

# Improving Practice Quality and Aligning Measurement Systems

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Presented by:

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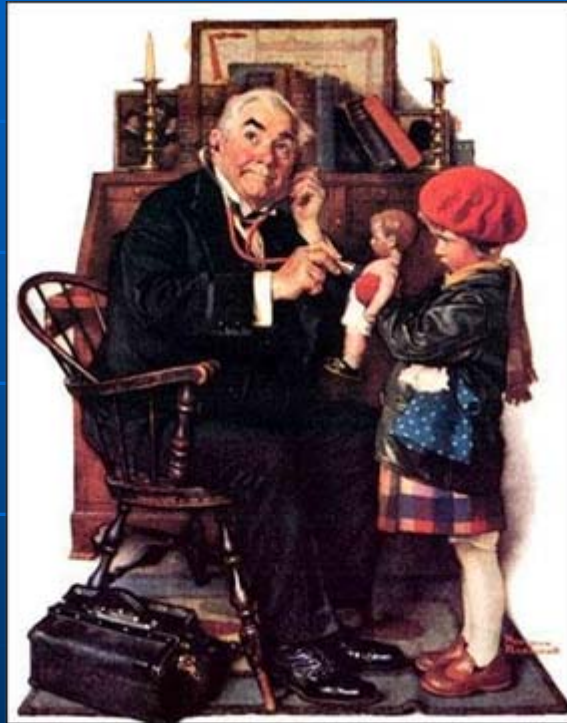
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“Of course I’m patient-centered!”

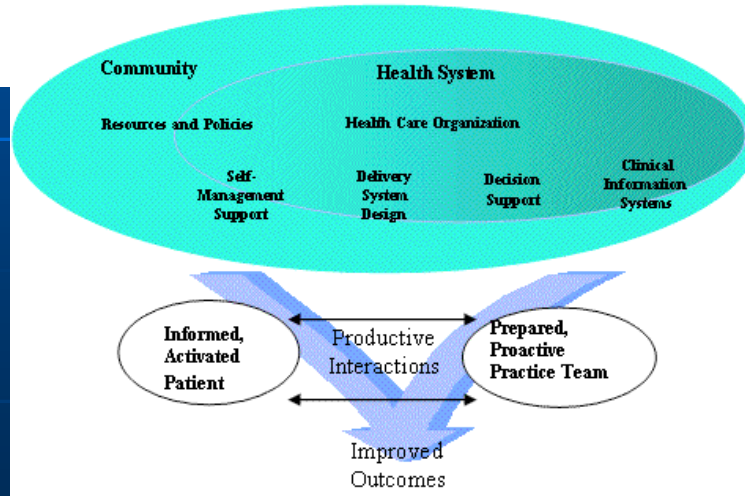
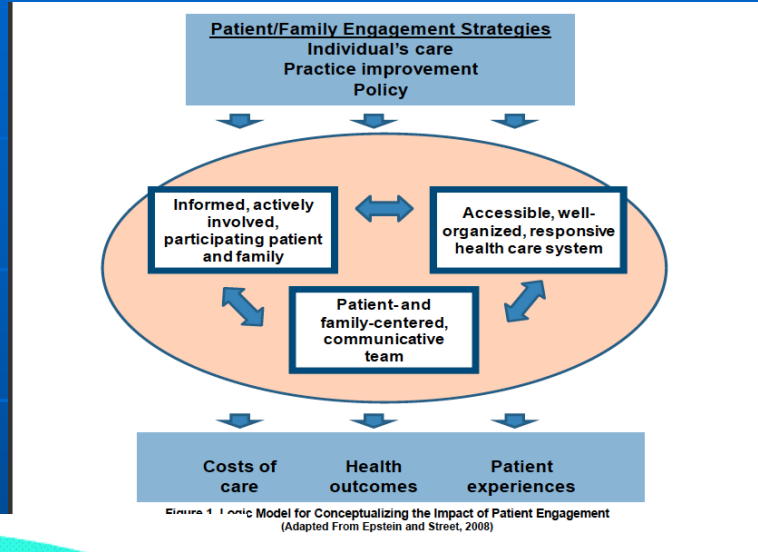


# Patient-Centeredness Defined

## Aspirational, Not Operational

- “Respect for the patient's values, preferences and expressed needs.” Picker/Commonwealth Program on Patient-Centered Care (1993)
- “Nothing about me without me.” Salzburg Conference (1998)
- “Providing care that is respectful of and responsive to individual patient preferences, needs, and values, and ensuring that patient values guide all clinical decisions.” IOM (2001)

# Organizational Patient-Centeredness (Is that clearer?)



# For ACOs, Much More Detail (Summarizing 42 CFR 425.112)

- *Governance-level requirements* integrated into practice by leadership and management.
- *Clinical-level requirements* care that incorporate the values of transparency, individualization, recognition, respect, dignity and choice
  - Ability to report metrics related to patient-centered care.
- *Individual level patient-clinician interactions* promoting patient engagement

Source: HQA analysis of CMS MSSP final rule, 2011

# ACLC: Providing a Balance

“A patient-centered organization...incorporates the patient perspective...at all times in all settings.”

–Draft definition (Under Construction), Patient-Centeredness Workgroup, ACLC