

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

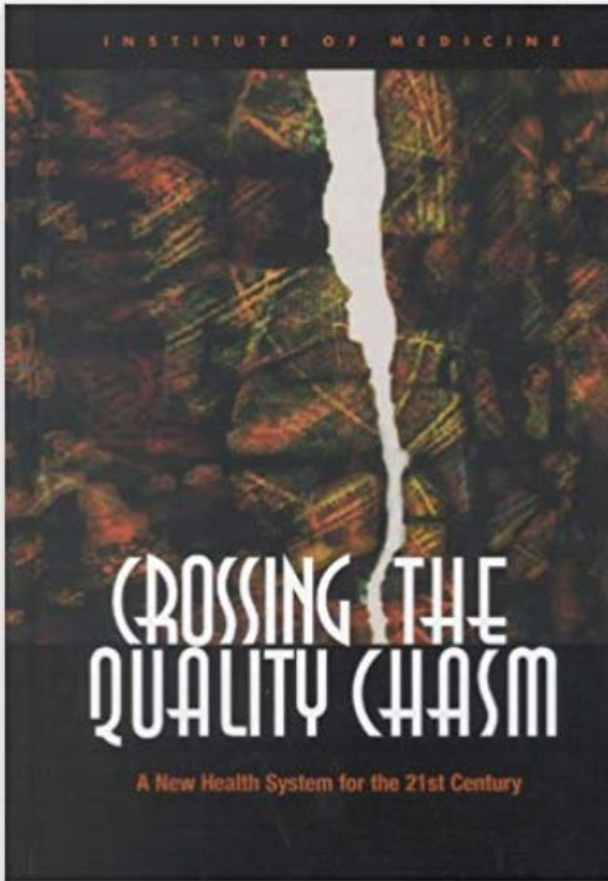
Shoshanna Sofaer

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



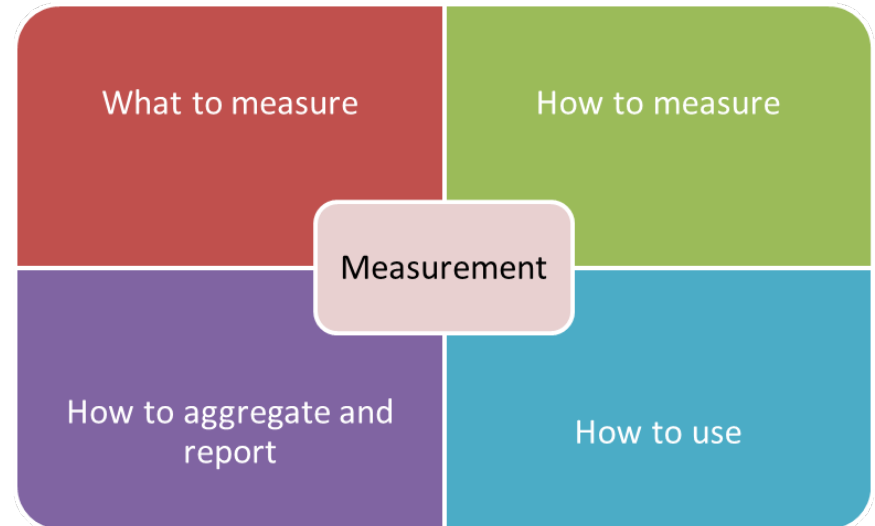
- Safe
- Timely
- Effective
- Efficient
- Equitable
- **Patient-centered**



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



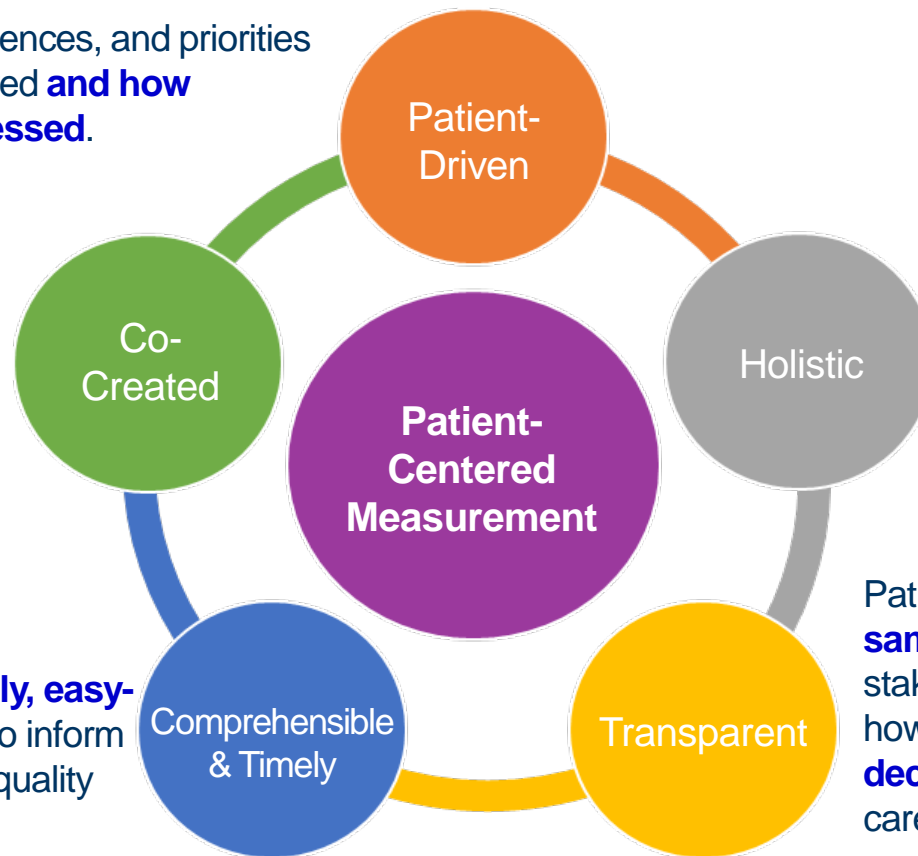
*Measurement that's driven by **patients' expressed preferences, needs, and values** that informs progress toward better health, better care, and lower costs.*

