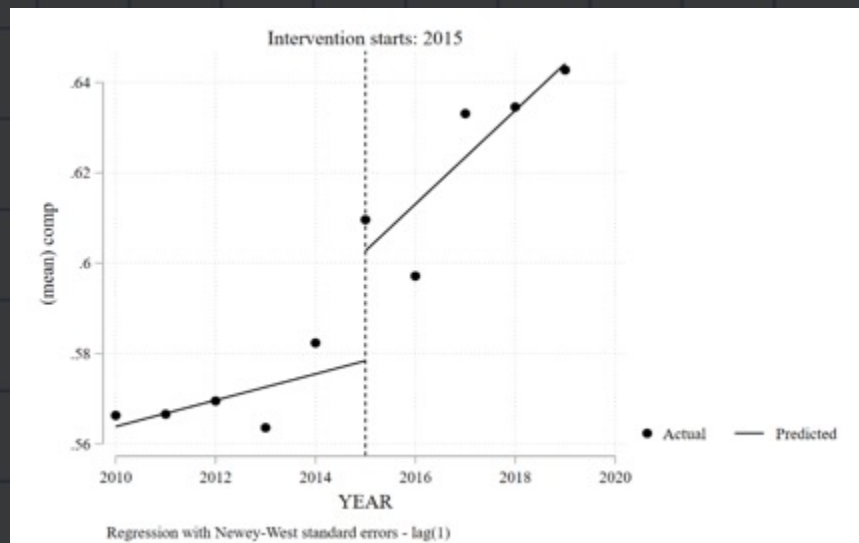


Figure 1: Change in mean composite (total) score, due to public reporting intervention (2015), among private hospital groups in South Africa

Table 1: Shorrock's decomposition analysis for categories in HCAHPS-inspired survey

Measure	Variance
Medication information	18.129
Treatment from nurses	18.023
Staff responsiveness	16.156
Discharge information	14.585
Pain management	14.332
Hospital environment	11.293
Treatment from doctors	7.482

Why is public reporting difficult?

Lack of consensus

Lack of Trust

Fear (reputation)

Billing data

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**Thank
You.**