



UBC CENTRE FOR  
HEALTH SERVICES AND POLICY RESEARCH

# A framework for primary care performance measurement and reporting

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# Presentation outline

- Aims and objectives
- Review of primary care performance measurement initiatives internationally
- Proposing a new approach to primary care performance measurement



# Aims & Objectives

Our objective is to develop nationally consistent, locally relevant primary care performance reports “portraits.”

Our first step is to develop a reporting framework.

## Processes in performance measurement

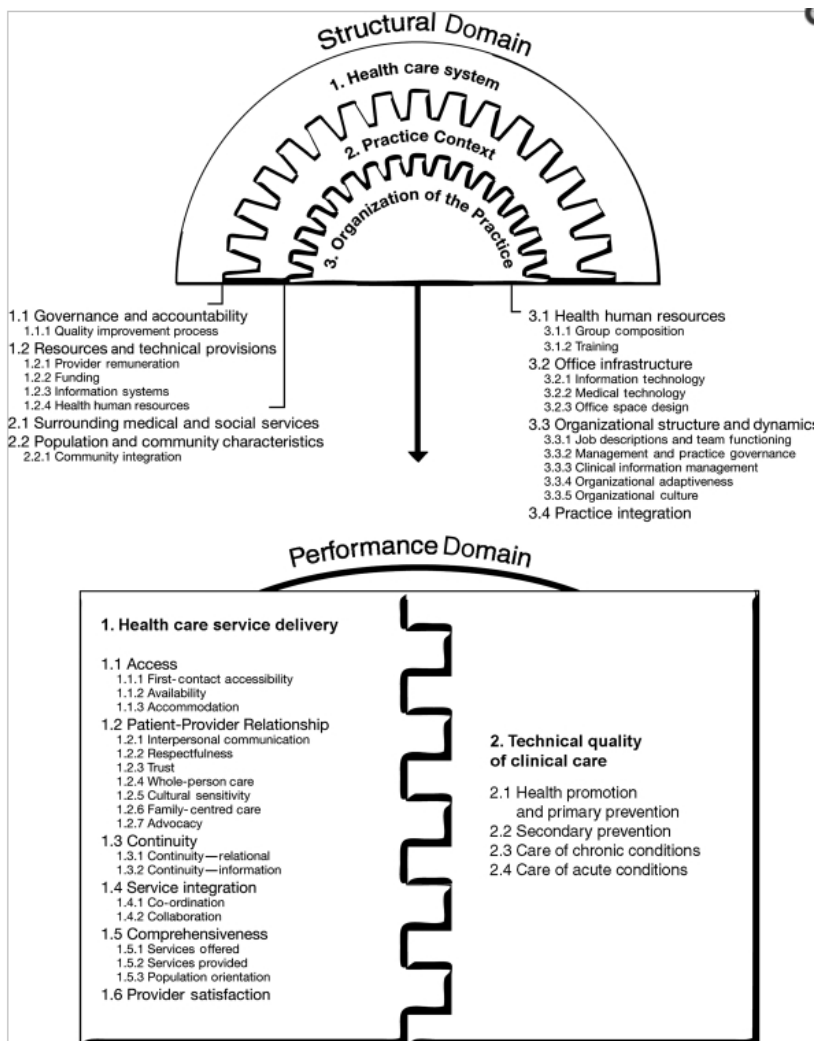
- 1 Develop conceptual framework
- 2 Select indicators
- 3 Collect and analyze data
- 4 Report and use information

Adapted from Adair et al, 2006.

