

NCQA
HEALTH
INNOVATION
SUMMIT

Promoting Health Equity through Measuring What Matters Most

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October 31, 2022

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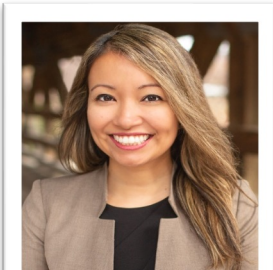
Panel Members



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Faculty Disclosures

Bryan Buckley, David White, Adrianna Nava and Caroline Blaum have no financial relationships to disclose relating to the subject matter of this presentation.

Learning Objectives

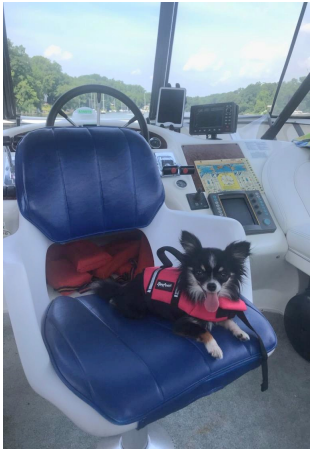
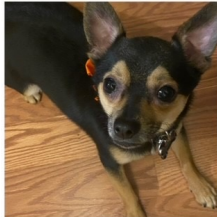
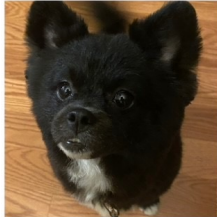
At the conclusion of this session, learners will be able to:

1. Summarize why incorporating the patient voice into care promotes health equity.
2. Describe how the patient voice can be incorporated into quality measurement.

Person-Centered Outcome Measures

Caroline Blaum, MD, MS

Senior Research Scientist, NCQA



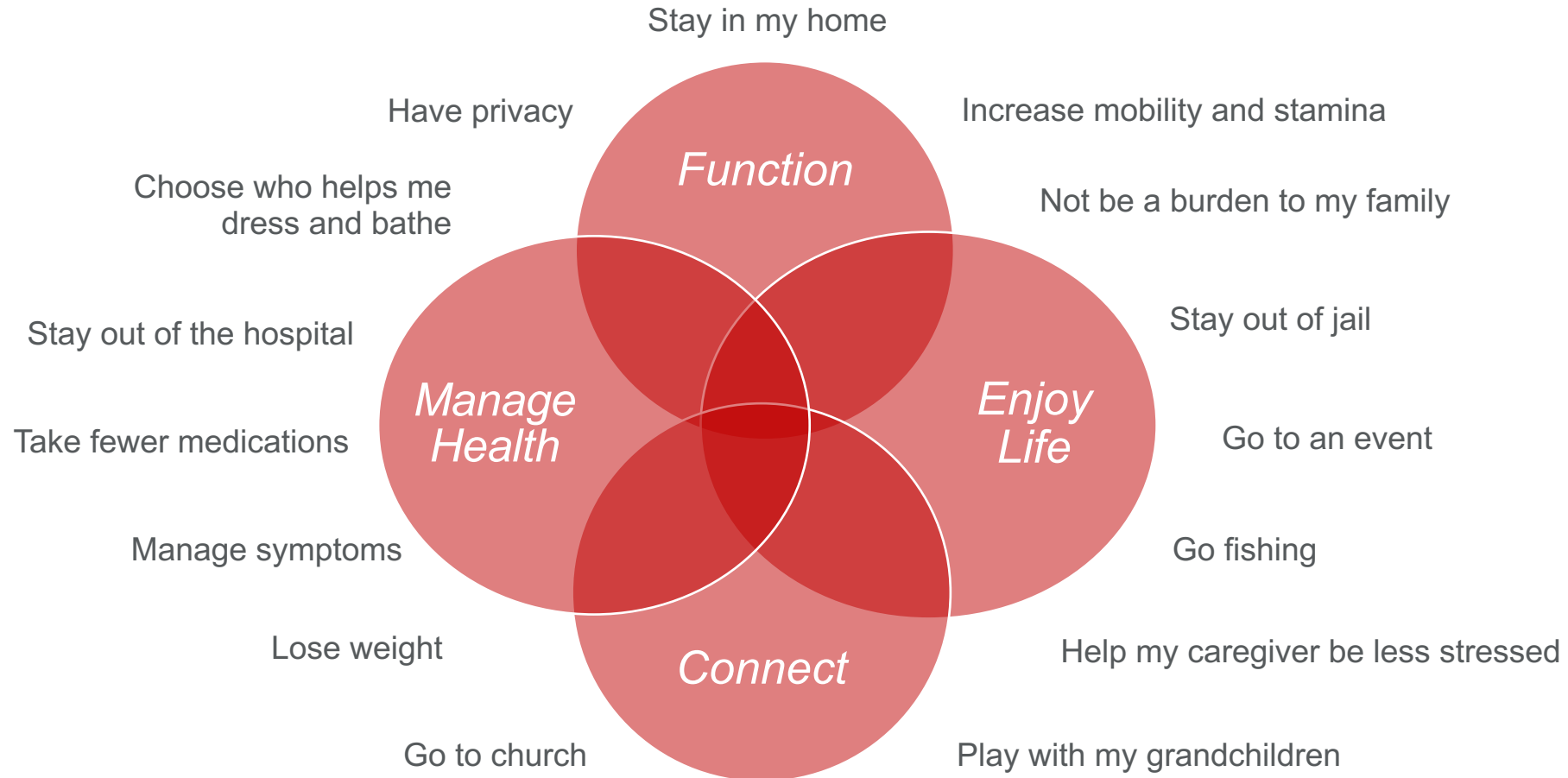
Designing care that matters

Organizing a healthcare system around what matters to people, their families and their community

