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HEALTH SERVICES AND POLICY RESEARCH

A framework for primary care performance measurement and reporting

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Presentation outline

- Aims and objectives
- Review of primary care performance measurement initiatives internationally
- Proposing a new approach to primary care performance measurement



Aims & Objectives

Our objective is to develop nationally consistent, locally relevant primary care performance reports “portraits.”

Our first step is to develop a reporting framework.

Processes in performance measurement

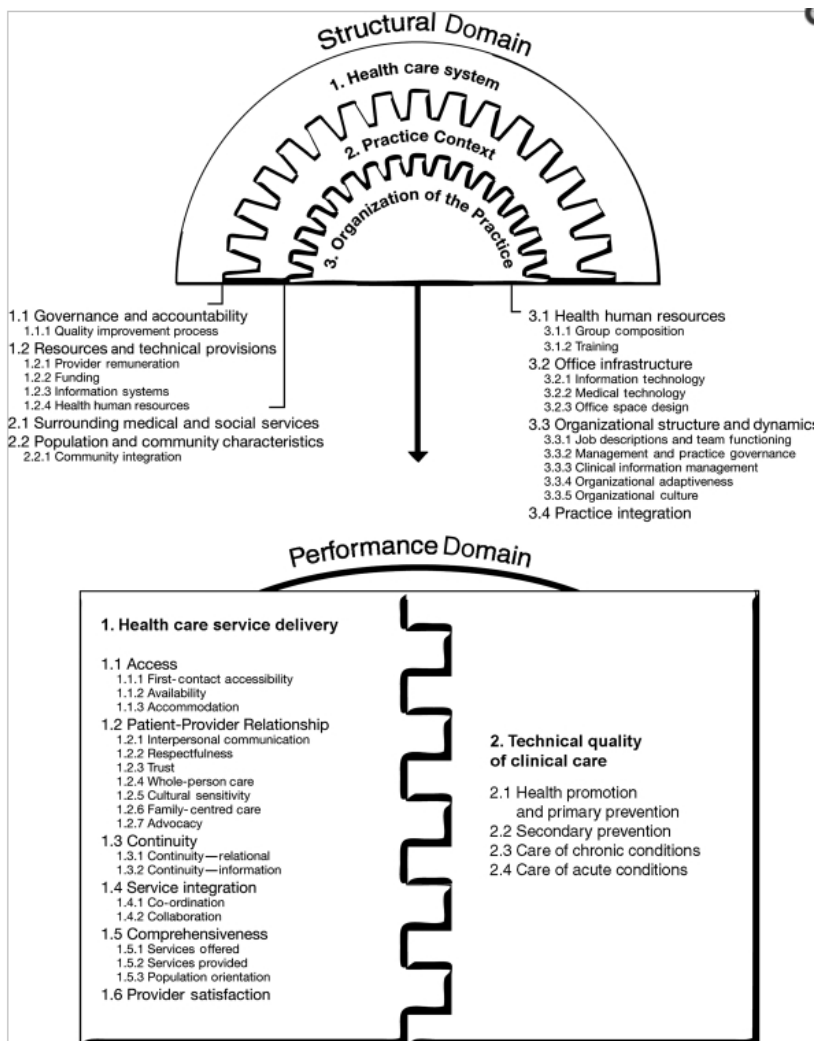
- 1 Develop conceptual framework
- 2 Select indicators
- 3 Collect and analyze data
- 4 Report and use information

Adapted from Adair et al, 2006.

