A Framework and Measures for Evaluating Clinical-Community Relationships for Health: The Clinical-Community Relationship Measures Project (CCRM)

Russ Mardon, PhD, Westat

NAPCRG Practice-based Research Network Conference, 2014

- This project was funded under contract # HHSA290-2010-000021 from the Agency for Healthcare Research and Quality (AHRQ), U.S. Department of Health and Human Services. The opinions expressed in this presentation are those of the presenters and do not reflect the official position of AHRQ or the U.S. Department of Health and Human Services.

- For more information about AHRQ's work in this area, visit http://www.innovations.ahrq.gov/linkingClinicalPractices.aspx

  or contact:

Dr. Janice Genevro

janice.genevro@ahrq.hhs.gov

The CCRM Project Team

- AHRQ
  - Janice Genevro, PhD, MSW
- Westat
  - Russ Mardon, PhD
  - Deborah Carpenter, RN,MSN,CPHQ, PMP
  - Maurice Johnson, Jr., MPH
- Oregon Health & Science University
  - Lyle J. Fagnan, MD; ORPRN
  - David I. Buckley, M.D, M.P.H., ORPRN
  - Paul McGinnis, M.P.A., ORPRN

Westat

Background

- Building the Evidence Base for Clinical-community Relationships:
  - What Do We Know? What Do We Need to Know?

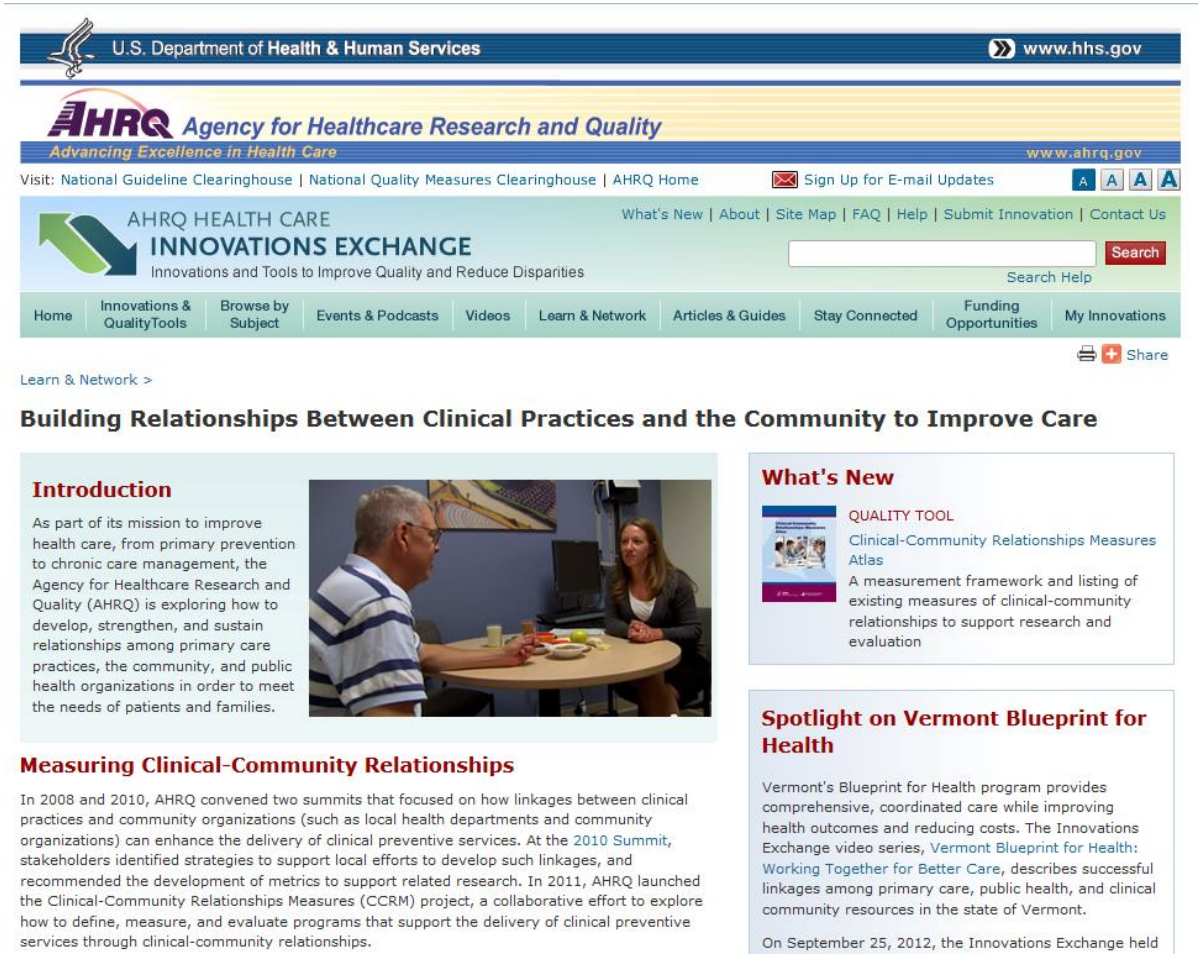
    - How are partnerships among primary care and medical specialty providers, the community, and public health organizations developed, strengthened, and sustained to improve care and meet the needs of patients and families?