- For **individuals with complex care needs**, care should align with what matters most to them, their health outcome goals
- **Measurement can be used to drive care that matters** and encourage clinicians to deliver care aligned with health outcome goals
- For quality measures, health outcome **goals must be measured and tracked in a standardized way**



Different things matter to different people



Person-Centered Outcome Measures

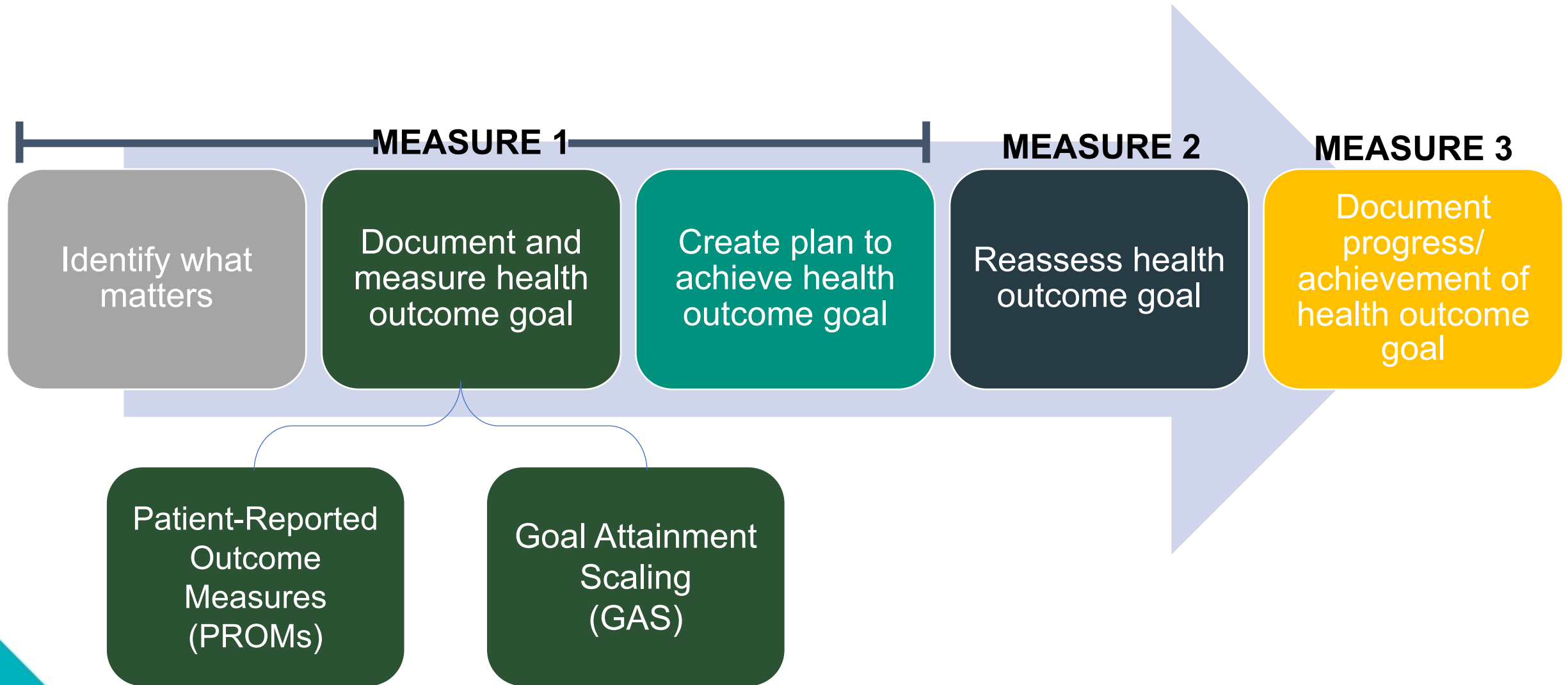
The concept

The measures incorporate the person's voice into their care and work in tandem with clinical care to help people living with complex health needs make progress toward a health outcome goal that matters to them.



Person-Centered Outcomes Approach

Measuring what individuals say matters most to them



Steps for addressing health equity during measure testing



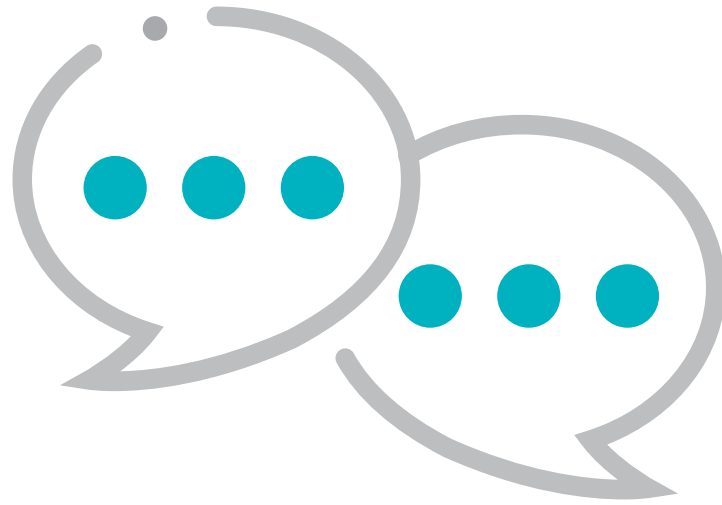
**Training and
Resources**



**Measure
Structure and
Analysis**



**Measure
Communication**



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For more information about the Person-Centered Outcome Measures, please contact Caroline Blaum at pcomeasures@ncqa.org

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