

How to Effectively Measure and Track Patient Quality

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Definitions

- Benchmarking
- Internal Benchmarking
- External Benchmarking
- Quality of Care
- Healthcare Quality Measurement

What is Benchmarking?

A systemic measurement and comparison of products, services or work processes:

Of departments or practitioners (internal benchmarking)

Of similar organizations (external benchmarking)

What is Quality?

“Quality of care is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge.”

Medicare : A Strategy for Quality Assurance
Institute of Medicine, 1990

How is Healthcare Quality Measured?

| | |
|----------------------|------------------------|
| ✓ Outcomes | Infection Rate |
| ✓ Process | Antibiotic Timing |
| ✓ Cost | Per Case Cost |
| ✓ Patient Experience | Interaction with Staff |

Why Track and Monitor Quality?

- Motivation - Create measurable goals for both employees and Medical Staff
- Marketing - Demonstrate competitive advantage to patients, physicians and payers
- Management tool - Facilitates acquisition of data and allows quantification of results and focus on areas requiring attention.
- Meet standards - Reporting requirements, State licensing mandates, Accreditation standards, CMS Conditions for Coverage
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Who is Involved at the Facility level?

Practitioners

Nursing Staff

Medical Staff

Allied Health Staff

Administration

QA/PI Committee

Medical Executive Committee

Governing Body

Who is involved at the National level?

- Many ASC Management Companies
- Private entities (VMG Health, SOIX)
- Some States (Governments and Legislatures)
- Accreditation Organizations (JC, AAAHC)
- National Membership Organizations (ASCA, MGMA)
- National Standard Setting Organizations (NQF)
- ASC Industry Groups (State Societies, ASC QC)



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Outcomes Monitoring Project

- 19 Clinical Outcomes Benchmarks
- 16 Clinical Operations Benchmarks
- 4 Business Operations Benchmarks

- Submit your survey responses online, by fax or by email
- Survey participants will continue to receive their results in the mail. The results will also be available on ASCA's web site at www.ascassociation.org/omp.

- ASCA's Outcomes Monitoring Project is a member benefit open to all ASCA facility members. Participation is free to all ASC facility members.

National Quality Forum (NQF)

- Voluntary consensus standard setting organization established to standardize health care quality measurement and public reporting

- Mission to improve the quality of American healthcare by setting national priorities and goals for performance improvement

- Utilizes consensus development process

National Quality Forum (NQF)

Consensus Development Process:

1. Evaluation by Technical Advisory Panel
2. Evaluation by a Steering Committee
3. Public and NQF member comment
4. NQF member vote
5. Review by the Consensus Standards Approval Committee
6. Approval by the NQF Board

ASC QC Endorsed Measures

Six NQF Endorsed Measures

- Patient Burn
- Patient Fall in the ASC
- Wrong Site, Side, Patient, Procedure or Implant
- Hospital Transfer / Admission
- Prophylactic Intravenous Antibiotic Timing
- Appropriate Surgical Site Hair Removal

ASC QC Current Activities

- ASC QC collects data on the six NQF endorsed measures
- Initial participants include:
 - 1) ASC Management Companies
(Represents approximately 750 facilities)
 - 2) ASCA Outcomes Monitoring Project Data
(Represents approximately 650 facilities)
- Aggregated data reported

ASC QC Current Activities

- Pilot testing two measures:
 - Medication Administration Variance
 - Surgical Site Infection
- Measures Under Development
 - VTE Prophylaxis
 - Medication Reconciliation
 - Patient Experience

ASC QC Current Activities

Patient Experience Survey

6 Questions: Patient Care (each of 3 Sections)

1. Your Care From Nurses
2. Your Care From Doctors
3. Your Center Experience

2 Questions: Overall Ratings

5 Questions: Demographic Information

ASC QC Current Activities

- [Measure Development](#)
Working together, participants in the ASC QC develop standardized quality measures appropriate to ASCs. To date, six of these measures have been endorsed by the National Quality Forum. Both a [brief summary](#) and a [detailed guide](#) to the measures are available.
- [Public Reporting of Quality Data](#)
The ASC QC strongly supports public reporting of quality data. Our commitment to public reporting is reflected in our online publication of a free [quarterly report](#) of ASC quality data, made possible entirely through the voluntary efforts of our participants.
- [Advancing ASC Quality](#)
To support the ASC industry's focus on high quality care, the ASC Quality Collaboration is assembling ASC Tools for Infection Prevention ([ASC TIPS](#)), that can be used to supplement current infection prevention practices.
- [Advocacy](#)
The Tax Relief and Health Care Act of 2006 (TRHCA) allows the federal government to develop a quality measure reporting system for ASCs. We [advocate](#) for a system that provides meaningful information for stakeholders while imposing minimal administrative burden for ASCs.

ASC QC Future Structure

Independence

Credibility
Eligibility

Incorporation

Governance
Broadened participation

Integration

Strategic Alignment
Partnership (e.g. CDC /APIC Meeting)
Financial: \$287,425 in kind donation
Staffing: Dedicated employees

Coordination:

Communication
Advocacy

ASC QC Funding

- Majority of funding from ASC management companies and ASC Association/Ambulatory Surgery Foundation
- Smaller contribution from professional societies, state associations, purchaser organizations
- Nominal contribution from consumer organizations
- No financial contribution from accrediting organizations and government agencies

ASC QC Future Activities

Grant writing:

Research regarding HAIs / SSIs in the ASC Setting
Apply to AHRQ (and others)

Statistician:

Data collection

Aggregated (less verifiable data)
Case Mix (Colonoscopies inclusion/exclusion)

Measure

Submission
Maintenance

ASC QC Future Activities

Measures:

NQF Submission / Approval/ Endorsement/Maintenance
HHS / CMS Adoption / VBP Program

Reporting:

Standardized
Electronic
Individual facility

Data:

Research
Advocacy
Performance Assessment
Patient Care Improvement

Action Items

- Commit to make the effort
- Select relevant indicators to measure
- Determine sources to benchmark against
- Implement data gathering processes
- Document and share findings
- Interpret results (internal and external)
- Take action based on interpretation
- Reevaluate and reassess

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