

Hospice Palliative Care Data & Performance Subcommittee - Performance Measurement Strategy

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Panel Presentation & Summary Report

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FOUNDATION & STRUCTURE

Deliverables



The Declaration of Partnership and Commitment to Action: Key Priorities

- Broaden access and increase timeliness of access
- Strengthen caregiver supports
- Strengthen service capacity and human capital
- Improve integration and continuity
- Strengthen accountability
- Build public awareness

Purpose of the Subcommittee

To develop and implement a data and performance measurement strategy for the delivery of palliative care in the province of Ontario

1. Develop a provincial work plan that is aligned with the Declaration and that supports the 14 LHINs' regional plans
2. Supports the LHINs aim of developing an overarching system impact indicator as well as other indicators to support that work
3. Will support the advancement of high quality and patient-centred palliative care in the province with a unified set of indicators and standardized approach to data and performance measurement

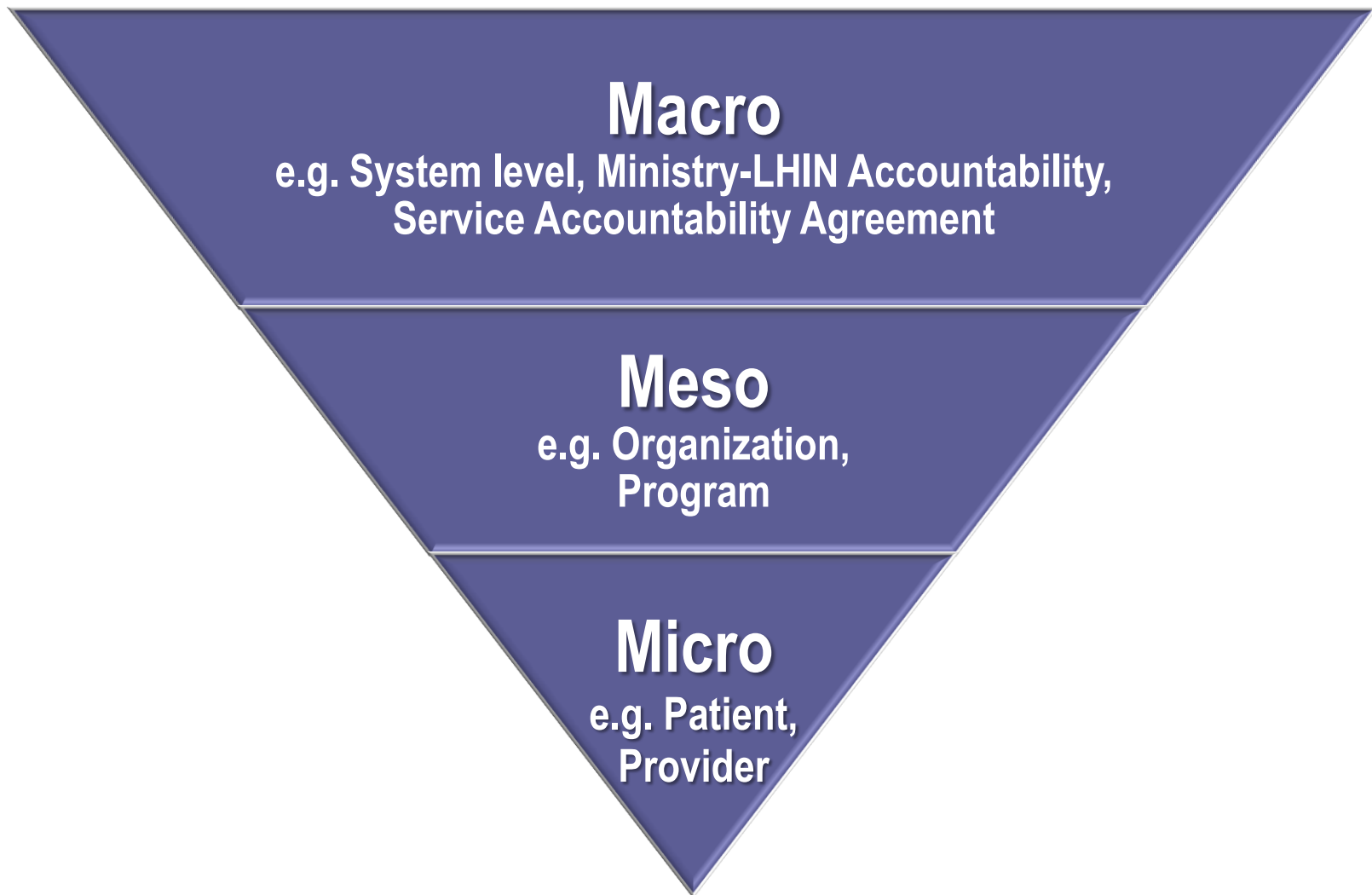


Year One Subcommittee Deliverables

1. To develop or adopt a framework for performance management

2. To gain consensus on indicators to help drive system performance at macro, micro and meso levels

Micro-Meso-Macro Level Framework



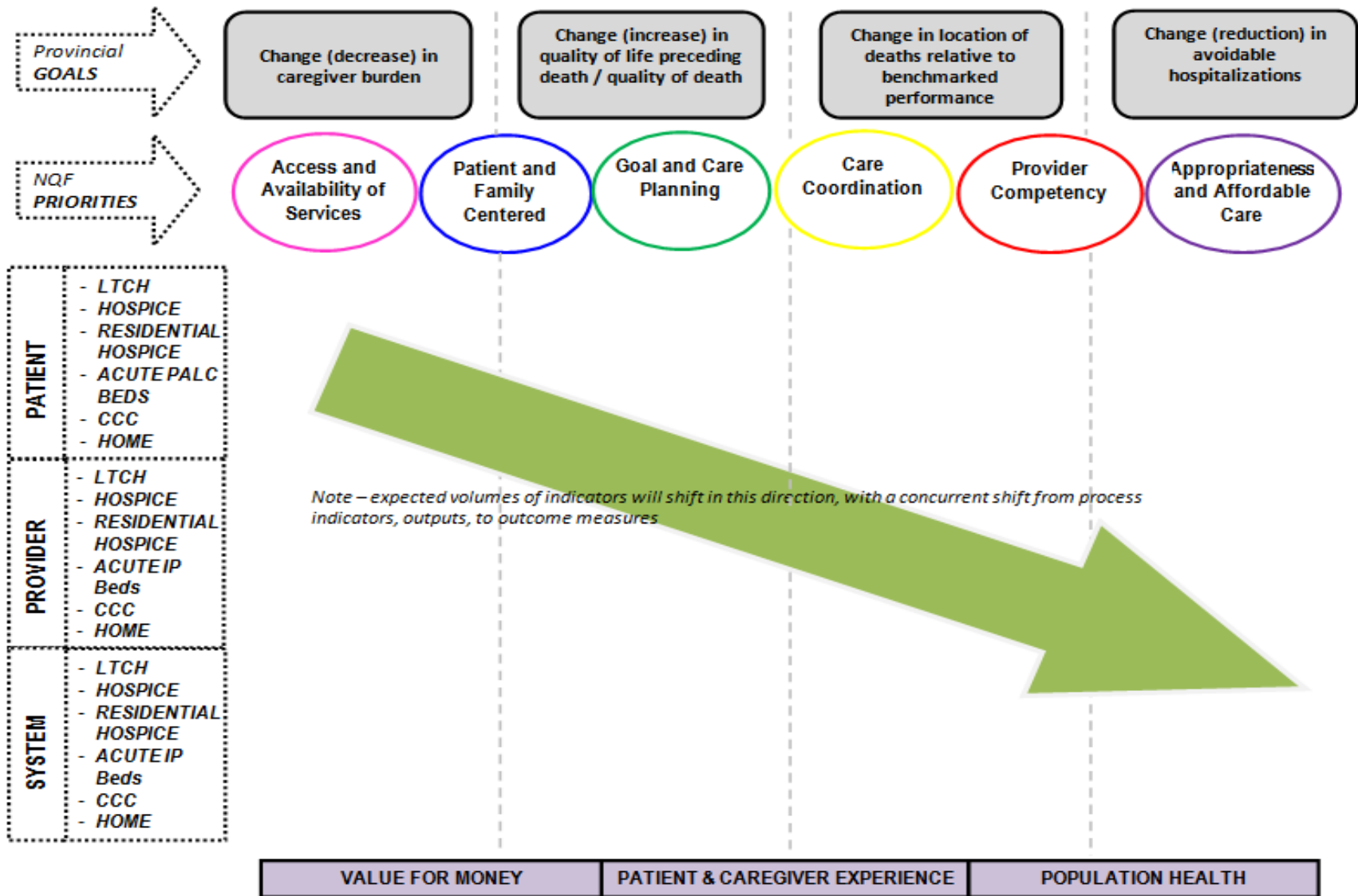
THE BUILDING BLOCKS

Timelines & Progress to Date



Measurement Framework

PROVINCIAL HOSPICE PALLIATIVE CARE EVALUATION FRAMEWORK – DRAFT Logic Model



Steps along the way...



