



# Laying the foundation for performance measurement for quality improvement

October 26, 2011  
**2011 AFHTO Conference**



Canadian Institute  
for Health Information

Institut canadien  
d'information sur la santé



# About CIHI



Better data, better decisions, healthier Canadians





# Our Stakeholders





# Our PHC Data and Information Program

Laying the foundation to increase the availability and effective use of relevant PHC data and information across Canada





# PHC Indicators

- > To provide PHC providers and those that shape health policy with a core set of PHC measures that they will use going forward.
- > Leading review/update of PHC Indicators - Spring 2012
  - Priority list of approximately 30 indicators for providers
    - e.g. Cervical cancer screening
  - Priority list of approximately 30 indicators for policy-makers
    - e.g. Difficulties obtaining urgent, non-emergent PHC on evenings and weekends

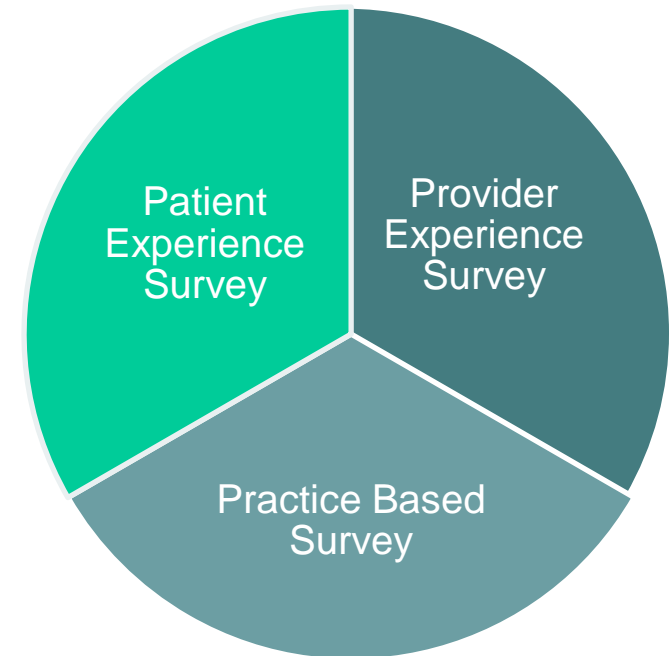
# PHC Indicators: Value for Clinicians

- > Provide a basis for comparison, both within practice—over time—and between practices.
  - Within: support quality improvement programs and initiatives within organizations and practices.
    - Evaluate effectiveness and outcomes of these programs and initiatives.
  - Between: support program sharing and performance monitoring.
- > Identify opportunities for improvement.
- > Supports common collection of data – collect once, use many for business planning needs – reducing the data collection burden.



# PHC Survey Questions and Tools

- > Supplement to EMR and administrative data sources
- > Jurisdictions and clinics conducting surveys to understand patient experience, provider experience and models of care-results not comparable
- > PHC Survey Tools-Spring 2012
- > Validated, standard set for clinic, regional, provincial or national use



# PHC Survey Questions and Tools: Value for Clinicians

- > Tested and validated pan-Canadian survey questions and tools will reduce survey development time for clinicians
- > Survey data will allow clinicians to populate a number of PHC indicators
- > Receive information on patient experiences at the practice and provider level
- > Comparison across and within practices on a number of measures



