

Measuring Value: Identifying a Balanced Measure Set for Quality Improvement Focused on Improving Care for Inflammatory Bowel Disease

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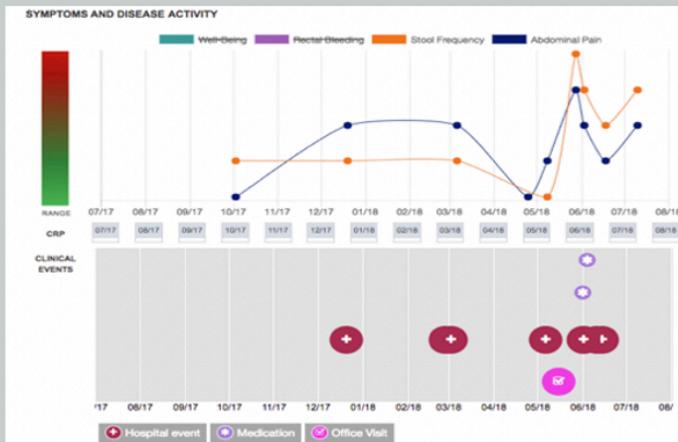
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Background: The IBD Qorus Collaborative

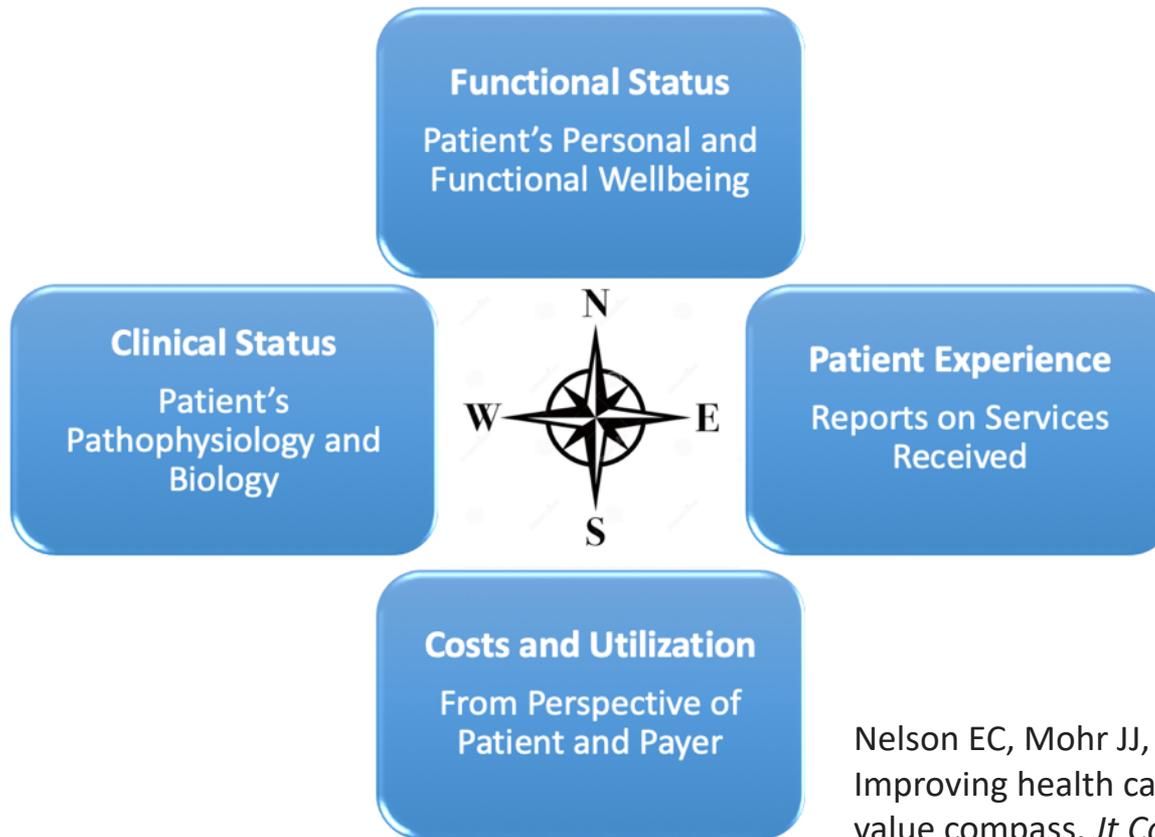


The Crohn's & Colitis Foundation has developed a multicenter learning health system ("the Collaborative") comprised of 40+ sites nationally, with aims to improve care quality and value for adults with inflammatory bowel disease (IBD).