Mapping and Alignment with Evaluation Framework

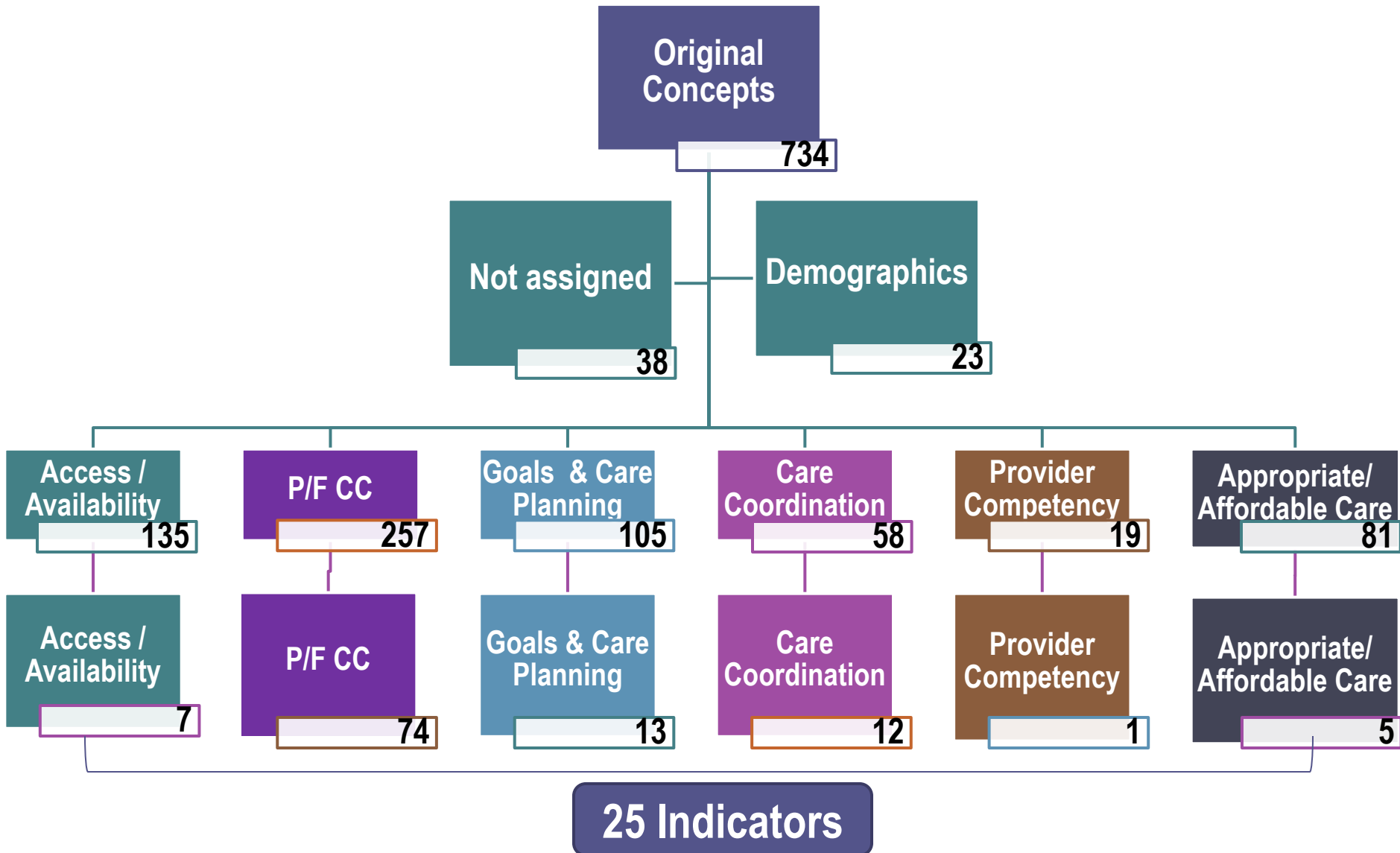
Step 2: Content Review

Criteria	Description
Non-Measurable Items	Item is basically a comment, suggestion, not something that can be measured
Duplicate	Items that are similar in principle, intent, and overall areas of measurement. Not distinct enough to add value
Micro; Niche Area	Items that are very "micro" in nature, very specific to certain sectors, regions, population, phases of patient journey, treatment
Other	Open comments from reviewer, any other rationale for elimination from overall list
Keep	Any item you feel should be retained

Step 3: Modified Delphi - Criteria for Evaluating Indicators

Criteria	Definition
Relevance	Aligns with one or more of the provincial goals
Outcome focused	<p>Measures the success of a system; series of processes; often looks at high level overarching goals and objectives and helps to inform managers, policy makers and funding agencies on the effect of an intervention or multiple interventions</p> <p>*Process measures: the most basic number counting to understand rudimentary processes</p>
Directional	A particular direction (increase or decrease) provides information regarding performance
Actionable	Relevant stakeholders are able to make change to improve the outcome

Results of Step 2: Content Review



Indicator Classification

Accountability Indicators

- Valid, feasible measures of system performance that will be associated with a target and standard and/or performance benchmark