The CCRM Project

- The CCRM project continued AHRQ's efforts to improve evaluation, research, and practice in this area
  - September 2011-September 2013.
    - Convened a panel of experts.
    - Developed a measurement framework.
    - Developed an Atlas of existing measures, and report on potential new measures.
    - Developed an Evaluation Roadmap.
    - Disseminated results through the AHRQ Web site, a webinar, and the AHRQ Health Care Innovations Exchange.

AHRQ Health Care Innovations Exchange

http://www.innovations.ahrq.gov/linkingClinicalPractices.aspx



Westat

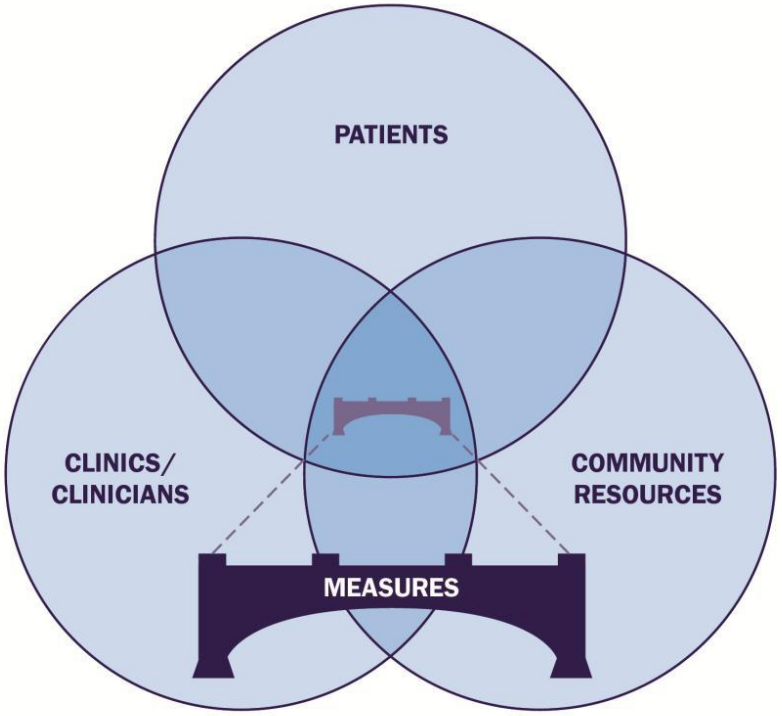
Westat

The CCRM Measurement Framework and Evaluation Roadmap

AHRQ project focused on clinical preventive services

- Applicable USPSTF Recommendations
  - Alcohol misuse counseling
  - Breastfeeding counseling
  - Healthy diet counseling
  - Obesity screening and counseling: adults
  - Obesity screening and counseling: children
  - STIs counseling
  - Tobacco use counseling and interventions: non-pregnant adults
  - Tobacco use counseling: pregnant women

