

# IIDDEAL 3: Quality Measure Basics

2024



IIDDEAL

# Background

This introduction to quality measures was created as a part of Phase 3 of the [IIDDEAL](#) project (*I*ndividuals with *I*DD *E*ngaged, *A*ligned, and *L*eading).

The following funders supported Phase 3:

- The Robert Wood Johnson Foundation
- United Health Care
- AARP
- Elevance

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# What is a quality measure?

A quality measure is a tool that we use to find out how well health care is working for us.

Quality measures tell us about health care for a population.

This includes health care workers, settings, and insurance.

Quality measurement is important for all aspects of our health care experience.

- What happens before, during, and after a health care visit
- How I feel physically or emotionally
- How long I wait to get what I need



# Why do we need quality measures?

Star Rating	What It Means
★★★★★	Excellent
★★★★	Above Average
★★★	Average
★★	Below Average
★	Poor

- Health care groups use the results of quality measures to see how well they are doing their jobs.
- Health care groups can make better decisions when we measure their quality of care.



*So Whar if its Spring  
Pumpkin Pie*

INGREDIENTS

- 1 pre-made pie crust,  
unbaked
- 1 16 oz can pumpkin
- 1 14 oz can condensed milk
- Two lg. eggs
- 1 teaspoon pumpkin pie  
spice

DIRECTIONS

1. preheat oven to 425 degrees
2. combine all wet ingredients + spice
3. whisk
4. pour into pie crust
5. bake 15 minutes
6. reduce oven temp to 350 degrees
7. bake another 30-40 minutes - till filling is set
8. cool and enjoy

# What is a quality measure?

- We can think of a quality measure **like a recipe.**
- Quality measures have different parts, **like cooking ingredients.**
- Quality measures have steps for how to use them, **like cooking directions.**

Quality measures tell us about health care  
for a population.

Think of a measure's population like a pie:



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The whole pie = the population (group) who should get the health care

A slice of pie = the people who did get the health care

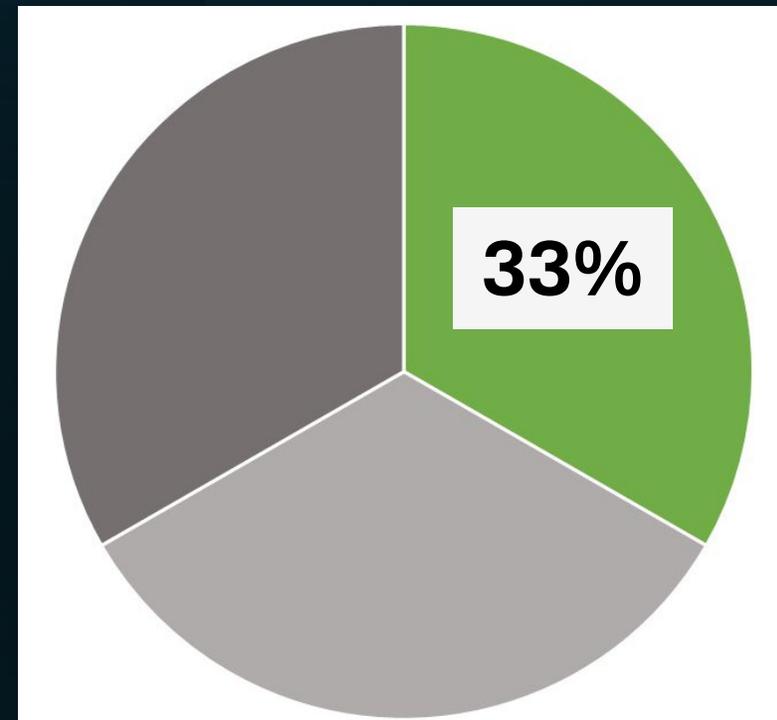
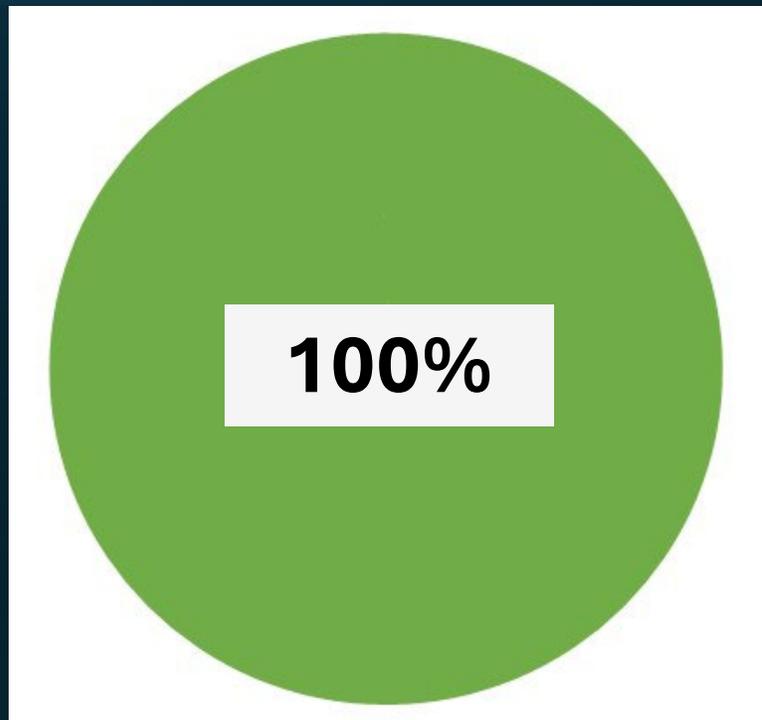


