

# Measuring Person-Centered Care

HSCRC  
Performance  
Measurement  
Workgroup

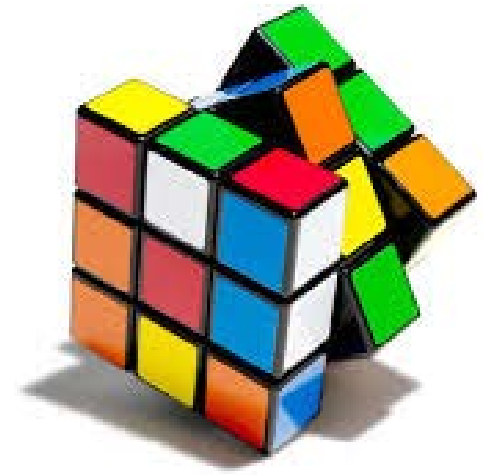
Tom Valuck, MD, JD



Discern Health  
1120 North Charles Street  
Suite 200  
Baltimore, MD 21201  
(410) 542-4470  
[www.discernhealth.com](http://www.discernhealth.com)

# Framework for Measuring Person-Centered Care

- ◆ Definitions
- ◆ Principles
- ◆ Methodological Issues
- ◆ Measure Types
- ◆ Phasing



# What Is Person- (Patient- and Family-) Centered Care?

- ◆ NQF Person-Centered Care Measure Gaps Project:
  - An approach to the planning and delivery of care across settings and time that is centered around collaborative partnerships among individuals, their defined family, and providers of care.
  - Supports health and well-being by being consistent with, respectful of, and responsive to an individual's priorities, goals, needs, and values.



# What Is Person-Centered Care?

- ◆ Key principles for measures:
  - Meaningful to consumers and built with consumers
  - Focused on their entire care experience, rather than a single setting or program
  - Measured from the person's perspective and experience (i.e., generally patient-reported unless the patient/consumer is not the best source of the information)



# Patient-Reported Measures- Methodological Issues

- ❑ Self vs. proxy
- ❑ Mode, method, and setting of administration
- ❑ Measuring change over time
- ❑ Organization-level aggregation
- ❑ Global vs. condition-specific
- ❑ Risk adjustment/stratification

# Person-Centered Care Measure Types

- Experience of Care
- Health-Related Quality of Life
- Burden of Illness
- Shared Decision-Making
- Patient Navigation and Self-Management



# Measures of Person-Centered Care- General

- A few measures evaluate multiple aspects of person-centered care
- Example: Children who receive family-centered care (NQF #1333)

A composite measure designed to assess the family-centeredness of care delivery along several dimensions: whether doctor 1) partners with family in care, 2) listens to patient/parent carefully, 3) spends enough time with child, 4) is sensitive to family values/customs, 5) provides needed information, 6) whether family is able to access interpreter help, if needed.



# Measures of Person-Centered Care- Patient Experience

- HCAHPS- Survey for Hospital Inpatients (NQF #166)
  - Measurement domains
    - Communication with doctors
    - Communication with nurses
    - Responsiveness of hospital staff
    - Pain control
    - Communication about medicines
    - Cleanliness and quiet of the hospital environment
    - Discharge information





# Measures of Person-Centered Care-Patient Experience

- ◆ Communication Climate Assessment Toolkit (C-CAT)
  - American Medical Association Survey Tool
  - Measure domains (individual NQF-endorsed measures)
    - ⌘ Health literacy
    - ⌘ Cross-cultural communication
    - ⌘ Individual engagement
    - ⌘ Language services
    - ⌘ Provider leadership commitment
    - ⌘ Performance evaluation



# Measures of Person-Centered Care- Patient Experience

- ❖ Family-centered survey questionnaire for parents' and patients' experiences during inpatient pediatric hospital stay (NQF #0725)
  - Boston Children's Hospital
  - 62 questions
  - Domains
    - ❖ Overall impressions
    - ❖ Interactions with doctors
    - ❖ Interactions with nurses
    - ❖ Admission and discharge process
    - ❖ Medication
    - ❖ Pain management
    - ❖ Others



# Measures of Person-Centered Care-Health Related Quality of Life

- ◆ Functional Status; mental health assessment; “whole person” well-being
- ◆ Examples
  - Assessment of Health-Related Quality of Life (Physical and Mental Functioning) Using KDQOL-36 (NQF #260)
  - Functional States Change for Patients with Orthopedic Impairments (NQF #'s 0422-0428)
  - Screening for Clinical Depression and Follow-Up Plan (NQF #0418)



# Measures of Person-Centered Care-Burden of Illness

- ◆ Symptom management (pain, fatigue); treatment burden (patients, family, community)
- ◆ Examples
  - Osteoarthritis: Function and Pain Assessment (NQF #0050)
  - Pain Assessment and Follow-up (NQF #0420)
  - Falls: Screening, Risk Assessment and Plan of Care to Prevent Future Falls (NQF #0101)



# Measures of Person-Centered Care- Shared Decision-Making

- ◆ Communication with patient and family; advance care planning; establishing goals; care concordant with individual preferences
- ◆ Examples
  - Advance Care Plan (NQF #326)
  - Back Pain: Shared Decision-Making (NQF #0310)
  - Psychiatric Post-discharge Continuing Care Plan Created (NQF #557)
  - Cultural Competency Implementation Measure (NQF #1919)



# Measures of Person-Centered Care- Patient Navigation and Self- Management

- ◆ Patient activation; health literacy; caregiver support
- ◆ Examples
  - Children with Special Health Care Needs (CSHCN) Who Receive Services Needed for Transition to Adult Health Care (NQF #1340)
  - Adults Taking Insulin with Evidence of Self-Management (NQF #0603)



# Phasing

Progress Toward Person-  
Centered Care



- Begin by measuring experience of care (HCAHPS), burden of illness (pain), cultural competency, and shared decision-making (care plans/procedures)
- Advance to measuring improvement in functional status and patient self-management



**Thank You**

