Session 7: Quality Measurement that Matters in the Era of Digital Health
Marjorie Rallins, DPM, MSMI

• Independent health care consultant
• Formerly, Vice President & Chief Science Officer, PCPI Foundation
3 Themes & Questions

1. What is new regarding "Quality Measurement that Matters in the Era of Digital Health"?

2. What are some of the most important challenges and opportunities?

3. How has the pandemic and pandemic response changed your perspective(s)?
What is new regarding "Quality Measurement that Matters in the Era of Digital Health"?

≈ 2005 – 2015
EHR, Clinical data

≈ 2015 – present”
Innovation: new tech
Paradigm shift: info exchange

Recorded, shared, re-purposed *electronically*

New tech:
platforms, devices, standards

Info exchange:
≠ burden, ≠ blocking, pt. access
21st Century Cures Act,
What are some of the most important challenges and opportunities?

- **CDOs, providers, health plans:**
  measurement is burdensome, expensive, inaccurate and indifferent to the complexity of care delivery. (McGlynn, Schneider, Kerr, 2014, NEJM)

- **Physicians:**
  delivery of high-quality, a professional imperative
  current measures are not meaningful
  63% physicians believe measures do not reflect quality of care
  Billions spent in measurement (MacLean, Kerr, Qaseem, 2018 NEJM)
What are some of the most important challenges and opportunities?

- **Opportunities:**
  - *Quality improvement vs accountability*
  - Think differently about measurement
  - Meaningful data
  - Facilitated by digital innovation
How has the pandemic and pandemic response changed your perspective(s)?

- Telemedicine – primary method to support care
- Importance of social determinants of health
  - insight on disparity, equity, access
  - Science of measurement: conceptual approach, implementation