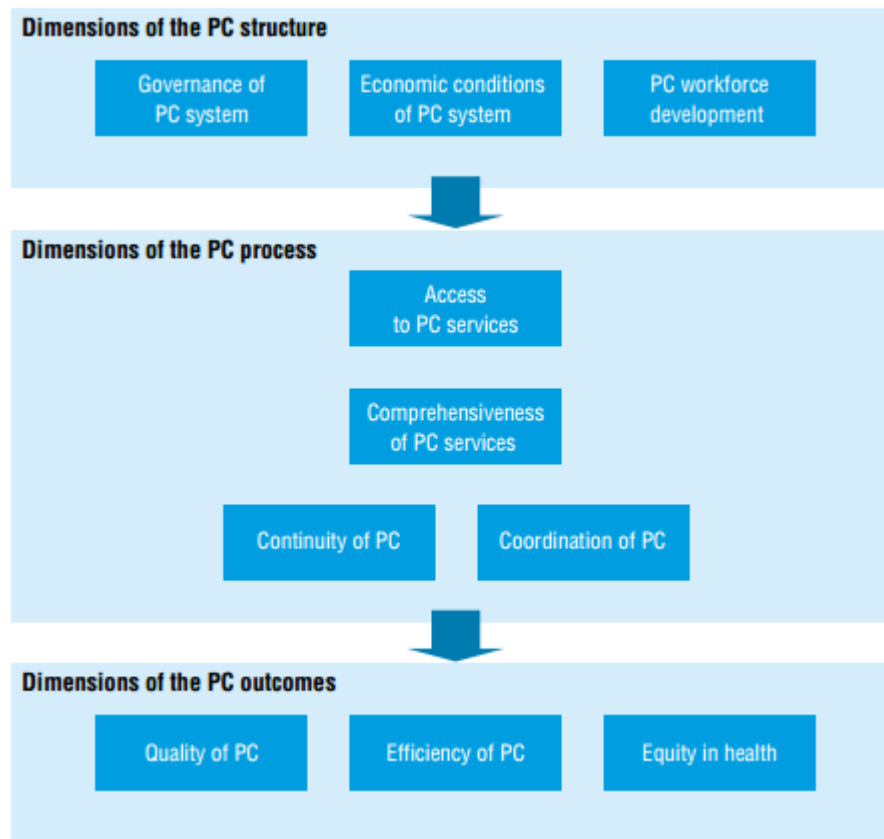


Existing reporting frameworks

- Dozens of conceptual frameworks (e.g., Starfield; Hogg; Watson; Kringos; Senn; Pinault & Levesque; Sibthorpe)
 - Comprehensive, theoretical, evidence-based
 - Describe the organization of primary care
 - Provide domains of primary care- can be used for evaluation purposes/performance measurement
 - Practice-level to system-level frameworks



Hogg et al., 2008 Int J Qual HC



Kringos et al., 2010 BMC Family Practice



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Are these frameworks being used
to drive performance measurement
and reporting initiatives?



Review of existing information systems

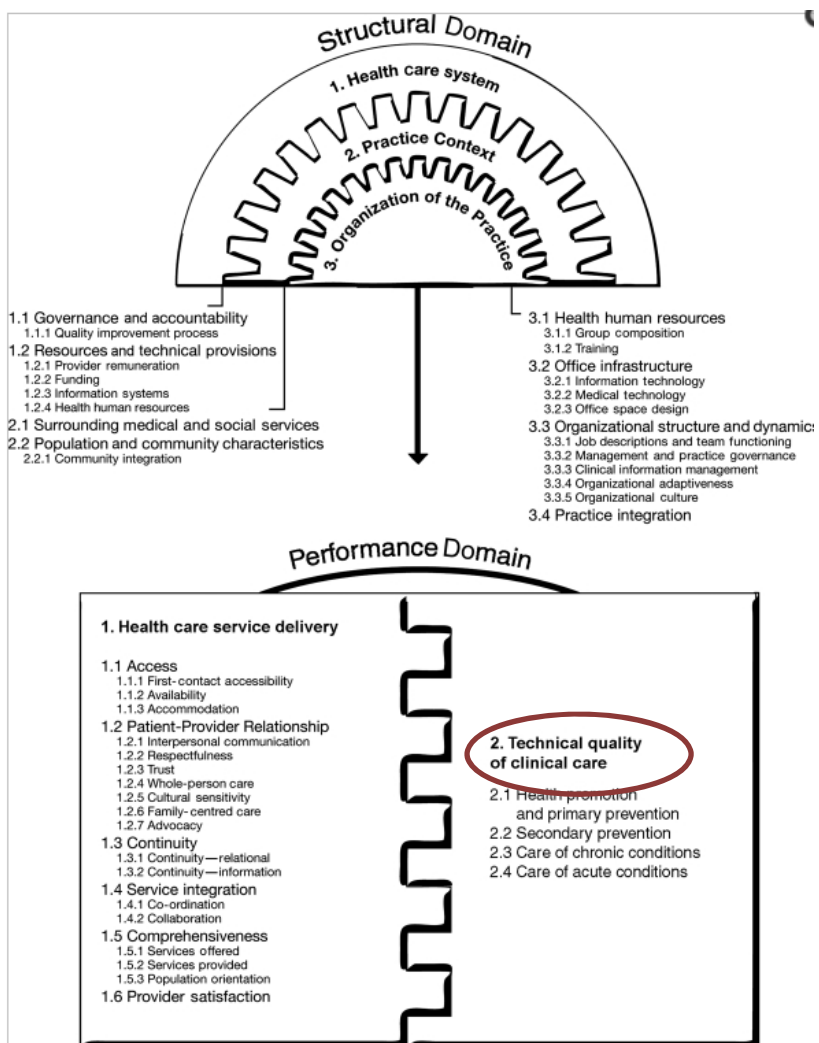
- Aim: Identify primary care performance measurement and reporting initiatives across 11 countries (Commonwealth fund primary care and policy health survey).
- Methods: Scoping review of organizations reporting efforts
- Inclusion criteria:
 - national initiative
 - primary care indicator set/performance results available
 - information in public domain, available in English