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For a quality measure, we can represent the part of a whole as a percentage.

In this example, the percentage on the right is 33%.



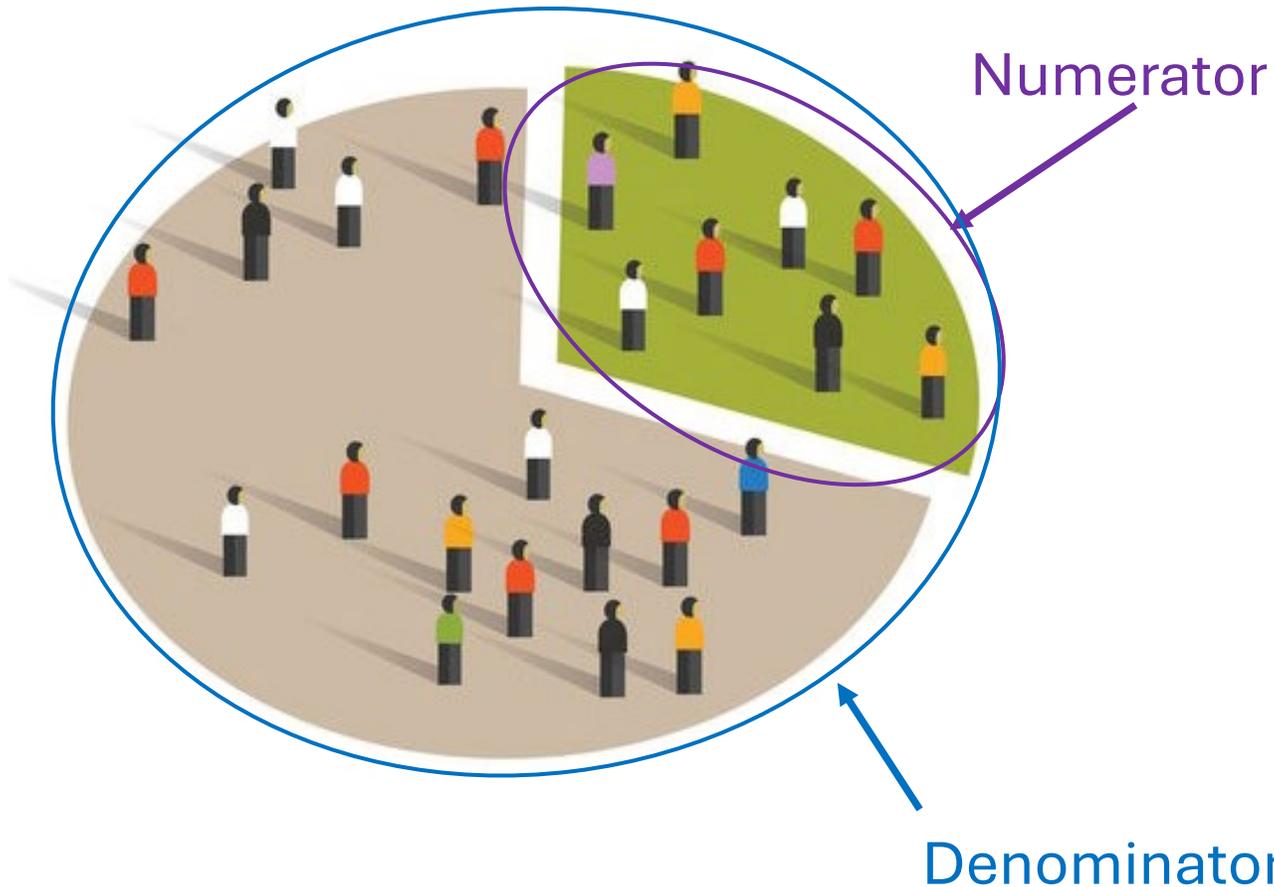


# Ingredients of a quality measure

**In this section, we will discuss:**

- Fractions
- Numerator
- Denominator
- Percentage
- Data
- Measurement Period
- Exclusions
- Exceptions

# Ingredients of a quality measure: **Fractions**



- A **Fraction** is a way to show part of a whole.
