Transforming Measurement for Better Care: Lessons Learned from Patient-Centered Measurement Pilots

Ellen Schultz
Senior Researcher, American Institutes for Research
National Academy of Medicine

December 12, 2019
Acknowledgements

Hala Durrah
Karen Frazier
Stephen Hoy
Mary Lavelle
Dilani Logan
Pam Dardess
Shoshanna Sofaer

Goal-Directed Dialysis, Redefining Functional Status, Team Listen to Caregivers and Patient Experience pilot teams

Gordon and Betty Moore Foundation
Robert Wood Johnson Foundation
California Health Care Foundation
• Safe
• Timely
• Effective
• Efficient
• Equitable
• Patient-centered
Patient-centered measurement

Patient-centered

- Driven by patients’ expressed needs—not assumptions about what matters to them
- Makes a difference for and benefits patients
- Focuses on structures, processes and outcomes that patients care about, not what the system says they should care about

Measurement that’s driven by patients’ expressed preferences, needs, and values that informs progress toward better health, better care, and lower costs.
Patients’ goals, preferences, and priorities drive what is measured and how performance is assessed.

Patients are equal partners in measure development and have decision-making authority about how data is collected, reported, and used.

Patients and other stakeholders get timely, easy-to-understand data to inform decision-making and quality improvement.

Measurement recognizes that patients are whole people and considers their circumstances, life and health histories, and experiences within and outside of the health care system.

Patients have access to the same data as other stakeholders and understand how data is used to inform decision-making around care practices and policies.
Four Pilot Projects Put Principles Into Practice

Financial support for the pilot projects provided by the Robert Wood Johnson Foundation