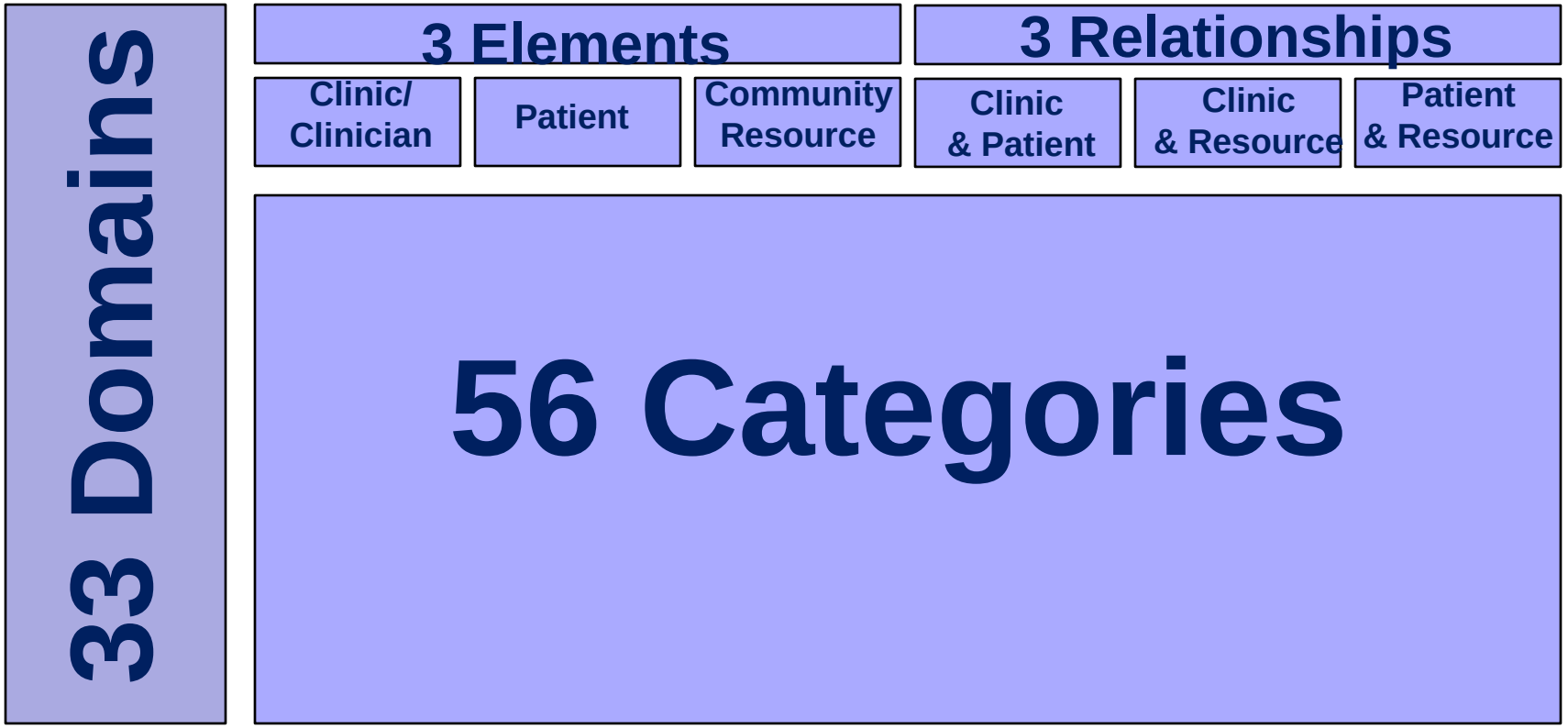
Measurement Framework



- Elements: patients, clinics/clinicians, and community resources
- Relationships among the elements
- Measurement domains for each element and relationship
  - Structure
  - Process
  - Outcomes