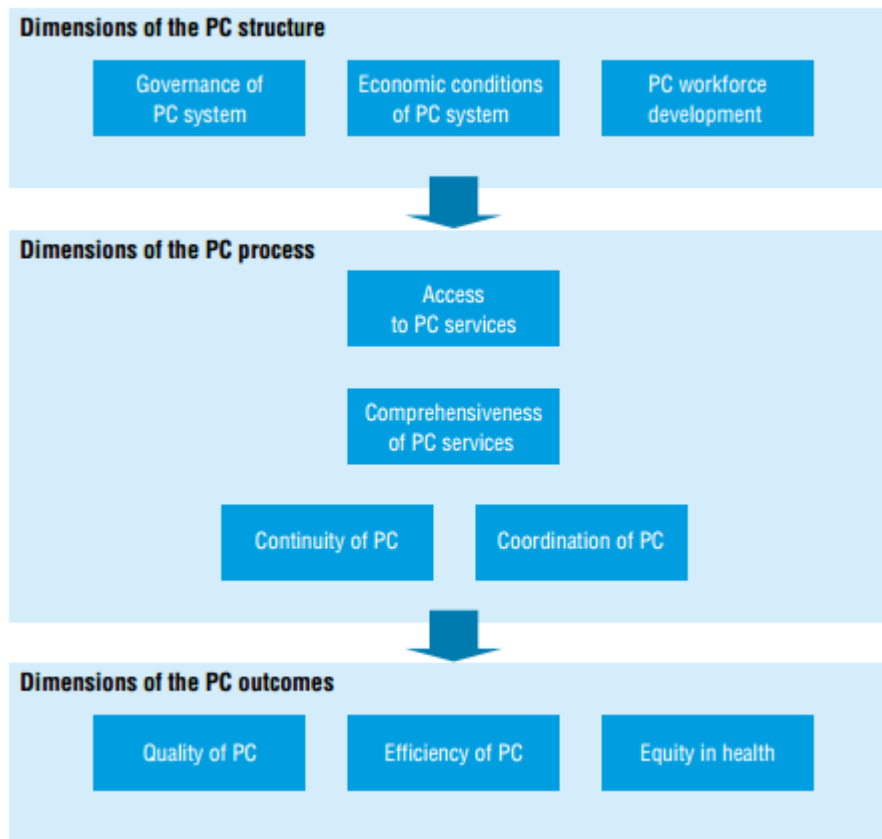


# Existing reporting frameworks

- Dozens of conceptual frameworks (e.g., Starfield; Hogg; Watson; Kringos; Senn; Pinault & Levesque; Sibthorpe)
  - Comprehensive, theoretical, evidence-based
  - Describe the organization of primary care
  - Provide domains of primary care- can be used for evaluation purposes/performance measurement
  - Practice-level to system-level frameworks



Hogg et al., 2008 Int J Qual HC



Kringos et al., 2010 BMC Family Practice



Are these frameworks being used  
to drive performance measurement  
and reporting initiatives?










## Review of existing information systems

- Aim: Identify primary care performance measurement and reporting initiatives across 11 countries (Commonwealth fund primary care and policy health survey).
- Methods: Scoping review of organizations reporting efforts
- Inclusion criteria:
  - national initiative
  - primary care indicator set/performance results available
  - information in public domain, available in English