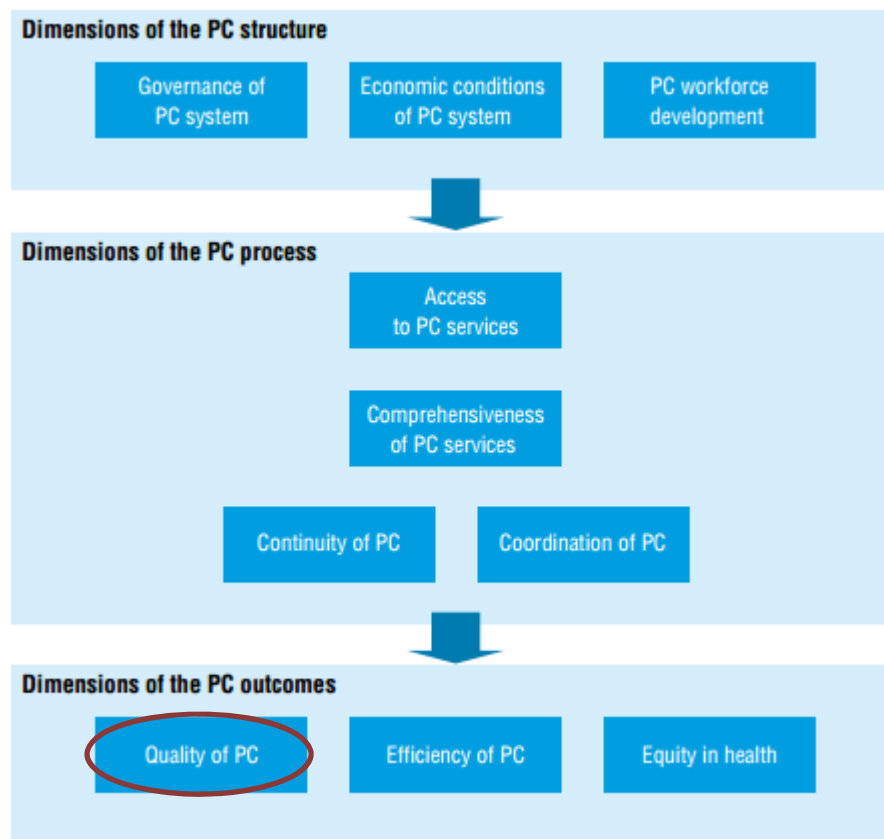
Results: An analysis of existing systems

- 7/11 countries have initiatives
- Outputs: range from static reports/indicator specifications to comprehensive and routinely updated websites