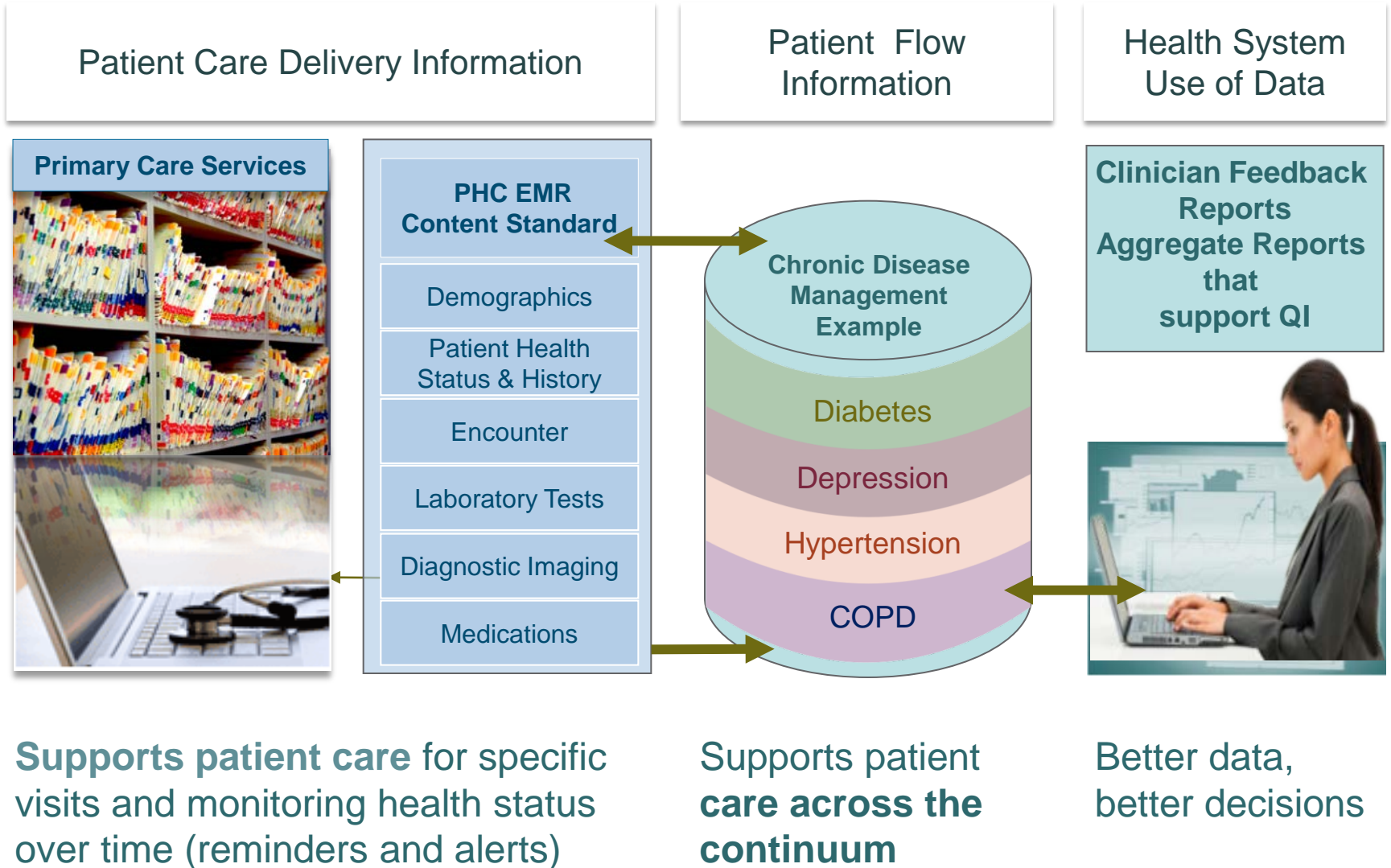
# PHC EMR Content Standard

- > pan-Canadian PHC EMR Content Standard & Data Extract Specification that are widely adopted by jurisdictions to **support primary care delivery and health system use**
  - Provide adoption and implementation advice, documents and support to jurisdictions, Infoway and vendors
  - Support jurisdictions to include the content standards in their EMR vendor requirements, so Infoway will fund EMR upgrades