- Fractions have two numbers:

$$\text{Fraction} = \frac{\text{Numerator}}{\text{Denominator}} = \frac{8}{24}$$

# Ingredients of a quality measure: **Numerator**



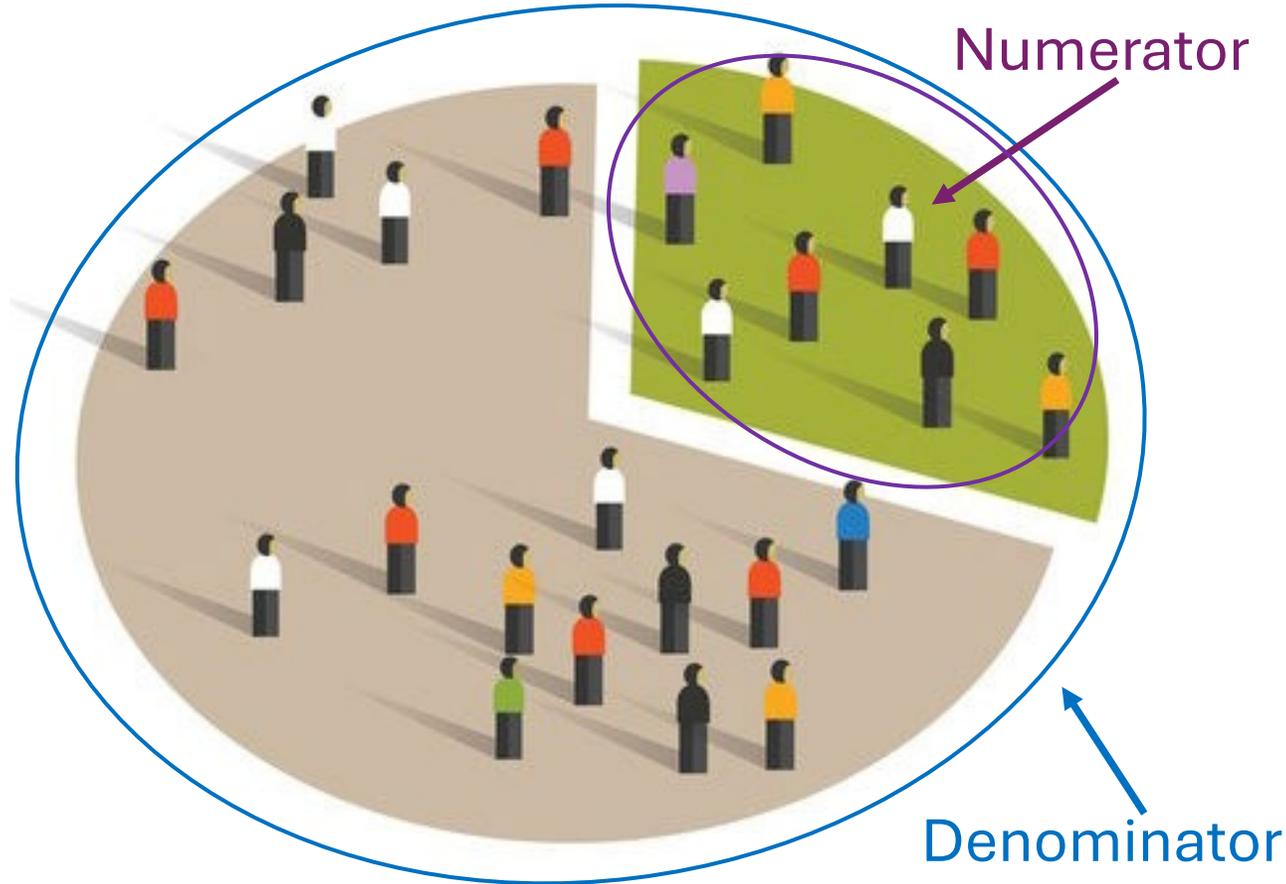
- A **Numerator** is the name for the number in the top of the fraction.
- The **Numerator** is the group of people that got the health care or had the health outcome we want to know about.
- **The Numerator is a slice of the pie.**

