Measuring Person-Centered Care

HSCRC Performance Measurement Workgroup

Tom Valuck, MD, JD
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**

- 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