

Transparency



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JAMA, November 13, 2013



- Critical Issues in US Health Care
- Increasing Demands for Quality Measurement
- In depth look at how we measure and report quality

- *Panzer RJ, Gitomer RS, Greene WH, Webster PR, Landry KR, Riccobono CA. Increasing demands for quality measurement. JAMA. 2013;310(18):1971-80.*

Data



- **Claims vs. Clinical**
- **Due to the limited availability of meaningful clinical data, the focus of much measurement has been on... claims/administrative data.**
- **Rather than...most meaningful clinical data.**
- **Claims data is easy and inexpensive to access.**

Data



- Clinical data requires an expensive manual process.
- Flaws in claims data
- 21% miscoded for postop PE
- NCQA

Too Much Of a Good Thing



- “The proliferation of measurement as represented by insurers, state and federal authorities, licensing groups, consumer groups, business groups, both at the physician and hospital level is almost unsustainable.”
- *Panzer RJ, Gitomer RS, Greene WH, Webster PR, Landry KR, Riccobono CA. Increasing demands for quality measurement. JAMA. 2013;310(18):1971-80.*

Registries

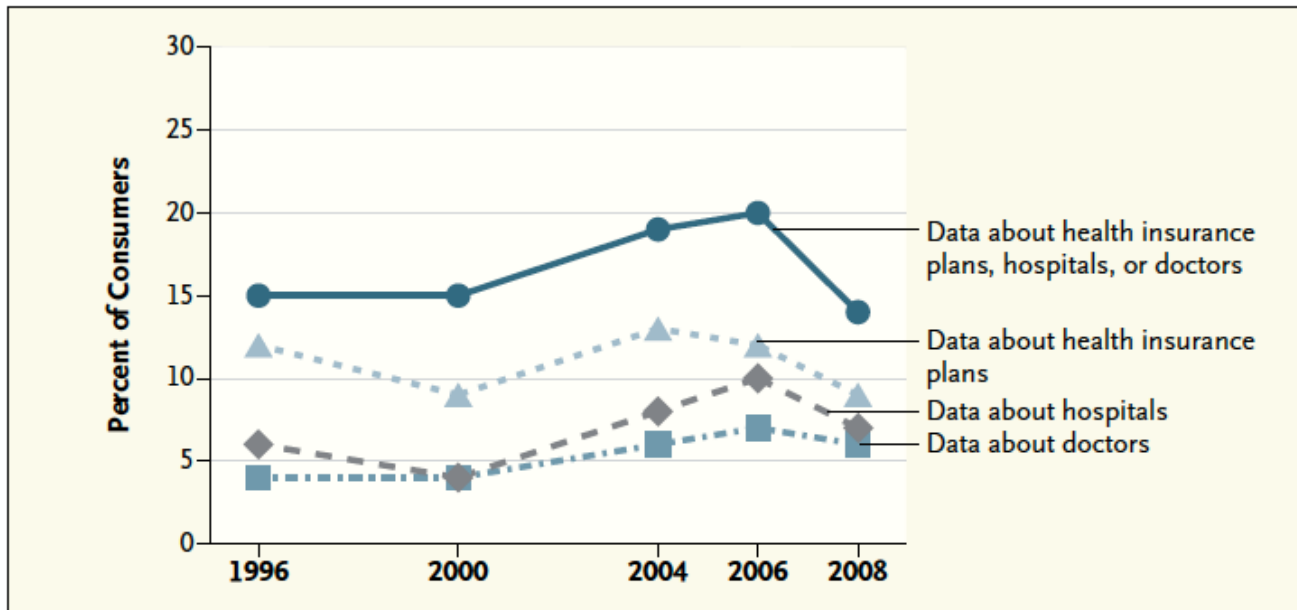


- “The registries with the most robust set of measurements and risk adjustments depend on manual chart abstraction and follow-up due to the immaturity of electronic health records.”
- “Still years away from being able to shift to less resource intensive measurement through fully deployed and accurate electronic medical records.”
- *Panzer RJ, Gitomer RS, Greene WH, Webster PR, Landry KR, Riccobono CA. Increasing demands for quality measurement. JAMA. 2013;310(18):1971-80.*

The Public



- “An additional purpose of measurement is to help inform the public about quality, safety, and cost in their choice of physicians and health care institutions. However, the complexities involved make the measures currently available difficult for the public to interpret and less likely to influence patient choice than many would hope.”
- Health literacy
- *Panzer RJ, Gitomer RS, Greene WH, Webster PR, Landry KR, Riccobono CA. Increasing demands for quality measurement. JAMA. 2013;310(18):1971-80.*



Consumers' Access to and Use of Data Comparing Quality of Health Care, 1996–2008.