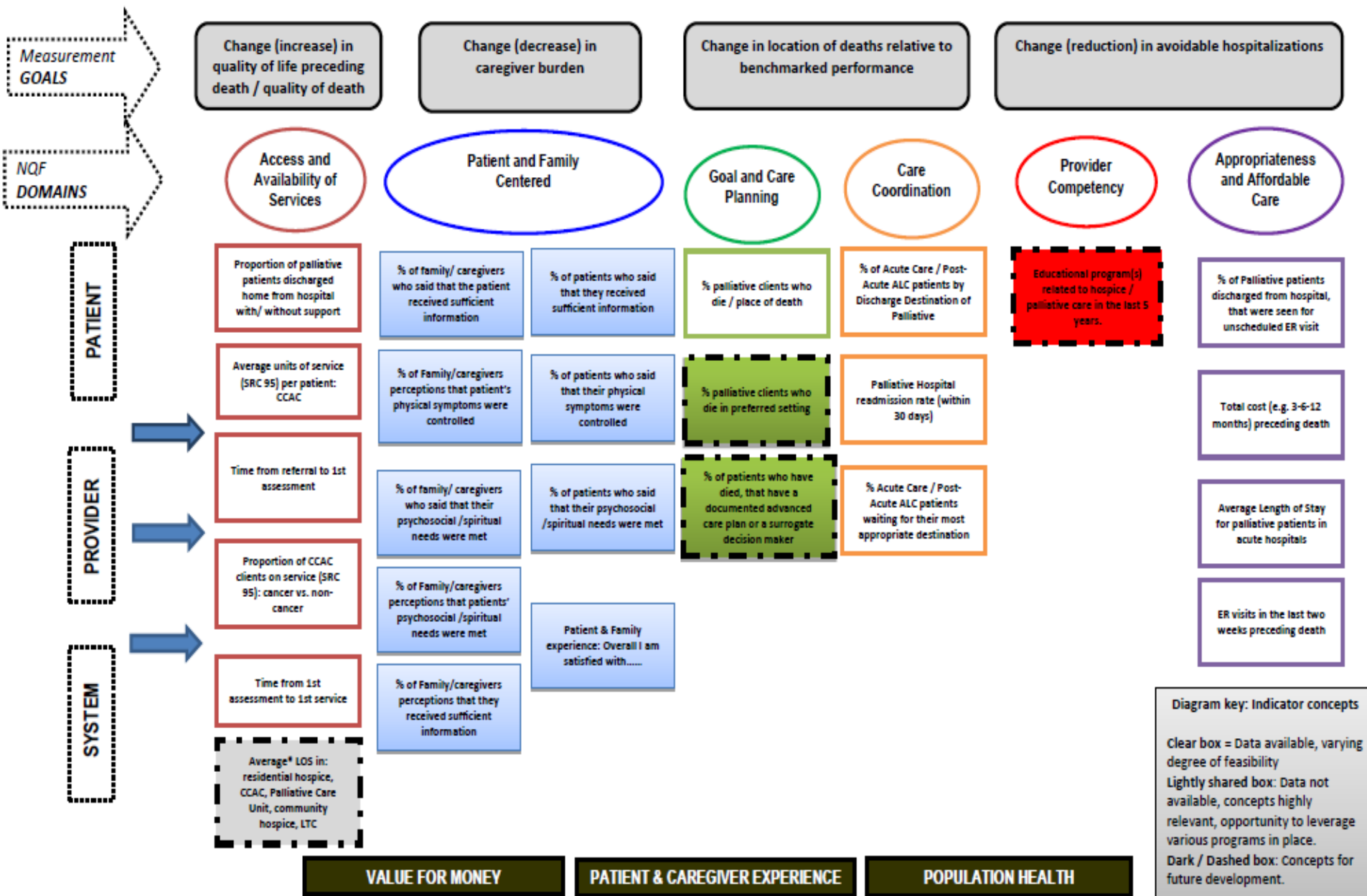
Explanatory Indicators

- Complementary indicators documented in the technical specifications of the most appropriate accountability indicators

Developmental Indicators

- Indicators requiring further validation to ensure quality criteria (e.g., validity, reliability, etc.) are met prior to moving to accountability/explanatory status

PROVINCIAL HOSPICE PALLIATIVE CARE DATA & PERFORMANCE FRAMEWORK: INDICATOR CONCEPTS (N=25)



Continued Engagement: HPCO Work Shop

- **April 28, 2014 HPCO Conference and Working Group Session**
 - *“Hospice Palliative Care Performance Measurement Strategy - Measuring What Matters: Driving Quality in Palliative Care through Performance Measurement”*
- **Supported “Mini Modified Delphi” providing additional consensus building, engagement and awareness**
 - Reviewed list of 25 measurement concepts
 - Discussed concept evaluation
 - Applied “fist of five” consensus protocol to determine level of consensus for each indicator

More Consensus & Engagement!



What we have learned....

- Great stakeholder anticipation and buy-in to importance of measurement!
- While our focus is on accountability (the “What”), we don’t want to impede quality improvement and innovation (the “How”)
- Strong commitment to meaningfully measure client & family experience and outcomes across the continuum!
 - *We have started, and the work is now underway.*

Next Steps

- **Further validate/refine 25 concepts**
 - Define technical specifications and validate against criteria (e.g. reliability, validity)
- **Recommend near-term potential Service indicators for incorporation into LHIN Service Accountability Agreements (SAAs)**
- **Establish an approach for “short- and long-term” developmental indicators to fill in the gaps**
- **Validate with Steering Committee/Stakeholder**
- **Implement strategy for new indicators related to:**
 - Capacity building
 - Care approaches
 - Primary Care
 - Patient/Family Experience

THANK YOU!

QUESTIONS & DISCUSSION