

Developing Quality Measures

Quality measures foster improved care delivery by holding systems accountable for helping people achieve what's most important to them. As care becomes more coordinated, it is time to redefine quality so that it includes how people experience the integration of medical and supportive services to meet their person-centered needs.

View our quality webpage and all resources at <http://www.thescanfoundation.org/quality>.

Selected September 2016 products include:

- **What Matters Most: Essential Attributes of a High-Quality System of Care for Adults with Complex Care Needs (Policy Brief)**
 - **What Matters Most: Essential Attributes of a High-Quality System of Care for Adults with Complex Care Needs (Full Report)**

A working group developed a goal statement and four Essential Attributes of a high-quality system of care that supports system transformation and evaluation, and is from the vantage point of adults with complex care needs. These primer documents describe the Essential Attributes of this system and the core elements detailing how delivery systems should function to meet the goal, and key definitions of concepts. The full report explains the working group's methodology.

- A **policy brief overview** of the various types of quality measures and how they are created, why quality measures matter when caring for adults with complex care needs in integrated systems, and how stakeholders can influence the quality measure development process