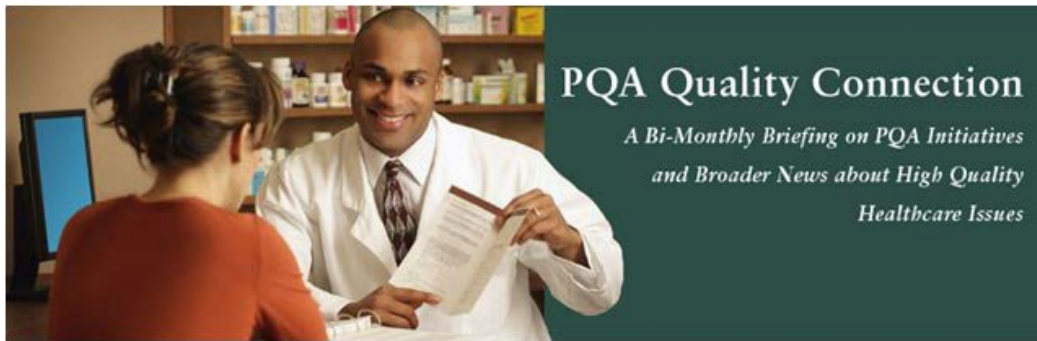




Hot Off the Press: Connections to Key Quality Publications

Hot Off the Press seeks to connect the reader to the most relevant and recent trials, reviews and commentaries related to health care quality with a focus on medication- and pharmacy-related topics.

Beyond the Measurement “Game”

This viewpoint article begins by describing a televised Dutch quiz show in which a winning strategy involves a contestant shouting out only a few key words or phrases in response to a question, regardless of whether the words are out of context. This approach effectively “games” the show in that a contestant does not have to be knowledgeable to play. The authors then relate this approach to the inappropriate way that quality measures have the potential to be used – as checkboxes rather than as guidelines for clinical judgement. For example, is there pressure to simply prescribe statins to all patients in order to score well on performance metrics and receive rewards, rather than to individualize prescribing decisions based on patient-specific factors?

This article brings to our attention the challenges that accompany performance measurement in healthcare. These concerns, however, are not without opportunities. The authors suggest that the best quality programs not only track quantitative measures, but also correlate them with individualized patient improvement and better outcomes. They also propose considering balancing procedures or measures to determine whether the incentive to reach certain measure goals is, in fact, impacting the patient care process.

PQA develops measures that encourage appropriate and safe medication use. As

this article reminds us, quality patient care emphasizes optimization and improvement over standardization. PQA strongly supports researching and demonstrating whether our measures are helping achieve the patient outcomes they are designed to improve. PQA continues to carefully update and develop new measures and seeks harmonization with existing measures, while keeping the patient at the center of the process.

Kunneman M, Montori VM, Shah ND. Measurement with a wink. BMJ Qual Saf Published Online First: 21 July 2017.