Quality Measurement that Matters in the Era of Digital Health

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Quality measurement that matters to whom:

- Patients
- Caregivers
- Healthcare professionals
- Healthcare facilities
- Health plans
- Quality organizations
Acceleration of innovation and increased use of digital health during the pandemic has surfaced existing challenges with quality measures reporting

**Existing Challenges**

- Measurement collection and reporting burden
  - Each year US physician practices in four common specialties spend, on average, **785 hours** per physician and more than **$15.4 billion** dealing with the reporting of quality measures*

- Lack of standardization
  - Measure alignment
  - Digital platforms
  - Data fields

- Time from care delivery to measurement reporting is often delayed, resulting in less meaningful and less actionable information

- Lack of interoperability

These challenges result in a limited ability to share data, report data, compare performance and take actionable steps to improve the quality of care in a timely manner

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Digital health also brings better opportunity to improve clinical quality and reduce measurement reporting burden

- Broader access to care
- More data
- More timely data
- Digital clinical quality measures
Should quality of care be measured differently in the era of digital health?
The Quadruple Aim is the Ultimate Outcome

- Better Outcomes
- Improved Clinician Experience
- Lower Costs
- Improved Patient Experience