**Better data, better decisions, healthier Canadians**



# PHC EMR Content Standard: Value for Clinicians

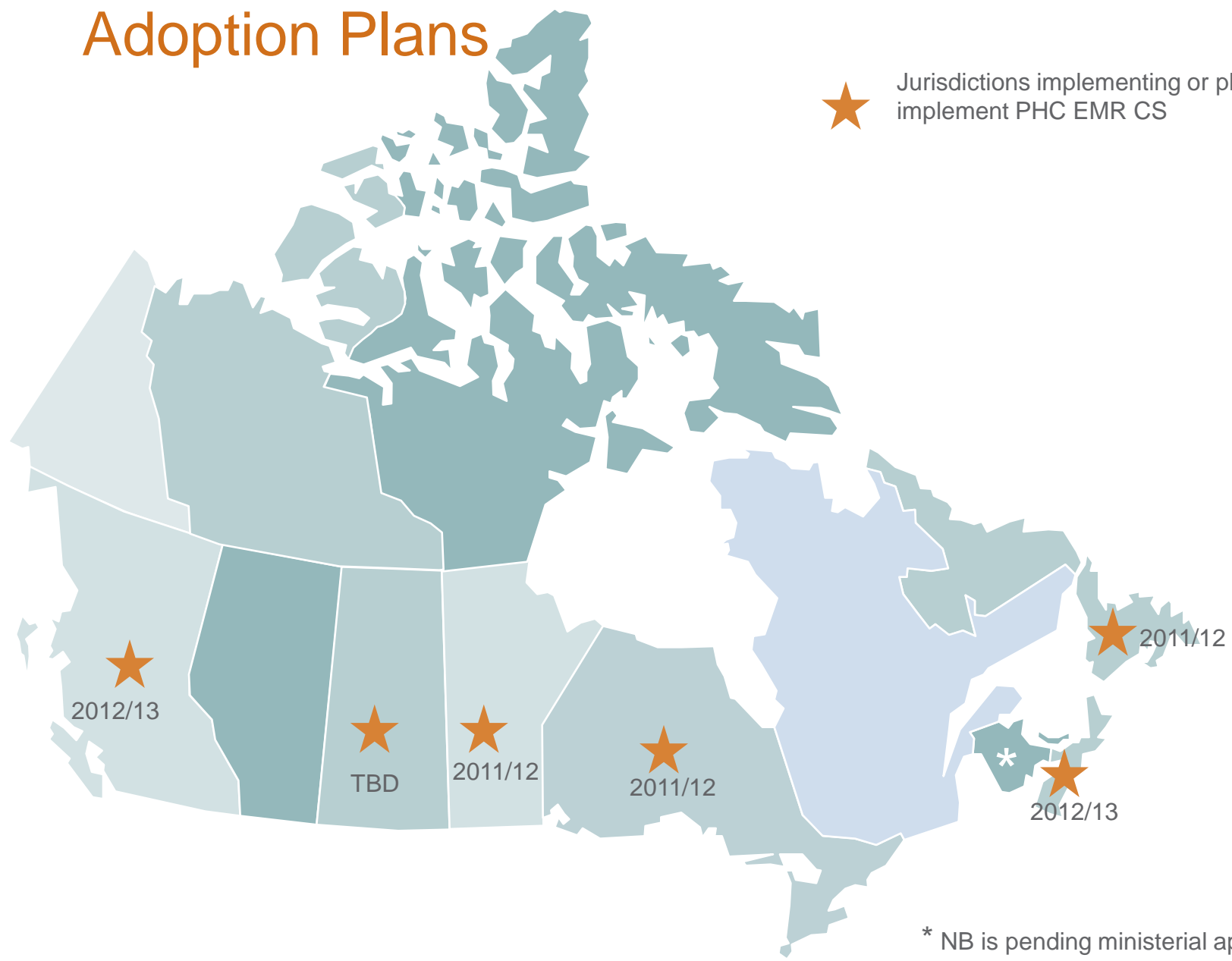




# PHC EMR Content Standard: Adoption Plans



Jurisdictions implementing or planning to implement PHC EMR CS

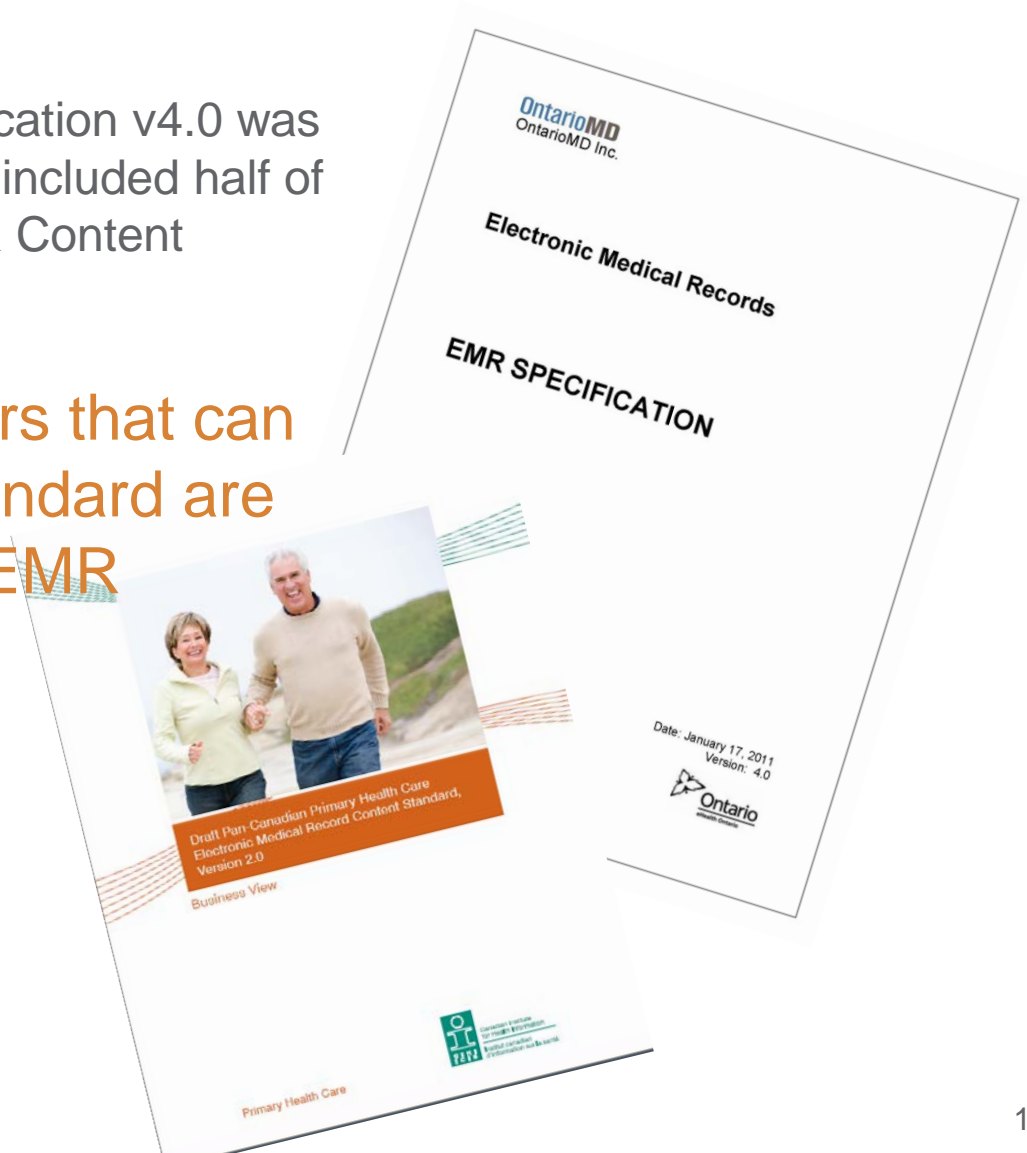


\* NB is pending ministerial approval

# PHC EMR Content Standard: In Ontario

Ontario MD's Ontario EMR Specification v4.0 was released on January 17, 2011 and included half of the Draft Pan-Canadian PHC EMR Content Standard, Version 2.0

15 of the 23 PHC Indicators that can be populated from the Standard are included in Ontario MD's EMR Specification v4.0





# So What Does this Mean To Me?

To view video presentation, click on:

<http://www.cihi.ca/cihi-ext-portal/internet/en/generic/home/CIHI007925>



# Data Collection to Support Measurement and Quality Feedback Reports to PHC Providers



The PHC Voluntary Reporting System (PHC VRS) is:

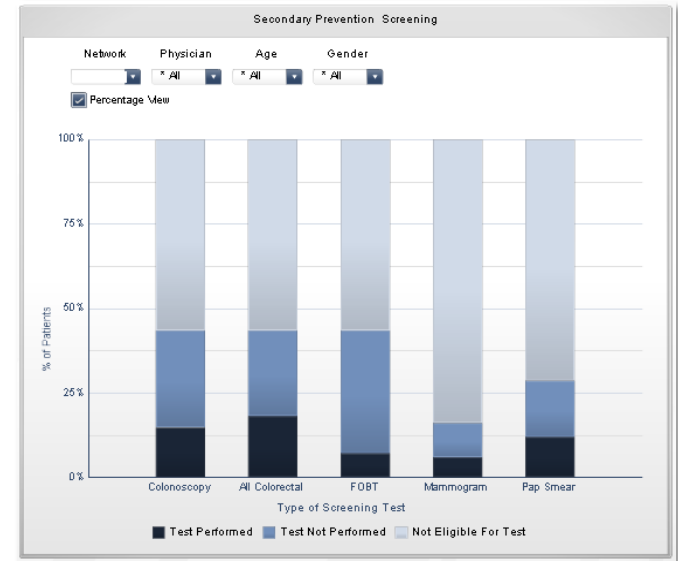
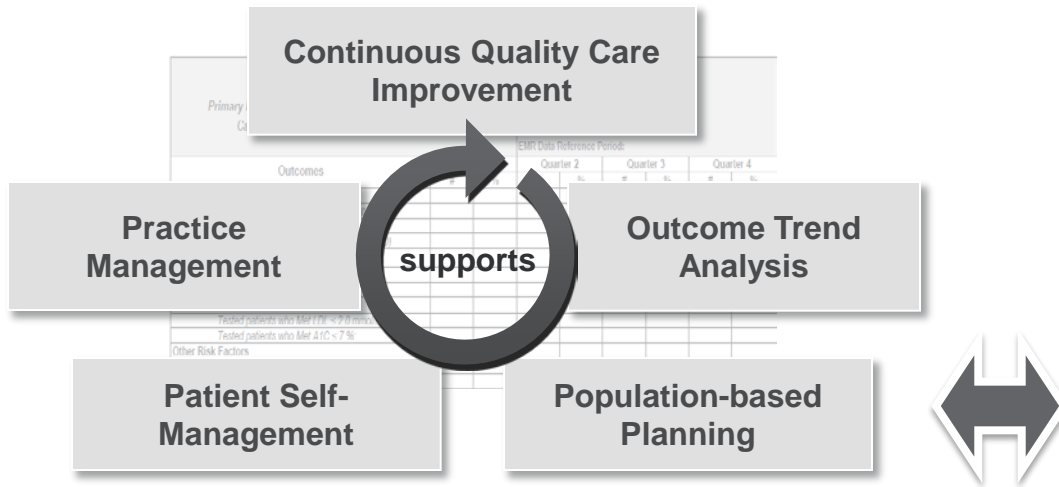
- > Using EMR clinical and administrative data to:
  - Help clinicians understand, compare and improve care for patients and populations
  - Allow clinicians to test clinical and system-level research questions
  
- > Improving quality, usefulness and availability of EMR data to:
  - Support clinician-driven quality improvement initiatives
  - Support comparisons on evolving information needs
  - Inform policy development/evaluation, health system management and performance improvement at various levels

# PHC VRS: Quality Feedback Reports



**Patient Centric Provider Feedback Report (PDF)**

**Quality Management Improvement Compass (QMIC) (interactive e-Tool)**



**Complementary reports that improve understanding of relevant information on patient groups as well as individuals**

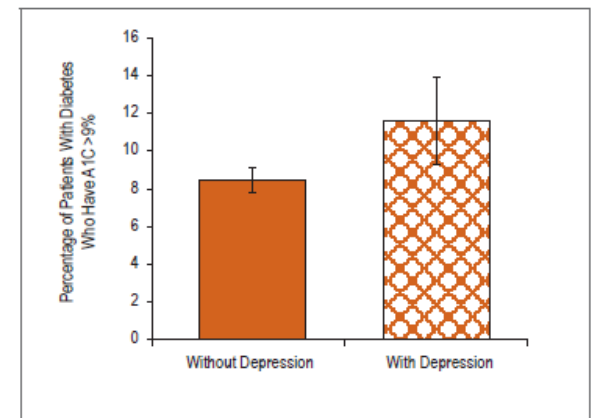


# PHC VRS: Value for Clinicians

Clinicians are using CIHI's clinical practice quality tools to:

- **Compare** their own patient population to their group practice and all PHC VRS
- **Identify high risk patients** with multiple co-morbidities and **prioritize follow-up** patient care
- Identify **program development** opportunities to support patient self-care management of chronic diseases
- Understand **care transitions and inter-professional care**
- Build **population health** knowledge capacity

Figure 1A: Percentage of Patients With Diabetes, With or Without Depression, With A1C Higher Than 9%



Source  
Primary Health Care Voluntary Reporting System, Canadian Institute for Health Information.



# PHC VRS: Performance Measurement Insight and Knowledge



- **Trusted data steward**
- **Informing quality initiatives**
- **Delivering quality feedback reports to providers**
- **Increasing utility of EMR data**
- **Expanding participation**
- **Better data, better decisions, healthier Canadians**



**Thank You!**

**Patricia Sullivan-Taylor**  
[Psullivan-taylor@cihi.ca](mailto:Psullivan-taylor@cihi.ca)  
(416) 549-5488

**Brenda Tipper**  
[Btipper@cihi.ca](mailto:Btipper@cihi.ca)  
(416) 549-5338

## Appendix A: Learn More

- > Go to [www.cihi.ca/phc](http://www.cihi.ca/phc)
- > Visit us at our booth at this year's conference
- > Email us at [phc@cihi.ca](mailto:phc@cihi.ca)
- > Watch our video at <http://www.cihi.ca/cihi-external/internet/en/generic/home/CIHI007925>

# Appendix B: Selected Reading List on Performance Measurement

W. Hogg. Improving measurement of primary care system performance. Canadian Family Physician. July 2011 vol. 57 no. 7758-760.

<http://www.cfp.ca/content/57/7/758.full>

M. Valentine. Measuring Teamwork in Health Care Settings: A Review of Survey Instruments Harvard Business School. Working Paper. September 13, 2011

<http://www.hbs.edu/research/pdf/11-116.pdf>

P. Lindsay. Performance Measurement Reading List. 2010

[http://www.gacguidelines.ca/site/GAC\\_Guidelines/assets/pdf/Performance\\_Measurement\\_Reading\\_List.pdf](http://www.gacguidelines.ca/site/GAC_Guidelines/assets/pdf/Performance_Measurement_Reading_List.pdf)

W. Hogg et al. Framework for primary care organizations: the importance of a structural domain. Int J Qual Health Care 2008;20(5):308-13. Epub 2007 Nov.

<http://intqhc.oxfordjournals.org/content/20/5/308.full>

S. Johnston et al. Gauging to gain Primary care performance measurement. Canadian Family Physician, September 2008 vol. 54no. 9 1215-1217

<http://www.cfp.ca/content/54/9/1215>

P. Dassow. Measuring Performance in Primary Care: What Patient Outcome Indicators Do Physicians Value? J Am Board Fam Med. 2007;20(1):1-8.

<http://www.medscape.com/viewarticle/551246>

T. Freeman. Using performance indicators to improve health care quality in the public sector: a review of the literature. Health Serv Manage Res. 2002 May;15(2):126-37

<http://www.ncbi.nlm.nih.gov/pubmed/12028801>



## Appendix C: What They Say About Us

“Data standards allow comparisons between patients within the practice, as well as comparisons across practices, and facilitate surveillance and a population health approach to primary health care.”

Dr. Alan Katz, Family Physician, Manitoba

“There is extreme value in receiving PHC VRS provider reports for physicians, nurses and front-line staff. We want to improve quality of care.”

Dr. Michelle Greiver, Family Physician, Ontario

“Standardized data in the EMR helps those of us working in primary health care to work more collaboratively as a team. The easy retrieval of information in the EMR also gives me more time to deal with issues that my patients have.”

Denise Moss, Registered Nurse and Certified Diabetes Educator

"Good data quality and standards in our EMRs can help us do our job better - support our decision making, help us reflect on our practices and improve, and streamline work on referrals."

Dr. Morgan Price Clinical Informatician/ Family Physician , British Columbia