Shown are the proportions of consumers who reported having access to information regarding insurance plans, hospitals, or doctors and who used that information in making health care decisions in the past year. Data are from the Kaiser Family Foundation (<http://kaiserfamilyfoundation.files.wordpress.com/2013/01/7819.pdf>).


- Huckman RS, Kelley MA. Public reporting, consumerism, and patient empowerment. *N Engl J Med*. 2013;369(20):1875-7.

Physician Tiering

Physician Statistical Comparisons											
9/23/2009											
Allergy/Immunology											
Last Name	First Name	Group Name	City	Episode Count	Performance Index	Generic Use Rate (GUR) / Rx Script Counts					
Health Plans				HMO		BCN		HAP		BCBSM	
						Script Counts	GUR	Script Counts	GUR	Script Counts	GUR
Goals					70%-109%	>=35%					
Service Dates				10/1/2005 - 12/31/2008		As of 4/30/2009		As of 4/30/2009		As of 3/31/2009	
Physicians with a Performance Index within the acceptable range											
	Ypsilanti		54	83.8%	7	43%	1	0%			
	Bingham Farms		656	85.7%	131	29%	140	38%			
	Troy		311	89.7%	12	17%	57	35%		238	42%
	West Bloomfield		226	90.5%	44	41%	53	43%		1516	37%
	Troy		268	90.6%	33	61%	40	43%			
	Troy		400	90.8%	50	40%	45	29%		366	33%
	Rochester Hills		57	91.7%	2	50%	21	71%		262	71%
	Clarkston		66	92.3%	8	38%	6	83%		340	25%
	Ypsilanti		129	93.1%	30	23%	68	35%			
	Rochester		495	94.3%	93	42%	155	40%		1267	37%
	Clarkston		160	95.8%	31	48%	45	27%			
	Warren		151	96.8%	13	23%	25	56%			
	Troy		56	99.7%	8	25%	41	49%			
	Rochester		166	100.2%	28	50%	84	50%		396	37%
	Troy		636	100.7%	137	31%	204	48%		727	35%
	Bloomfield Hills		250	102.0%	108	35%	188	24%			
	Ypsilanti		88	103.2%	1	100%	0	0%			
	Lake Orion		72	106.3%	25	64%	35	51%		188	26%
	Eastpointe		63	106.4%	9	89%	36	19%			
	West Bloomfield		98	107.3%	39	33%	13	62%		1066	39%
Rochester Hills		913	107.6%	94	27%	287	40%				
Bloomfield Hills		110	109.3%	33	18%	40	53%		563	31%	
Physicians with a Performance Index outside the acceptable range											
	Eastpointe		73	111.3%	44	34%	65	23%			
	Southfield		103	114.3%	83	52%	62	45%			
	West Bloomfield		49	115.4%	11	64%	9	67%		349	43%
	West Bloomfield		52	115.8%	10	40%	7	29%		264	39%
	Troy		74	117.6%	14	64%	4	100%		223	42%
	Eastpointe		43	120.2%	59	22%	44	52%			
Physicians with insufficient data to make a clear judgement of performance											
	Beverly Hills				9	56%	6	100%		267	27%
	Novi				8	13%	0	0%			
	Bingham Farms				2	0%	12	58%			
	Novi				19	37%	1	0%			
	Ypsilanti				3	100%	2	100%			
	Bloomfield Hills				25	20%	4	75%			
	Bloomfield Hills				8	75%	23	57%			
	Canton				2	50%	0	0%			
	Eastpointe				26	38%	21	43%			
	Chesterfield Towns				0	0%	6	17%			

Public Website for Comparison




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Choosing Wisely: Conversations on Care

Choosing Wisely is an initiative of the ABIM Foundation that focuses on encouraging physicians, patients and other health care stakeholders to think and talk about medical tests and procedures that may be unnecessary, and in some instances cause harm.

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Questions are the Answer: Talking with Your Doctor

View videos seen on TV and find tips about talking with your care givers, planning for surgery and getting a prescription; produced by the US Department of Health and Human Services Agency for Healthcare Research and Quality.

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WHAT IS QUALITY HEALTH CARE?