Westat

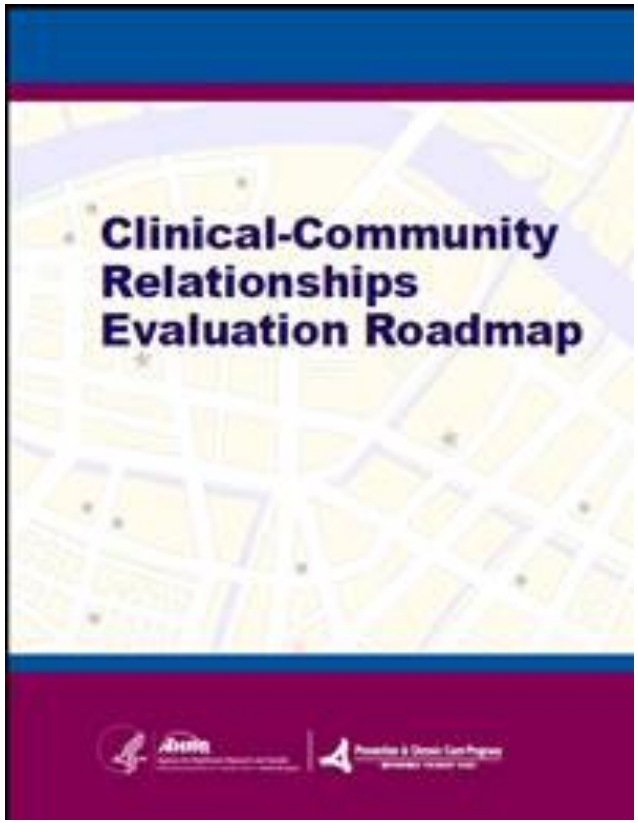
CCRM Measurement Framework



Westat

Clinical-Community Relationships Evaluation Roadmap

- Published June 2013
- Focus on clinical interactions and integrating services
- Capture the context of care delivery
- Inform research development and design



http://www.ahrq.gov/professionals/prevention-chronic-care/resources/clinical-community-relationships-eval-roadmap/index.html#

Westat

Measurement Framework Guided the Development of the Evaluation Roadmap

Priority Research Areas

1. Influence of element characteristics
2. Influence of relationships between the elements
3. Relative importance of elements and relationships in context
4. Best methods, strategies, and settings for studying and improving clinical-community relationships
5. Best measures for evaluating effectiveness of clinical-community relationships

Westat

Clinical-Community Relationships Evaluation Roadmap

Seven Recommendations

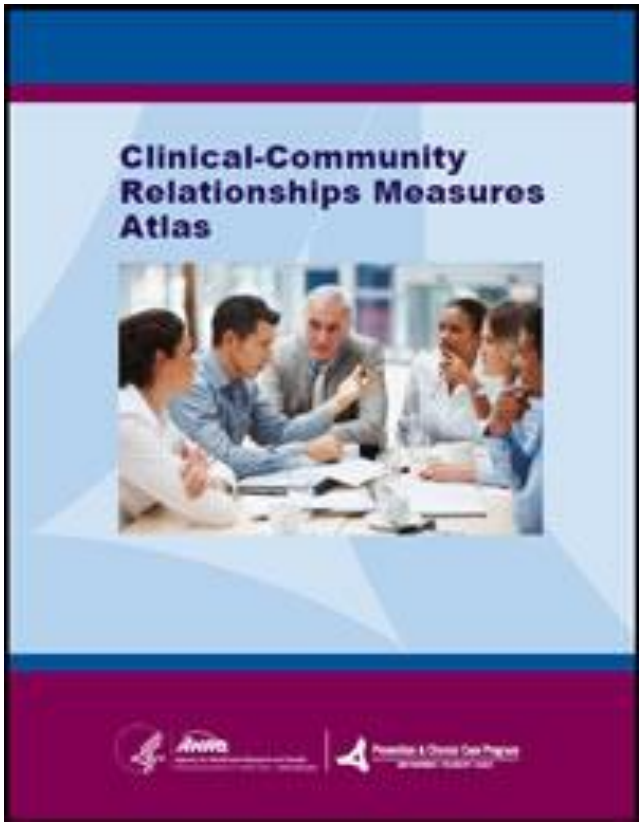
1. Use complex systems approaches
2. Accommodate/tailor for variability in design
3. Develop standard measures
4. Conduct rigorous, mixed methods approaches
5. Report findings more thoroughly in useful formats
6. Assess feasibility and sustainability of interventions for clinics, patients, and clinical-community relationships
7. Consider conceptual framework as a starting point

Westat

Westat

CCRM Measures

Clinical-Community Relationships Measures Atlas



http://www.ahrq.gov/professionals/prevention-chronic-care/resources/clinical-community-relationships-measures-atlas/index.html

- Published March 2013.
- Includes 22 measures with citations, specifications and documentation where available.
- Includes the measurement framework and rationale.
- Aligns measures to the measurement framework.
- 10 out of the 56 measurement categories include at least one measure.

