



# Performance and Outcome Measurement

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# Background

- Urgency of need for measuring quality using performance measures has been identified by the IOM in its recent report and by the work of the National Quality Forum (NQF)
- Systematic reviews have been conducted by the Cochrane Collaborative and TRI (about 65 separate reviews) and a research synthesis has been created of over 350 controlled clinical trials (the Mesa Grande project)

# What Are Performance Measures?

*PERFORMANCE  
MEASURES ARE USED AT  
THE TREATMENT  
PROGRAM LEVEL FOR  
QUALITY IMPROVEMENT*

# Performance Measurement

- Performance of treatment programs in providing *access and timely access* to treatment and *retaining* patients in treatment
- Performance of healthcare plans in identifying individuals with substance use disorders and whether they initiate and engage in treatment

# Performance Measurement

- Performance of clinicians in providing direct treatment services and an access channel to other service systems, i.e. “practice performance”
- Regular tracking of program performance is a keystone for identifying where significant problems exist and service improvement needs to occur

# Performance Measurement

- Performance measures of time to treatment (timely access) when combined with engagement might collectively be considered an *efficiency* measure
- Monitoring during treatment must be a continuous process for measuring performance

# What Are Outcome Measures?

*OUTCOME MEASURES*  
ARE USED AT THE  
PATIENT LEVEL FOR  
ACCOUNTABILITY AND  
TRENDS OVER TIME

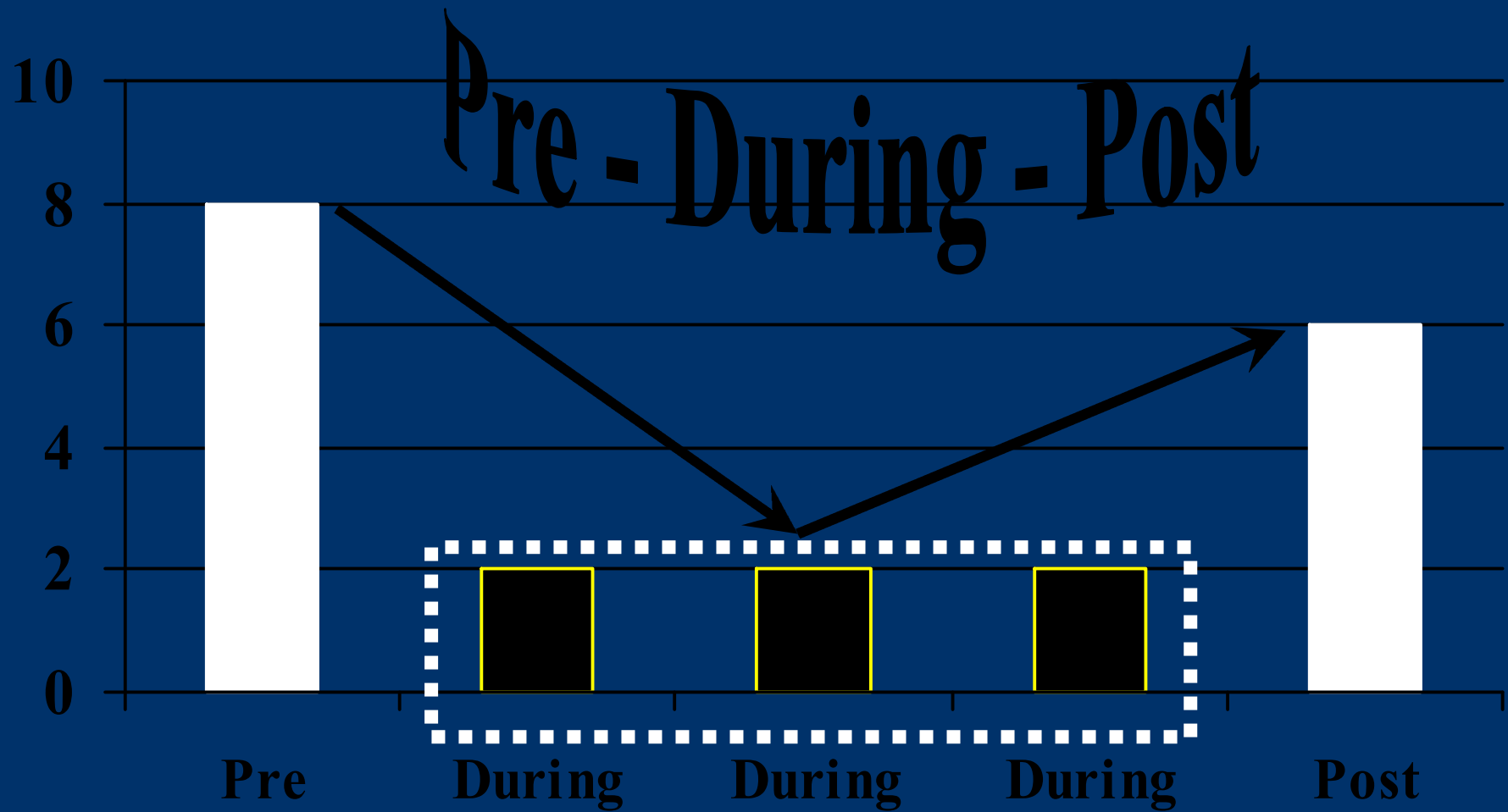
# Outcome Measurement

- Functional status of patients during treatment related to substance use, health, mental health, employment, criminal behavior, family relationships
- Functional status of patients at critical points as they prepare to move from one level of care to another

