

Week 10

Performance Standards and Measures

Kevin Robertson, MBA

ACS-3801-050 Principles in Information Systems

Fall 2020

Week 10 Outline

- Reading: Chapter 10, Performance Standards and Measures, p323– p353
- Learning Objectives:
 - To be able to compare and contrast Licensure, certification and accreditation processes
 - Understand performance measurement
 - Canadian Institute of Health Informatics
 - Understand the origins and uses of major health care comparative data sets
- Summary

Introduction

- Examine public and private organisations and processes that establish standards for ensuring health records are maintained accurately and completely
- To determine the quality of health care data
- Used to compare to internal and external standards and measures

Licensure, Certification and Accreditation

- Organisations like hospitals, nursing homes, care homes clinics etc. need to be licensed
- If they wish to claim government payments for services they need to be certified
 - E.g. Private clinics need both
- If the organisation wants to demonstrate quality performance they need to go through accreditation

Licensure

- Legal approval to operate
- Provincial/federal regulators define laws and regulations
- Legislation defines physical plant standards, fire and safety, sanitation
- May include professional standards
- May define general standard data content (Patient data sets)
- License required before site can open its doors
 - Does Covid-9 change this?

Minimum Data Set (FYI)

- Admission Record, patient demographics and current health provider information
- Visit History (what happened during a visit)
- Provisional/working diagnosis
- Pre-operative diagnosis
- Medical treatments
- Surgical Records
- Anesthesia records
- Nurses notes
- Progress notes
- Pathology findings
- Temperature chart....

Certification

- Gives the health care organisation authority (approval) to take part in federal/provincial programs
 - No certification – likelihood systems processes and data are not standardised
- Organisations that wish to claim payments for services given need to be certified – standard tariffs for standard services
- Conditions of participation, site needs to be in compliance and can be inspected
- May have a set of minimum standards

Accreditation

- External review process the site/organisation elects to undergo
- Voluntary and generally fee based, but federal government can have its own accreditation programs
 - Joint Commission (US)
 - Infoway – select services accreditation (Canada)
- Patients can receive treatment from accredited medical service providers
- Advantages
 - Validates the quality of care within the organisation
 - May influence liability insurance
 - May enhance access to managed care contracts
 - Give accredited organisations over non-accredited organisations

Measuring the Quality of Care

- Fact – “To Err is Human” (2000, (Kohn, Corrigan and Donaldson) identified 98,000 died of preventable medical errors
- Errors were traced to poor processes & systems
- New standards were related to Licensure, Certification and Accreditation
- Establishing Quality Health Care focusses on 6 aims

Safe

Patient Centered

Effective

Timely

Efficient

Equitable

Types of Measure

- Quality measures are applied to the full continuum of care
- Measuring to set standards indicates the actual quality of care being provided
- Measurements rely on the data collected from HIS
- Must be valid and reliable (data/services)

Common Data Sources

- Administrative Data
 - Claims/payments database
- Disease Registries
 - Public Health databases (PHIMS, TB Registry)
- Health Records
 - EHR - rich source of patient related data
- Qualitative Data
 - Patient survey, interviews, patient experience

Canadian Institute for Health Information (CIHI)

- <https://www.cihi.ca/en/health-system-performance>
- **Health system performance and quality-of-care information**
- Access and wait times
How CIHI helps address information gaps when it comes to wait times and access to care.
- Quality of care and outcomes
How well health services are provided to patients, and health care outcomes.
- Integration and continuity of care
How different components of the health care system work, and how continuity of care helps patients transition between them.
- Indicators
How CIHI is working to develop indicators that measure the health of Canadians and health system performance in Canada.
- Shared Health Priorities
How CIHI is working to develop a focused set of common indicators to measure pan-Canadian progress toward improving access to mental health and addictions services, and to home and community care.

Canadian Patient Safety Institute

“Established by Health Canada in 2003, the Canadian Patient Safety Institute (CPSI) works with governments, health organizations, leaders, patients and healthcare providers to inspire extraordinary improvement in patient safety and quality.”

- [Medication safety](#)
- [Surgical care safety](#)
- [Infection prevention and control](#)
- [Home care safety](#)

<https://www.patientsafetyinstitute.ca/en/Pages/default.aspx>

Summary

- There is a direct correlation between Licensure, Certification and Accreditation AND Patient Quality Measurement – is data!
 - Where it comes from, is it valid, reliable, etc.
- Standards and processes put in place enable the practice of performance measurement, compliance
- Reimbursement for service (fee-for-service) is based on the application of LCA
- Numerous ways to measure, pick what is appropriate and important