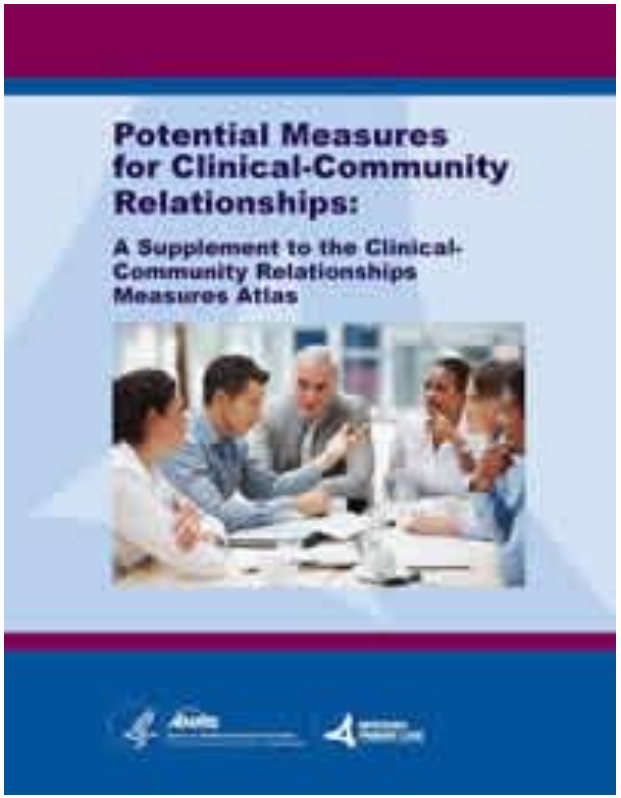
Westat

Examples of Measures in CCRM Atlas

- Measure 8: Plan of care includes at least one public and/or private community service/resource (Wrap-Around Observation Form-2)
- Measure 18: Rate of patients that were ready to improve a targeted behavior
- Measure 12: Clinician receipt of treatment plan from the service coordinator (ASCP Physician Survey)
- Measure 13: Clinician discussion of treatment plan with patients or family caregivers (ASCP Physician Survey)

Development of Potential Measures

- Published October 2013
- Iterative process involving staff, expert panel, and AHRQ to develop measurement concepts for the 46 empty categories in the framework.
- Measurement concepts need further development in the context of specific programs, data sources, and analytic objectives.



http://www.ahrq.gov/professionals/prevention-chronic-care/resources/ccrm-atlas-suppl/index.html

Westat

Core Measure Set

- The core set represents suggested priorities for further development and testing.
  - Drawn from both existing and candidate measures.
  - Focus on key structures, processes, and outcomes.
  - Broadly applicable across program types, services, and populations.
  - Limited in number.

Core Measure Set

Structure Measures

- Clinic/clinician and community resource infrastructure to maintain clinical-community relationships (H & AA)
- Community resource capacity to deliver preventive services (U)
- Strength of a clinical-community resource relationship (OO)

Core Measure Set

Process Measures

- Percentage of referrals to a community resource that are actionable (PP)
- Clinician receipt of treatment plan from the service coordinator (Measure 12)

Core Measure Set

Outcome Measures

- Percentage of clients referred to a community resource who received appropriate preventive services (UU)
- Percentage of patients who received appropriate preventive services (EE)
- Patient experience of care with community resource (XX)
- Utility of “bridging resources” / informational tools used by clinicians and community resources to foster clinical-community relationships (JJ & LL)
- Costs to the clinic/clinician and a community resource to establish and maintain a clinical-community relationship (MM & NN)

Westat

Questions & Discussion

- How might these measures and evaluation concepts be further developed, tested, and used for process improvement?

Westat