# Ingredients of a quality measure: **Denominator**

- The **Denominator** is name for the number in the bottom of the fraction.
- The **Denominator** is everyone who is supposed to get the care or have the outcome we are interested in.
- **The Denominator is the whole pie.**



# Ingredients of a quality measure: **Percentage**



- How much of the pie does the green slice represent? **About 33%.**
- We get a percentage when we divide the numerator by the denominator.
- The percentage tells us the people who are in the slice of the pie as compared with total number of people in the whole pie.



# Ingredients of a quality measure: **Data**

- **Data** are the sources and types of information used to calculate the measure.
- **Data** can come from patients, electronic health records, and insurance claims.
  - Examples: blood pressure, or whether a clinic has a ramp to get into the building.
- **This is like whether a recipe calls for fresh or canned beans, and what type of bean.**

# Ingredients of a quality measure: **Measurement Period**

- **Measurement Period** is the length of time during which the health care service or outcome happens.
- For example, many quality measures look at **data from one calendar year, like a picture in time.**



# Ingredients of a quality measure:

## Exclusions



$$\frac{8}{24} \rightarrow \frac{6}{24}$$

- **Exclusions** refer to people who need a service, care, or outcome, but did not get it.
- In this example of flu vaccines:
  - There are 24 people in all.
  - The 8 people in the green slice were selected to get the flu vaccine.
- **The 2 people who could have gotten the vaccine were excluded because they have allergies.**
- **They were removed from the numerator (slice of the pie). The numerator is  $8-2 = 6$ .**
- The **denominator** for flu vaccine **is still 24 people.**
  - We did not count the 2 excluded people when we calculated the fraction.

# Ingredients of a quality measure: **Exceptions**



- **Exceptions** refer to the people who do not really need a service, care or outcome at all.
- **Example:** For a measure of Emergency Department Wait Time, we would not measure people who are at home as part of the measure.
- **People who the measure does not apply to are "exceptions" and are not counted in the numerator (slice) or denominator (pie).**

# How we decide if a quality measure is good



## **In this section, we will discuss:**

- Endorsed
- Feasibility
- Scalability
- Evidence-based
- Reliability (three different types)
- Validity
- Relevance
- Respectful
- Culturally sensitive
- Applies across the lifespan

## How we decide if a quality measure is good: **Endorsed**



- **Endorsed** is when a respected group of people decides that the measure is strong and ready for use.
- **This is like a restaurant critic giving your favorite restaurant a five-star review.**

Can I make this cake? Yes, or No?



