

# New Quality Measure Approaches in Person-Centered Care

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## Why do we measure Quality?

- Measuring and reporting on health care quality gives consumers the ability to make informed choices and pursue the best available care.
- Health care quality assessment is also about giving feedback to health plans, medical groups and doctors that they can use to improve their services over time.

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## Why are we looking for New Approaches?

The Affordable Care Act brought big Changes to the Health Care Landscape:

→ **From Volume to Value**



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The SCAN Foundation engaged national experts in a process to develop a Consensus Product for **Adults with Complex Needs.**



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The objective of this work is to provide a guide for the development of new **quality measures** for this high-need/high-cost population.



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What is the **goal** of a high-quality system of Person-Centered Care?



“Individuals are able to live their lives with services and supports reflecting their values and preferences in the least restrictive, most independent setting possible with access to a delivery system that respects and supports their choices and decisions.”

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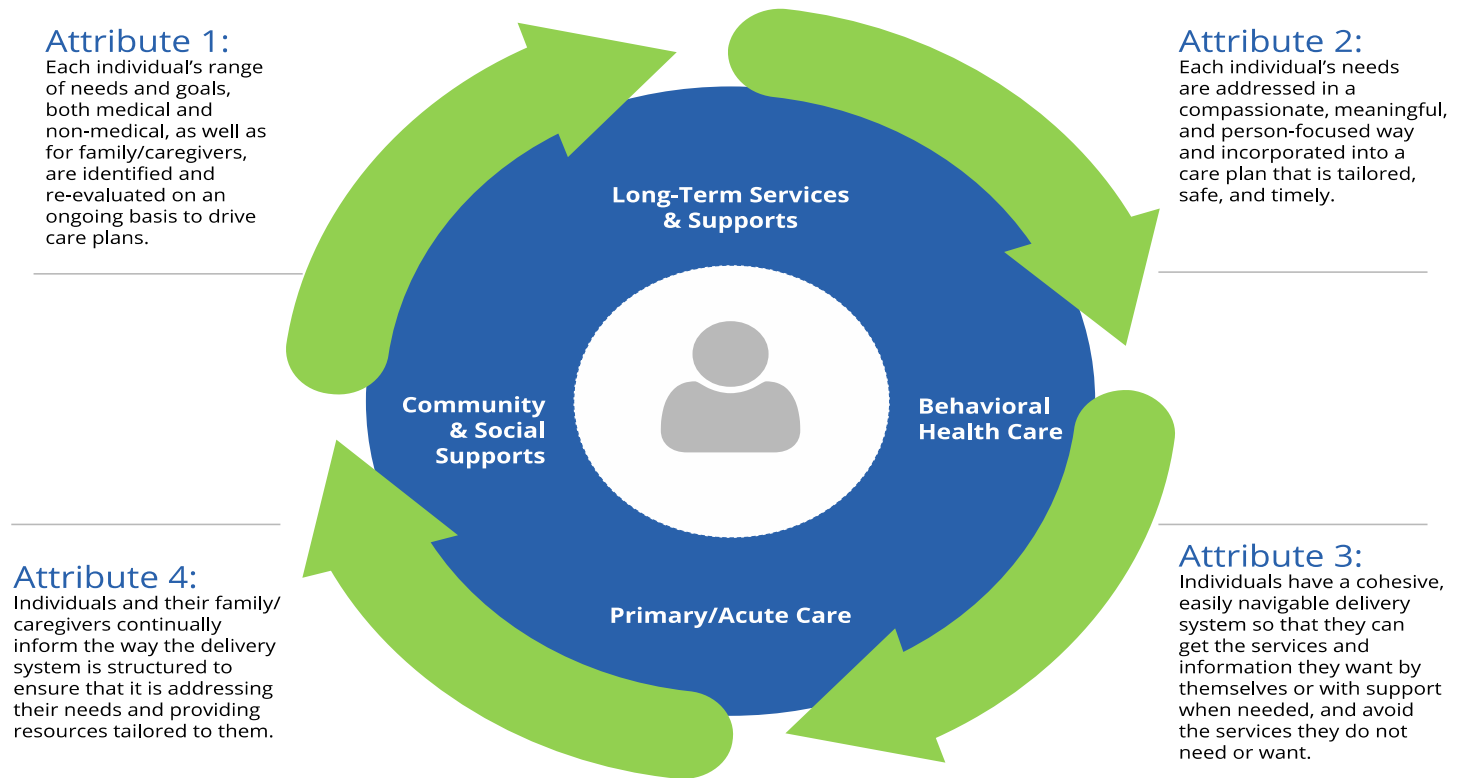
What are the **essential attributes** of a high-quality system of Person-Centered Care?



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**Figure 1: High Quality System for Adults with Complex Care Needs**

Individuals are able to live their lives with services and supports reflecting their values and preferences in the least restrictive, most independent setting possible with access to a delivery system that respects and supports their choices and decisions.





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## ATTRIBUTE #1

Each individual's range of needs and goals, both medical and non-medical, as well as for family/caregivers, are identified and re-evaluated on an ongoing basis to drive care plans.



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## Attribute #2

Each individual's needs are addressed in a compassionate, meaningful, and person-focused way and incorporated into a care plan that is tailored, safe, and timely.

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## **Attribute #3**

Individuals and their family/caregivers have a cohesive and easily navigated delivery system

enabling them to both find and receive information and avoid the services they do not need or want.

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## Attribute #4

Individuals and their family/caregivers continually inform the way the delivery system is structured to ensure that it is addressing their needs and providing resources tailored to them.



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### ***Our Vision:***

A society where older adults can access health and supportive services of their choosing to meet their needs.

### ***Our Mission:***

To advance a coordinated and easily navigated system of high-quality services for older adults that preserve dignity and independence.

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