Principles of patient-centered measurement

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.

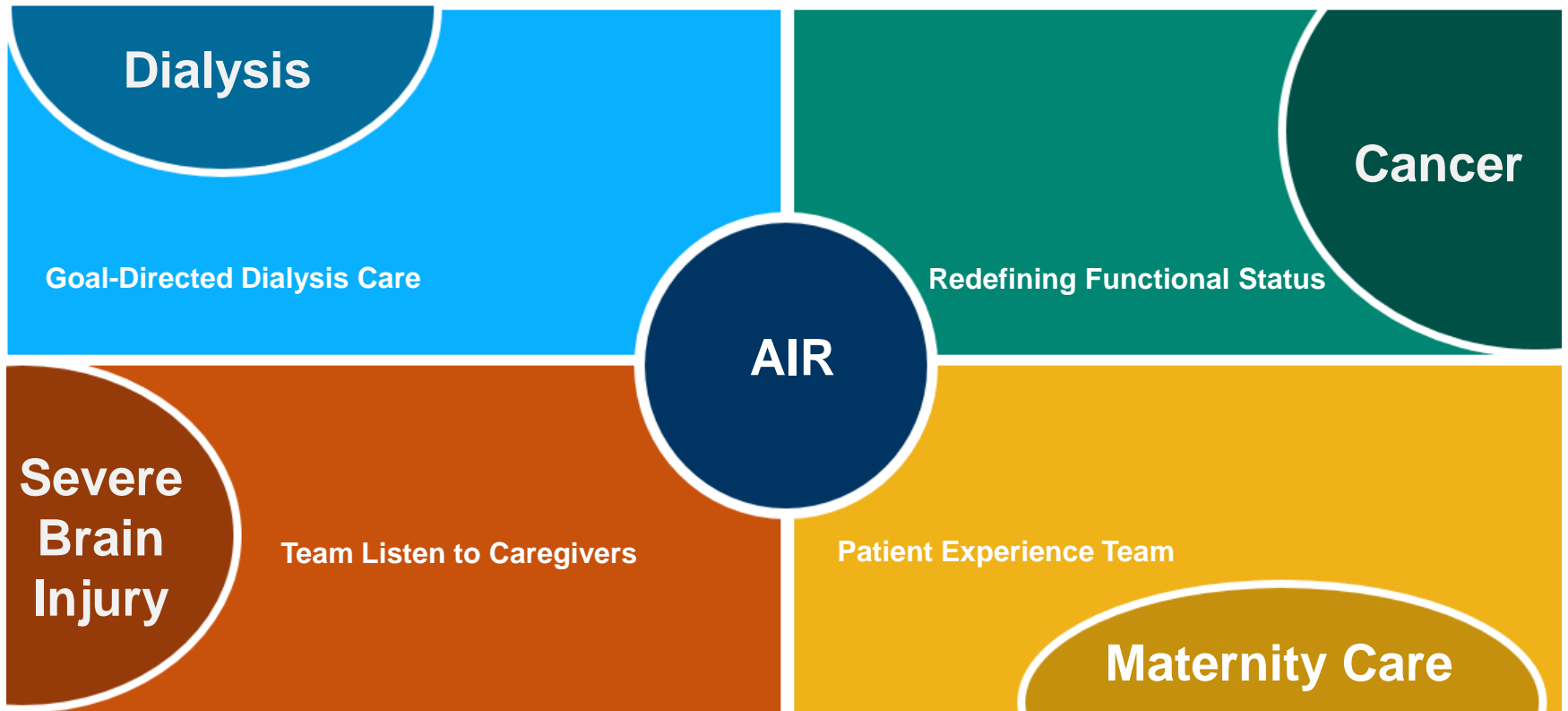
Patients and other stakeholders get **timely, easy-to-understand data** to inform decision-making and quality improvement.



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