How we decide if a quality measure is good: **Feasibility**

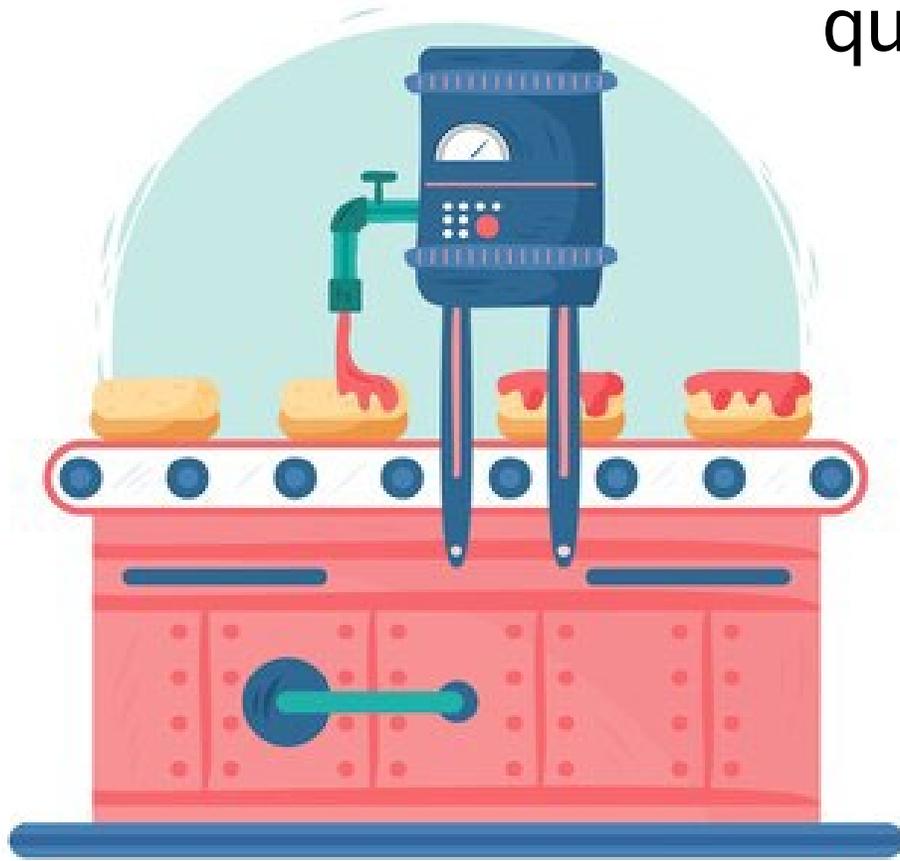
- **Feasibility** tells us whether a measure is likely possible to use or not.
- **Will I be able to make this recipe or not?**

# How we decide if a quality measure is good: **Scalability**



- **Scalability** first requires feasibility.
- If a quality measure is feasible, we find out if it is **scalable** by increasing its use to other clinical groups or health insurers.
- **Example: When the cake recipe is shared (or scaled) to more bakers, will the cake taste and look the same?**

# How we decide if a quality measure is good: **Evidenced-based**



- **Evidence-based** means the measure is based on good research.
- **Was the recipe well tested?**



How we decide if a quality measure is good: **Reliability**

- **Reliability** is whether the measure result is the same each time.
- **Example: Whether a plate of blueberry pancakes you ate at IHOP on Monday tastes the same as a plate of blueberry pancakes you ate on at IHOP on Wednesday.**

# How we decide if a quality measure is good:

## Different Kinds of Reliability



- **Test-Retest** – Same cook gets same results each time.
- **Inter-Rater** – Different cooks get same results.
- **Internal Consistency** – The recipe includes ingredients that are part of that recipe—and **doesn't** include ingredients that shouldn't be in the recipe.
  - **Example: A cherry pie should not include pickles.**

# How we decide if a quality measure is good: **Validity**



- **Validity** is when a measure is capturing what we think it is measuring.
- **Example: A brownie recipe should make something that tastes like brownies and not chocolate chip cookies.**