Patients periodically submit patient-reported outcomes (PRO) and clinical data is captured by clinicians. Data is aggregated to provide site-specific and collaborative-wide feedback for improvement.

Study Purpose: develop a balanced set of value measures (Value = Quality/Cost), in a Value Compass framework, to evaluate the Collaborative's success in achieving its longitudinal aims.



Nelson EC, Mohr JJ, Batalden PB, Plume SK. Improving health care, Part 1: The clinical value compass. *Jt Comm J Qual Improv.* 1996;22(4):243-258. doi:10.1016/s1070-3241(16)30228-0

Methods

A diverse stakeholder panel participated in a modified Delphi process to identify priority value measures within four domains of a clinical value compass:

- Patient Experience
- Cost and Utilization
- Clinical Status
- Functional Status

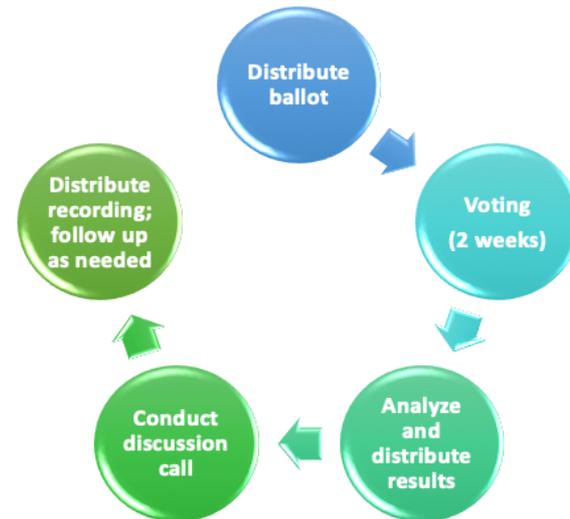
Modified Delphi Process

Three iterative rounds of blinded voting and interactive, moderated discussion via webinar.