Country	Primary care performance measurement initiative
Australia	<i>-MyHealthy Communities, National Health Performance Authority</i>
Canada	<i>-Your Health System, Canadian Institute for Health Information (CIHI) Performance Measurement Framework -CIHI Pan-Canadian Primary Care Indicators</i>
France	
Germany	
Netherlands	<i>-Dutch Health Care Performance Report (DHCPR)</i>
New Zealand	<i>-Atlas of Variation in Health Care, Health Quality and Safety Commission</i>
Norway	Limited information available in English
Sweden	<i>-Quality and Efficiency in Swedish Health Care, Swedish Association of Local Authorities and Regions</i>
Switzerland	Limited information available in English
United Kingdom	<i>-National Health Service (NHS) Outcomes Framework -Quality and Outcomes Framework (QOF), NHS</i>
United States	<i>-Healthcare Effectiveness and Data Information Set (HEDIS) -Physician Quality Reporting System (PQRS) -Physician Consortium Performance Improvement (PCPI) -Quality Indicators, Agency for Healthcare Research and Quality (AHRQ)</i>



Hogg et al., 2008 Int J Qual HC



Kringos et al., 2010 BMC Family Practice



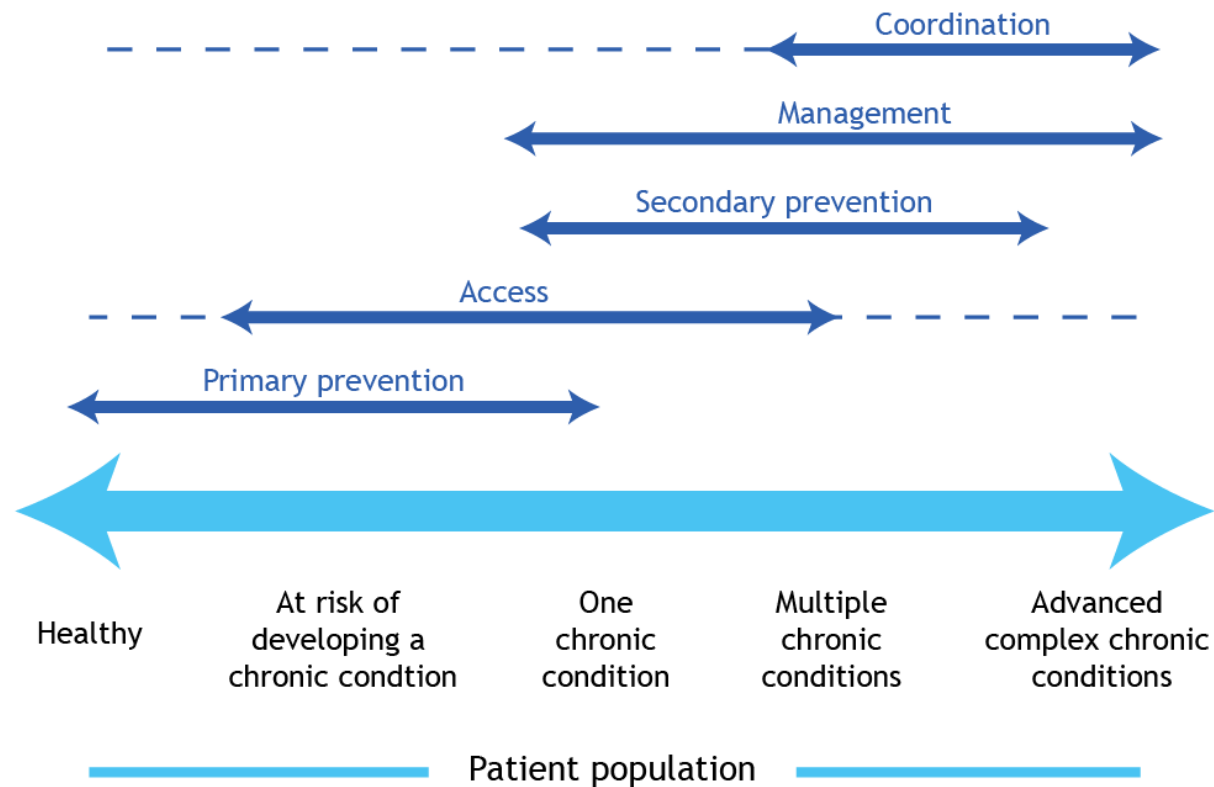
What we know

- Challenges translating the breath of primary care conveyed in conceptual frameworks into real-world performance measurement and reporting
- Heterogeneous patient populations have resulted in hundreds of different disease specific measures
- Indicator fatigue (*Cassel et al., 2014 NEJM*)
- Complexity- multi-morbidity the most common chronic condition (*Tinetti et al., 2012 JAMA*)
- Is there another way that measurement could be organized?