# How we decide if a quality measure is good: **Relevance**

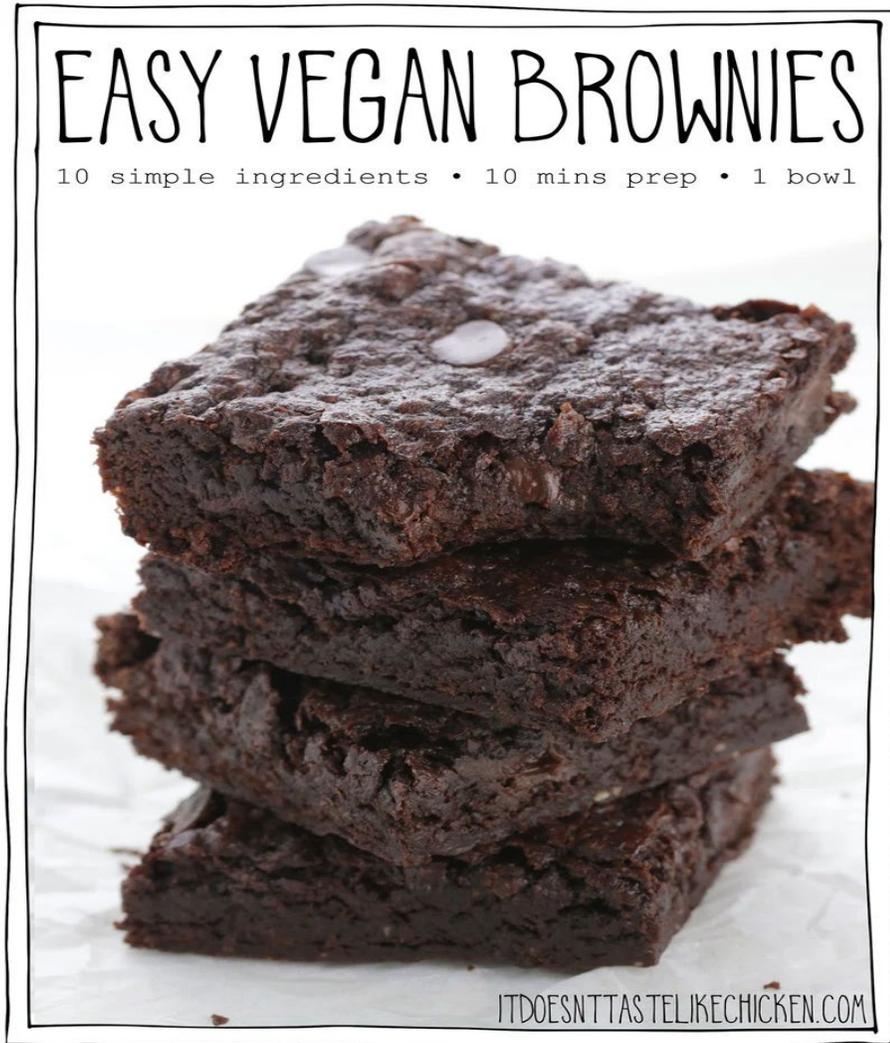


- **Relevance** is whether the measure is meaningful to different groups who use the measure.
- **Example: The quality measure is a recipe for turkey, but you are a vegetarian.**



## How we decide if a quality measure is good: **Respectful**

- **Respectful** means the measure uses language that is not offensive and focuses on things that matter to impacted groups.
- Respectful Example: A gender question on patient intake that includes more than two options is respectful.
- **This is like a restaurant welcoming you and your friends, and making sure everyone got the food they ordered with friendly service.**



How we decide if a quality measure is good: **Culturally responsive/cultural humility**

- **Culturally responsive/cultural humility** means we ask if the measure considers patients with different backgrounds.
- **This is like a recipe for brownies offering suggestions for gluten-free, vegan, or spicy versions.**



How we decide if a quality measure is good: **Applies across the lifespan**

- **Applies across lifespan** means we ask can the measure be used for people at different life stages from childhood to later in life (elderhood).
- **This is a recipe for a dish that nearly everyone can eat, like squash soup.**

# Types of measures:

## Composite



- **Composite means the measure is made up of two or more individual measures**
- **This is like if you needed to make a recipe within a recipe, like making a pie crust as part of your chicken pot pie recipe**



## Types of measures: **Survey**

- **Survey measures** are measures where a person answers questions in a survey
- **This could be a patient, a caregiver, or a provider**
- **This is like giving your opinion about which type of pie you liked the most or the least**

# Types of measures: **Instrument**



**Instrument** is a tool for collecting data for a measure.

- **This is like a recipe card.**

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A large, colorful graphic that says "THANK YOU!" in a bold, sans-serif font. Each letter is a different color: T (blue), H (purple), A (pink), N (orange), K (yellow), Y (green), O (teal), and U (light blue). The text is surrounded by numerous small, colorful dots in various colors (blue, orange, green, purple, pink, yellow) scattered around it.

**Thank you to our IIDDEAL 3 funders:**

- **Robert Wood Johnson Foundation**
- **Elevance, Inc.**
- **United Healthcare Group**
- **AARP**