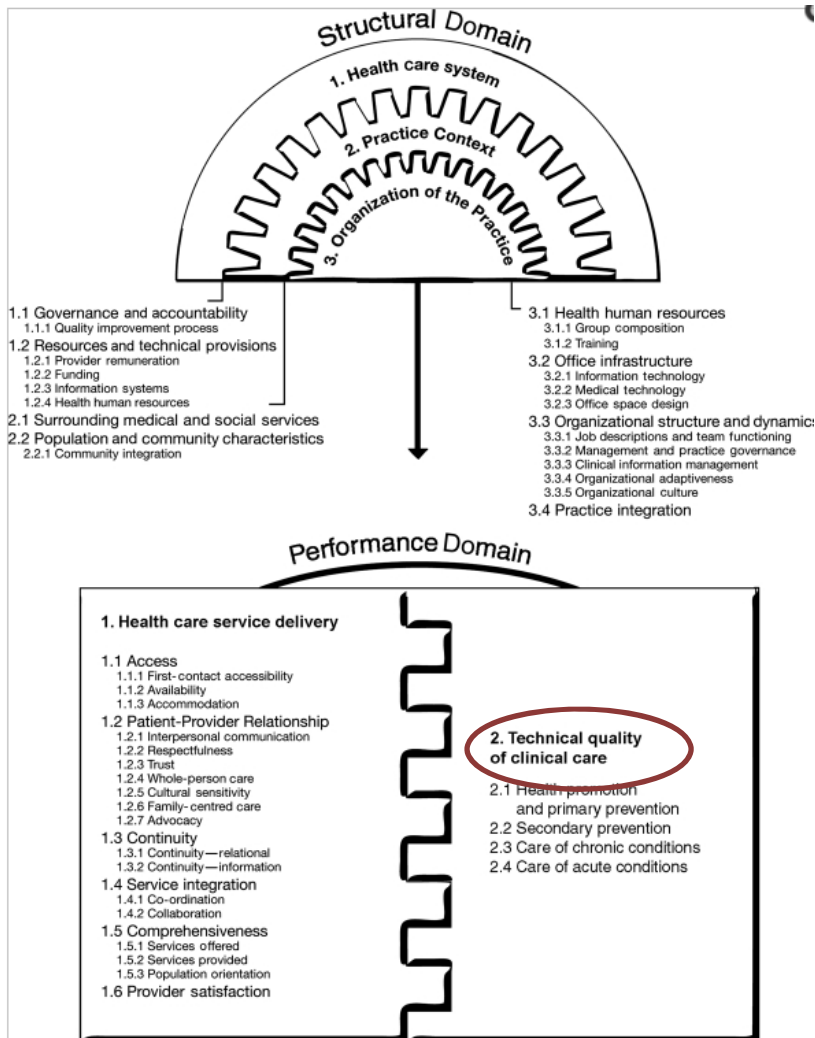


## Results: An analysis of existing systems

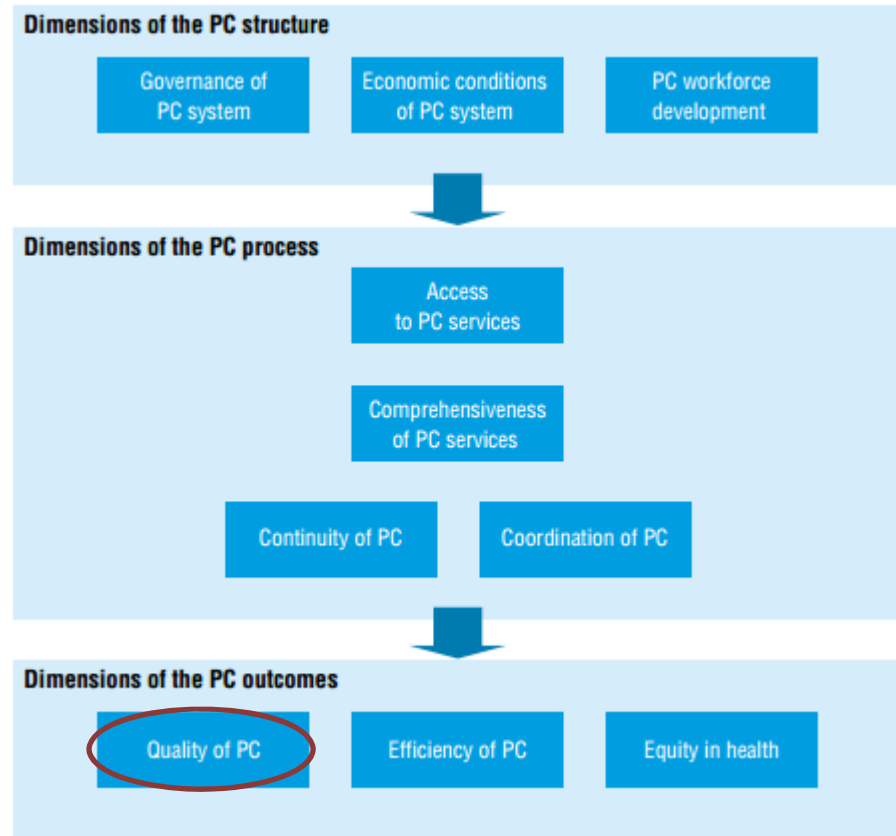
- 7/11 countries have initiatives
- Outputs: range from static reports/indicator specifications to comprehensive and routinely updated websites