Primary care needs vary by patient population

“move beyond what works on average to understanding what works for whom and in what situation” – Bayliss et al., 2014





A primary care measurement matrix

		Patient characteristics	Access	Continuity	Coordination	Comprehensiveness	Person-centredness	Safety	Effectiveness	Efficiency	Equity
All patients		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient population	Healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	At risk of developing a chronic condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	One chronic condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Multiple chronic conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Advanced complex chronic conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



A primary care measurement matrix

		Patient characteristics									
		Access	Continuity	Coordination	Comprehensiveness	Person-centredness	Safety	Effectiveness	Efficiency	Equity	
Patient population	All patients	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	At risk of developing a chronic condition	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	One chronic condition	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Multiple chronic conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Advanced complex chronic conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Primary care performance domains											



Next steps

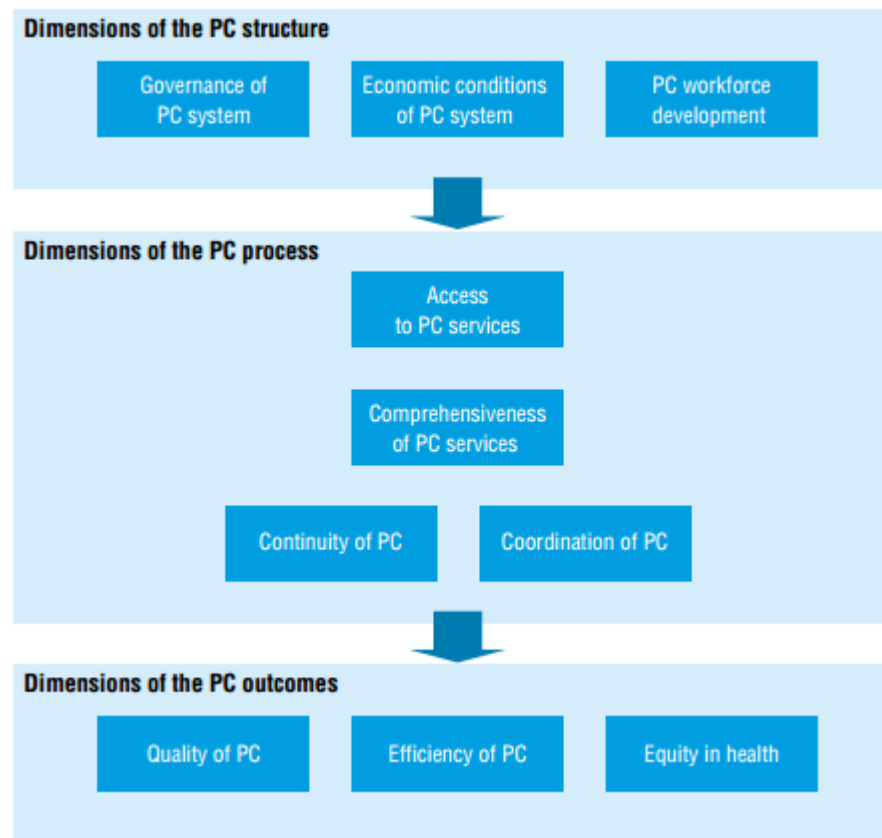
- Finalize framework
 - Performance domains
 - Patient population groups
- Stakeholder engagement
- Select measures/indicators to populate framework
- Generate performance reports

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Kringos et al., 2010 BMC Family Practice



A two-dimensional matrix for primary care

- Primary health care needs (and thus how we measure performance) vary by patient population

Primary care priorities for population groups