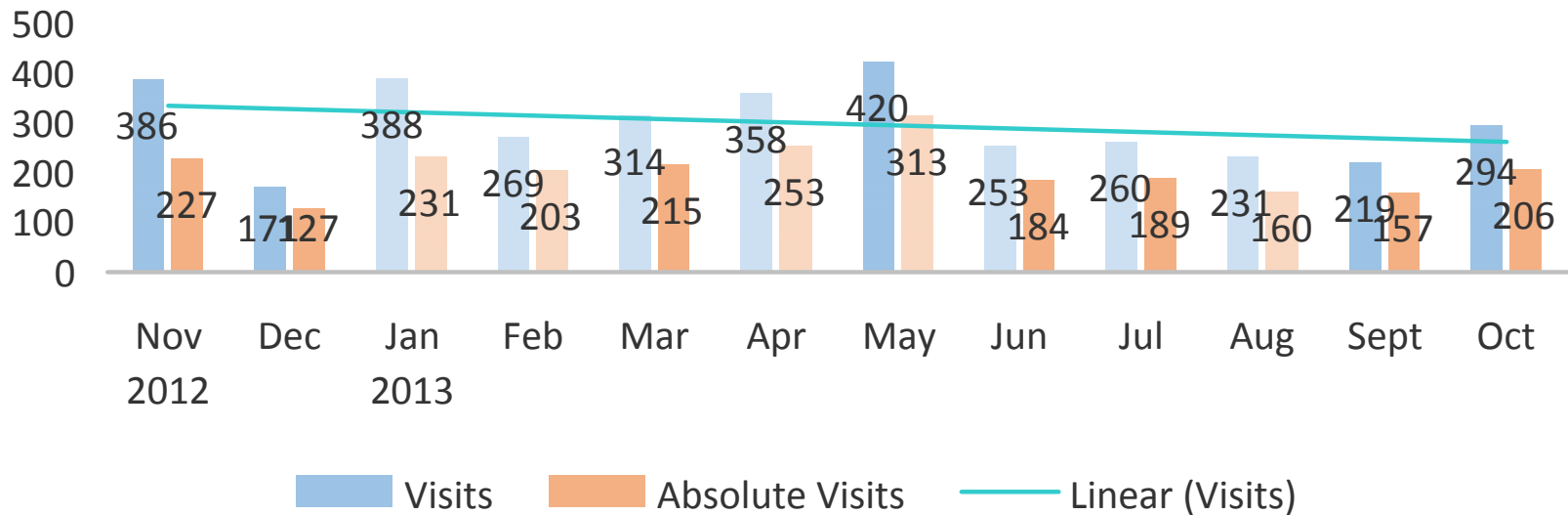
- ✓ Proven to work
- ✓ Doesn't cause harm
- ✓ Responsive to patient needs & preferences

[Learn More >>](#)

Public Website Hits



myCareCompare.org "Hits"

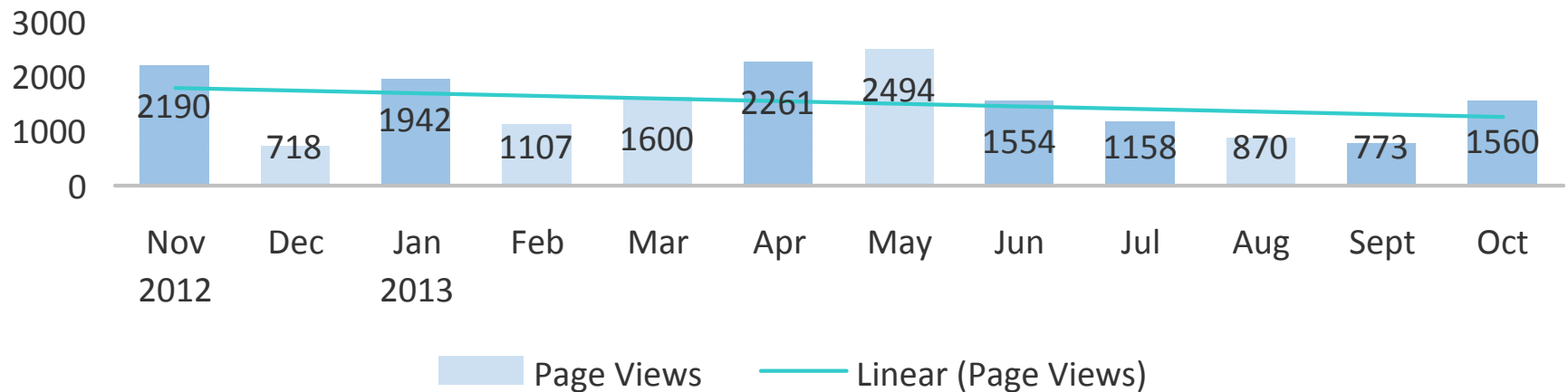


Public Website Views



Mycarecompare.org

"Page views"



Conclusions



- Need for more transparency in quality and cost reporting.
- Transparency: Years away...