Country	Primary care performance measurement initiative
<b>Australia</b>	 -MyHealthy Communities, National Health Performance Authority
<b>Canada</b>	 -Your Health System, Canadian Institute for Health Information (CIHI) Performance Measurement Framework -CIHI Pan-Canadian Primary Care Indicators
<b>France</b>	
<b>Germany</b>	
<b>Netherlands</b>	 -Dutch Health Care Performance Report (DHCPR)
<b>New Zealand</b>	 -Atlas of Variation in Health Care, Health Quality and Safety Commission
<b>Norway</b>	Limited information available in English
<b>Sweden</b>	 -Quality and Efficiency in Swedish Health Care, Swedish Association of Local Authorities and Regions
<b>Switzerland</b>	Limited information available in English
<b>United Kingdom</b>	 -National Health Service (NHS) Outcomes Framework -Quality and Outcomes Framework (QOF), NHS
<b>United States</b>	 -Healthcare Effectiveness and Data Information Set (HEDIS) -Physician Quality Reporting System (PQRS) -Physician Consortium Performance Improvement (PCPI) -Quality Indicators, Agency for Healthcare Research and Quality (AHRQ)





Hogg et al., 2008 Int J Qual HC



Kringos et al., 2010 BMC Family Practice



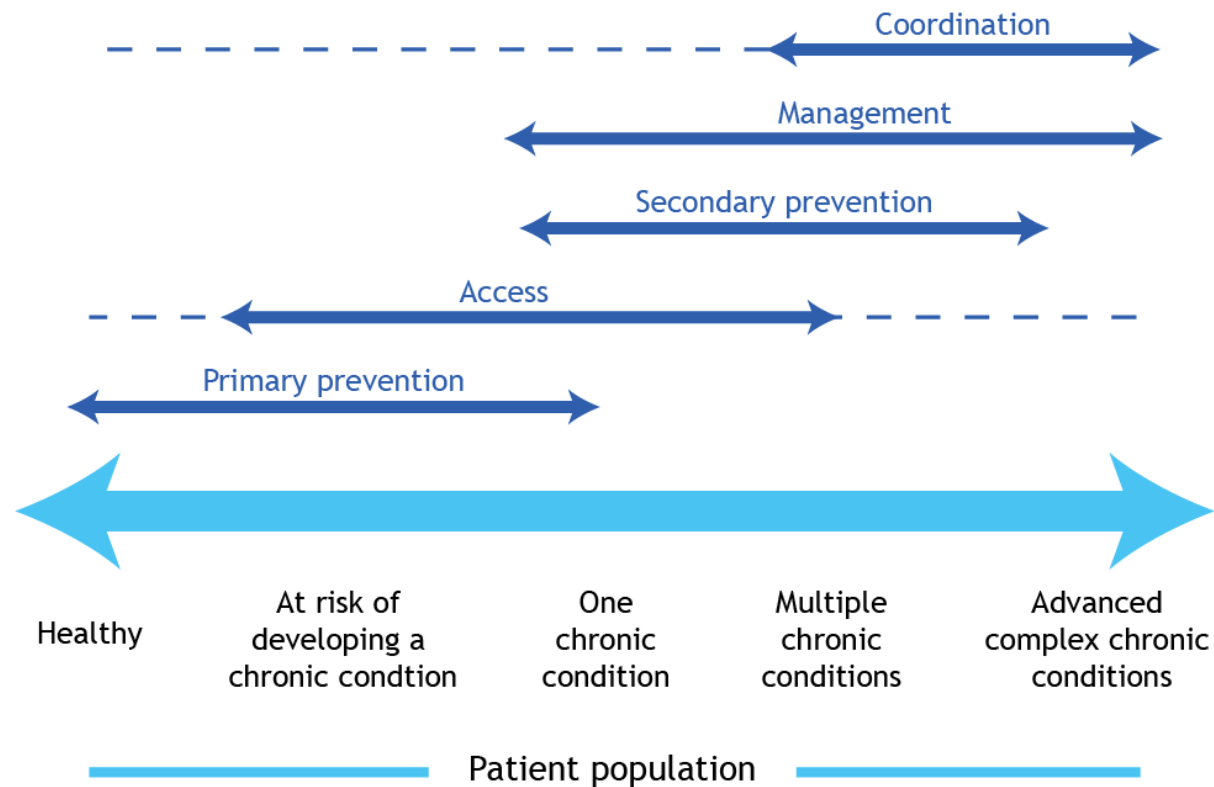
## What we know

- Challenges translating the breath of primary care conveyed in conceptual frameworks into real-world performance measurement and reporting
- Heterogeneous patient populations have resulted in hundreds of different disease specific measures
- Indicator fatigue (*Cassel et al., 2014 NEJM*)
- Complexity- multi-morbidity the most common chronic condition (*Tinetti et al., 2012 JAMA*)
- Is there another way that measurement could be organized?



