Developing a common language for quality discussions

Types of Measures

Type	Structure measures	Process Measures	Outcome Measures
What it does	Measures a health care provider's capacity, systems, and processes to provide high-quality care.	Indicates what a provider does to maintain or improve health, either for healthy people or for those diagnosed with a health care condition, typically reflecting generally accepted recommendations for clinical practice.	Reflects the impact of the health care service or intervention on the health status of patients.
What it looks like	Whether the health care organization uses electronic medical records or medication order entry systems. The ratio of providers to patients	The percentage of people receiving preventive services (such as mammograms or immunizations). The percentage of people with diabetes who had their blood sugar tested and controlled.	The percentage of patients who died because of surgery (surgical mortality rates). The rate of surgical complications or hospital-acquired infections.

Institute of Medicine Six Domains of Health Care Quality

Domain of Health Care Quality	Description
Safe	Avoiding harm to patients from the care that is intended to help them.
Effective	Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and misuse, respectively).
Patient-centered	Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.
Timely	Reducing waits and sometimes harmful delays for both those who receive and those who give care.
Efficient	Avoiding waste, including waste of equipment, supplies, ideas, and energy.
Equitable	Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.

Data Sources for Health Care Quality Measures

Data Source	Description	Example Source of Data
Administrative Data	While providing and paying for care, organizations generate administrative data on the characteristics of the population they serve as well as their use of services and charges for those services, often at the level of individual users. The data is gathered from claims, encounter, enrollment, and providers systems. Common data elements include type of service, number of units (e.g., days of service), diagnosis and procedure codes for clinical services, location of service, and amount billed, and amount reimbursed.	HHSC/ICHP MCOs Hospitals/Clinics
Patient Medical Records	A medical record is documentation of a patient's medical history and care. The advent of electronic medical records has increased the accessibility of patients' files. Wider use of electronic medical record systems is expected to improve the ease and cost of using this information for quality measurement and reporting.	Hospital/Clinic EHRs which may include data accessed through data exchange
Patient Surveys	Survey instruments capture self-reported information from patients about their health care experiences. Aspects covered include reports on the care, service, or treatment received and perceptions of the outcomes of care. Surveys are typically administered to a sample of patients by mail, by telephone, or via the Internet.	Hospital CAHPS & Pediatric Hospital CAHPS (not payer-specific) Health Plan CAHPS
Standardized Clinical Data	Certain kinds of facilities, such as nursing homes and home health agencies, are required to report detailed information about the status of each patient at set time intervals.	Hospital or public reporting of Hospital data (U.S. National Healthcare Safety Network)

Measures of Quality for Different Health Care Settings

Setting	Hospitals	Physicians	Health Plans
Measure Set Examples	AHRQ Quality Indicators CAHPS Hospital Survey ORYX® (The Joint Commission)	HEDIS CAHPS Clinician & Group Survey (CG-CAHPS) Medicaid Core Set of Quality Measures for Adults and Children	HEDIS CAHPS Health Plan Survey

Resources taken from AHRQ's "Talking Quality" series
https://www.ahrq.gov/talkingquality/index.html