Round 1: Define subdomains

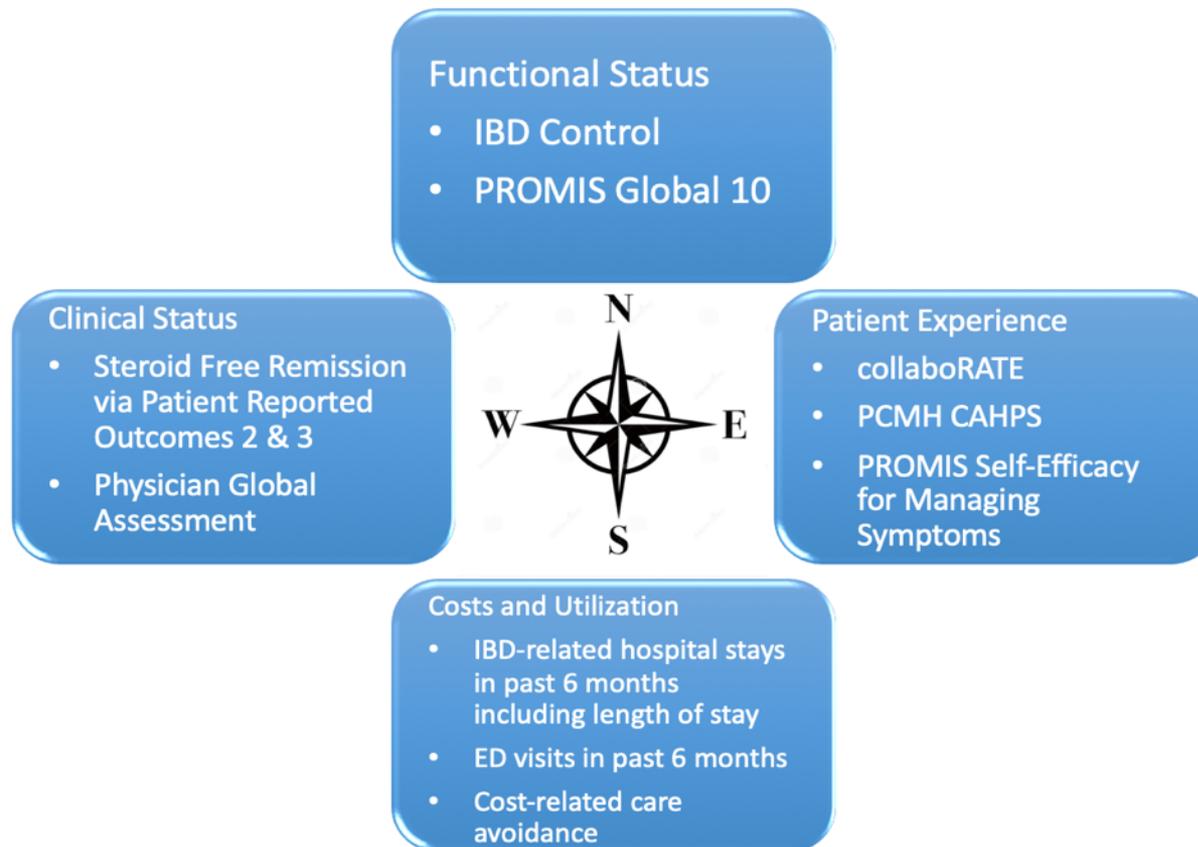
Round 2: Conceptualize measures

Round 3: Specify measures



Results: The IBD Qorus Value Compass

18 participants identified a balanced 10-measure set



Domain: Functional Status

Subdomains	Measure	Operational Definition
General Functioning and Well Being	IBD* Control	Measure overall disease control from the patient's perspective in the last 2 weeks
	PROMIS** Global 10	10 items that assess general domains of health and functioning including overall physical health, mental health, social health, pain, fatigue, and overall perceived quality of life

*Inflammatory Bowel Disease

**Patient Reported Outcome Measure Information System

Domain: Patient Experience

Subdomains	Measure	Operational Definition
Meeting Patient's Goals and Expectations	collaboRATE	Patient-reported perceptions of shared decision making in most recent office visit measured by 3 questions
Access to Care	PCMH CAHPS*	Measures access to care and communication with providers
Patient Self-Efficacy	PROMIS Self-Efficacy for Managing Symptoms	Patient's level of confidence to manage/control their symptoms, to manage their symptoms in different settings (home, public place, an unfamiliar place), and to keep his/her symptoms from interfering with work, sleep, relationships or recreational activities

*Patient-Centered Medical Home Consumer Assessment of Healthcare Providers and Systems

Domain: Clinical Status

Subdomains	Measure	Operational Definition
IBD Related Disease Activity	Steroid Free Remission via PRO* 2 & 3	<p>a) Ulcerative Colitis: Patients in steroid-free clinical remission based on PRO2 scores and not on prednisone</p> <p>b) Crohn's Disease: Patients in steroid-free clinical remission based on PRO3 scores and not on prednisone</p>
	Physician Global Assessment	Rating of disease activity (inactive, mild, moderate, severe) by physician based on multiple factors (symptoms, fistula, weight loss, abdominal mass/tenderness, toxic appearance, lab tests)

*Patient Reported Outcome

Domain: Costs & Utilization

Subdomains	Measure	Operational Definition
Utilization Related Measures	IBD-related hospital stays in the past 6 months	Patient reported hospitalizations planned or unplanned within the past 6 months
	IBD-related ED* visits in the past 6 months	Patient reported ED visits in the past 6 months
	Cost-related Care Avoidance	Under development

*Emergency Department

Discussion & Next Steps

- Using a modified Delphi process with a mixed stakeholder group, we identified a set of ten outcome measures across four domains to provide a balanced view of value.
- These measures will be operationalized and validated within the context of the Collaborative.
- The data collected from these value measures will help assess the quality and value of care delivery for people living with IBD.