# Primary care needs vary by patient population

*“move beyond what works on average to understanding what works for whom and in what situation” – Bayliss et al., 2014*





# A primary care measurement matrix

	Patient characteristics	Access	Continuity	Coordination	Comprehensiveness	Person-centredness	Safety	Effectiveness	Efficiency	Equity
All patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient population	Healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	At risk of developing a chronic condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	One chronic condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Multiple chronic conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Advanced complex chronic conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



# A primary care measurement matrix

		Patient characteristics									
		Access	Continuity	Coordination	Comprehensiveness	Person-centredness	Safety	Effectiveness	Efficiency	Equity	
Patient population	All patients	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	At risk of developing a chronic condition	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	One chronic condition	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Multiple chronic conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Advanced complex chronic conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Primary care performance domains											



## Next steps

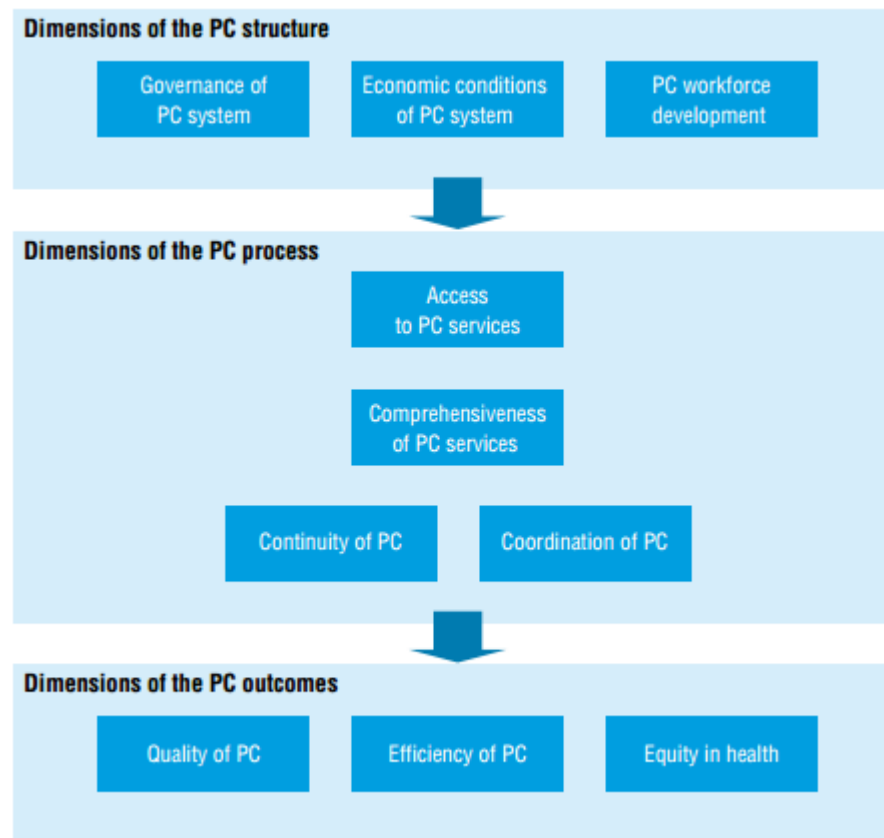
- Finalize framework
    - Performance domains
    - Patient population groups
  - Select measures/indicators to populate framework
  - Generate performance reports
- } Stakeholder engagement

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*Kringos et al., 2010 BMC Family Practice*



# A two-dimensional matrix for primary care

- Primary health care needs (and thus how we measure performance) vary by patient population

Primary care priorities for population groups