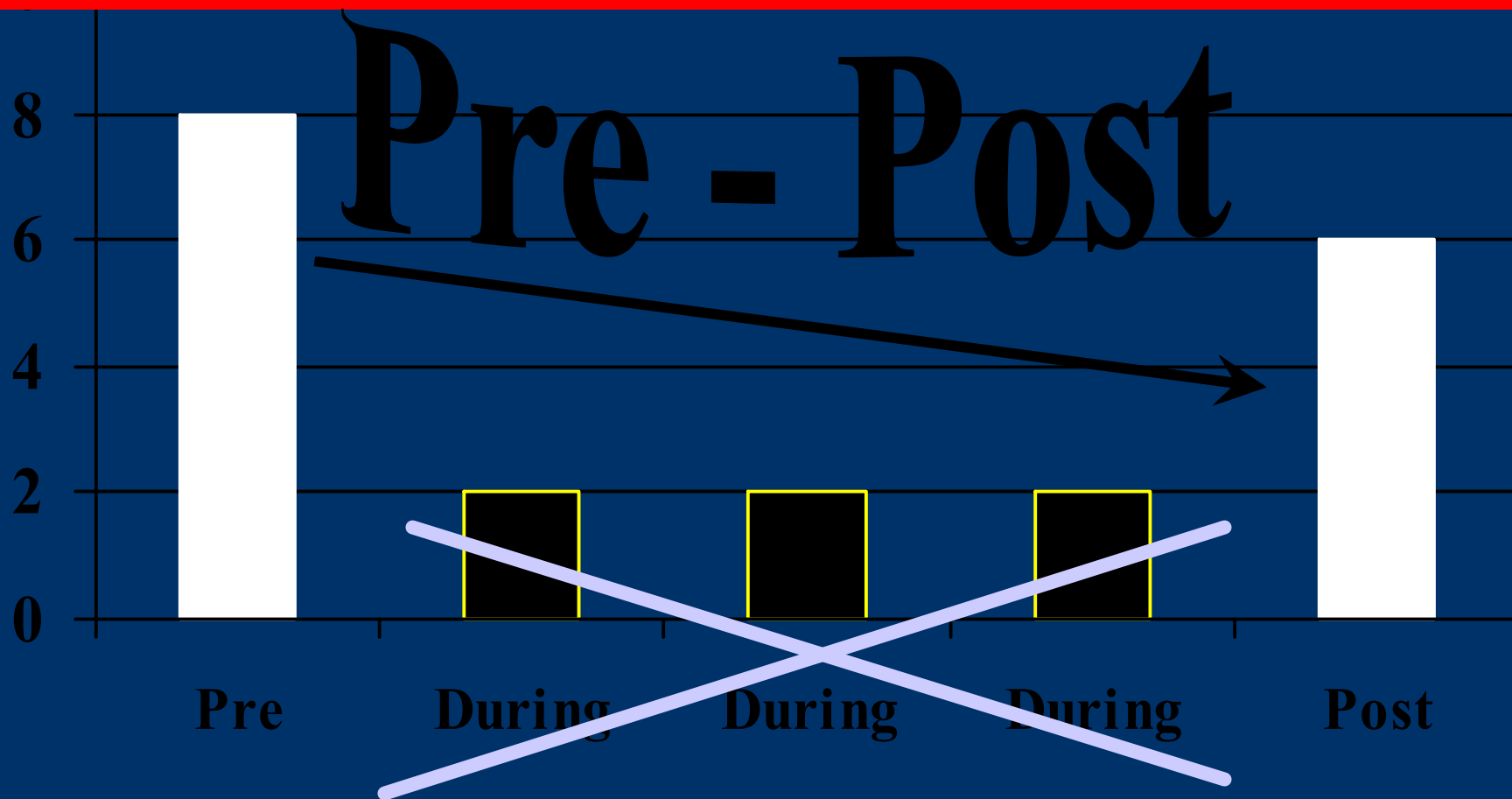
# Outcome Measurement

- Outcomes of different treatment organizations can be *benchmarked* (regardless of how they are achieved); outcome measures give you a “running score” but not why the score is the way it is
- Internal and external factors affect outcomes, factors that may be out of the control of an agency or program

# Outcome In Hypertension



# Outcome In Addiction



# Selecting Performance Targets

- What do you want to change (improve) and why do you want to change (improve) it?
- Criteria include: relevance and importance to improving treatment services, feasibility of collecting data on the measure, relationship to end outcome

# Choosing Measures

- Specifying performance measures and selecting which measures to monitor is crucial
- Some of the most important performance and outcome measures will require new data items and data collection procedures

# Linking Performance and Outcomes

- We are not yet at the point that we have specified performance measures that can predict outcomes of treatment
- Nevertheless, program and health plan performance in identifying individuals in need and assuring that they initiate and engage in treatment in a timely fashion are critical

# In Summary

- Performance measures and outcome measures are defined and used differently
- It is important not to confuse the how performance and outcome measures can best be used