

# HSCC 311

## Systems and Trends in Health Care Delivery

### Medical Care Quality

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## Objectives

- Upon completion of this section, the student should be able to:
  - Understand the historical perspectives of quality
  - Describe the dimensions of quality
  - Identify the components of quality
  - Describe the structure, process, and outcome aspects of quality

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## Historical Perspectives of Quality

- Florence Nightingale
  - Medical care evaluation
  - Statistics
- Dr. Codman
  - Evaluation of end results
- JCAHO
  - Continuous evaluation, assessment, and improvement
- National Commission on Quality Assessment

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## Definition of Quality

- Depends on perspective
- "Degree of Excellence"
- "Superiority in Kind"

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## Components of Quality

- Appropriateness
- Technical Excellence
- Accessibility
- Acceptability

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## Dimensions of Quality

- Microview
  - Services at point of delivery
- Macroview
  - Populations
  - Entire system

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## Microview

- Clinical aspects of care delivery
- Interpersonal aspects of care delivery
- Quality of life

## Clinical Aspects

- Technical Quality
- Key criteria
  - Facilities
  - Qualification and skills
  - Processes and interventions
  - Cost-efficiency
  - End results

## Interpersonal Aspects

- Patients lack technical expertise
- Quality is judged on perceptions
- Patient satisfaction surveys

## Quality of Life

- Health-related quality of life (HRQL)
  - Person's perception
- Measurement
  - Data collection through questionnaires

## Approaches to Measuring HRQL

- Six principles:
  - Measure separately
  - Include measures of social functioning
  - Patient-based questionnaires
  - Categorical scales
  - Brief questionnaires
  - Measures with published properties

## Macroview

- Macroview encompasses:
  - Cost
  - Access
  - Population health

## Quality Assurance

- Synonymous with quality improvement
- Systemwide commitment
- Based on TQM/CQI
- TQM
  - Quality is an integrative concept
  - Everyone plays a part
- CQI
  - Statistical methods
  - Obtain predictable results

## Quality Assurance Mechanisms

- Three types:
  - Licensing
  - Accreditation
  - Certification

## Licensing

- Backed by the force of the law
- States empowered by Constitution
- Occupations
  - Medicine
  - Dentistry
  - Pharmacy
  - Nursing
  - Nursing home administration

## Accreditation & Certification

- Accreditation
  - Limited to institutions
- Certification
  - Applies to individuals
  - Not backed by law

## Quality Assessment

- Requires measurement of subjective or qualitative phenomena
- Must be quantified

## Measurement Issues

- There is no single indicator
- Validity
  - How well it really reflects the concepts being assessed
- Reliability
  - Extent to which the same results occur from repeated applications

## Selecting Topics for Quality Assessment

- ☒ Selectively examining dimensions of the health delivery system
- ☒ Two approaches
  - ☒ Examine without reference to specific clinical problems
  - ☒ Examine quality from clinical perspective

## Selecting Quality Assessment Areas

- ☒ Condition is highly prevalent
- ☒ Reasonable scientific evidence
- ☒ Enhancement of population health
- ☒ Cost-effective interventions
- ☒ Interventions influenced by health plans or providers

## Conceptual Framework

- ☒ Mechanism for defining aspects of care:
  - ☒ Structure
  - ☒ Process
  - ☒ Outcomes

## Structure

- ☒ Provides an indirect measure of quality
- ☒ Relatively stable characteristic
- ☒ Criteria
  - ☒ Facilities
  - ☒ Equipment
  - ☒ Staffing levels
  - ☒ Qualifications
  - ☒ Programs
  - ☒ Administrative organization

## Structural Quality

- ☒ Elements
  - ☒ Community characteristics
  - ☒ Organization characteristics
  - ☒ Provider characteristics
  - ☒ Population characteristics

## Methods of Structural Quality Assessment

- ☒ Elements of structure that:
  - ☒ Predict variations in process or outcome of care
  - ☒ Are subject to change
- ☒ Factors indicating good quality of care
- ☒ Provider characteristics
- ☒ Accreditation programs

## Structural Quality

- Factors associated with variations in outcomes
- Socioeconomic differences

## Process of Care

- Way care is provided
- Two aspects
  - Technical excellence
  - Interpersonal excellence

## Methods of Process Quality Assessment

- 4 methods:
  - Appropriateness of intervention
  - Adherence to practice guidelines
  - Practice profiling
  - Consumer ratings

## Appropriateness of Intervention

- Health benefit exceeds risk
- 5 steps:
  - Review literature
  - List indications
  - Convene a panel
  - Rate the indications
  - Evaluate appropriateness

## Observations on Appropriateness Method

- Content and construct validity
- Ratings are explicit standards
- Indications linked to scientific evidence

## Adherence to Practice Guidelines

- Method of process quality assessment
- Clinical practice guidelines

## Practice Profiling

- Method for comparing patterns of cost, utilization, quality
- Profiling used for internal quality improvement and cost containment

## Consumer Ratings

- Most appropriate method for evaluating interpersonal quality of care
- Information sought
  - Reporting of events
  - Ratings of care

## Outcomes of Care

- Final results from utilizing structure and processes
- Change (or lack of) in patient's status
- Seen as the "bottom line"

## Key Challenges of Outcomes Assessments

- 2 key challenges:
  - Adequate methods must be in place
  - attribution

## Methods of Outcome Assessment

- Three approaches:
  - Condition-specific
  - Generic
  - Sentinel

## Quality Report Cards

- HEDIS
  - 56 measures across 8 domains
    - Effectiveness of care
    - Access and availability of care
    - Satisfaction
    - Plan stability
    - Use of services
    - Cost of care
    - Informed choices
    - Plan information

In Conclusion . . .

