



Quality Institute Conference National Report

SAFER • HEALTHIER • PEOPLE™

National Report Workgroup Co-Leaders

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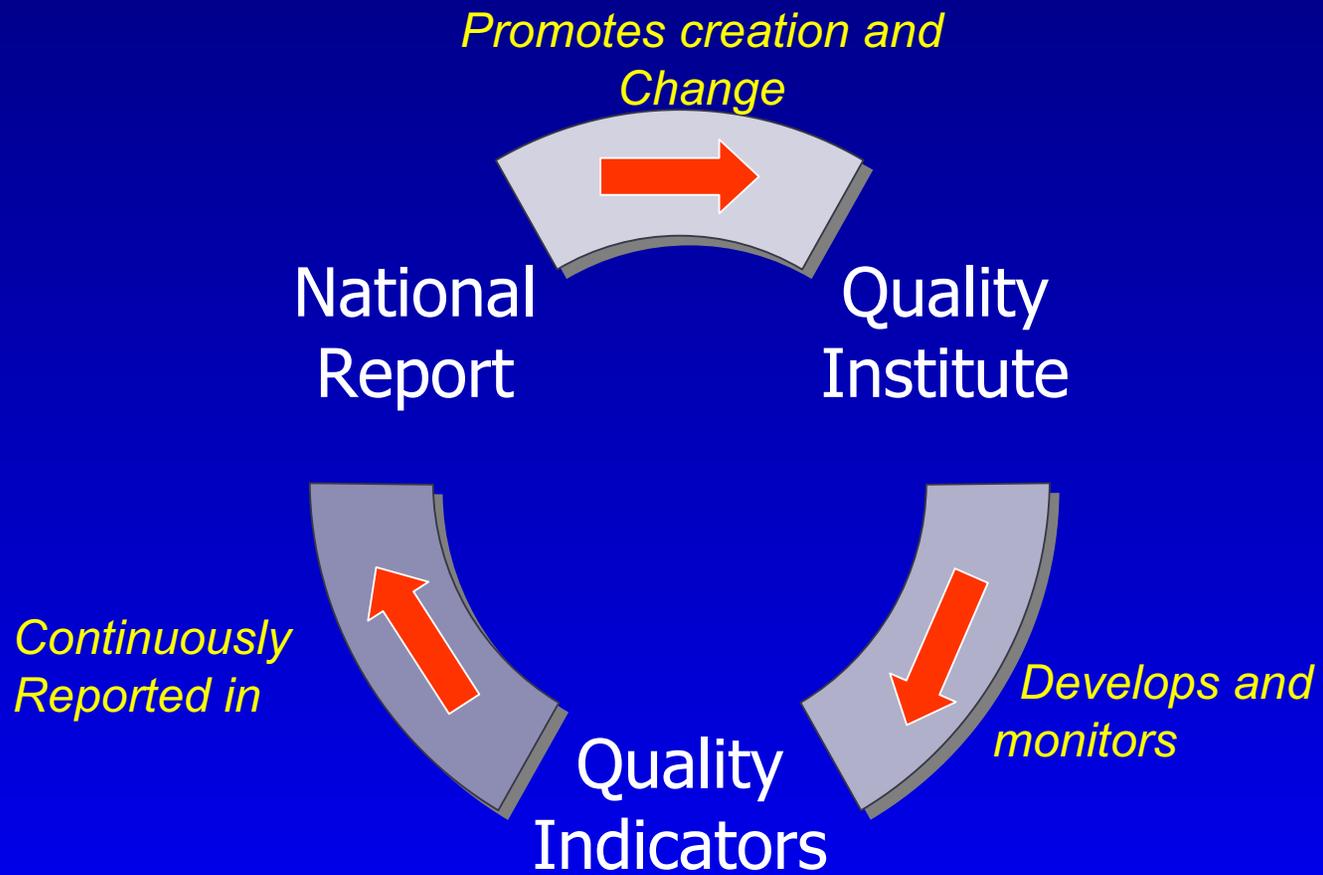
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Conference Vision for Working Groups

Three Interrelated Topics

- Creation of a National Report
- Establishment of an ongoing Quality Institute
- Development of Quality Indicators



Goals for Today's Workgroup

- Elicit your views on the value of a *National Report on the Quality of Laboratory Services* using polling technology
- Elicit your ideas, suggestions and concerns about a *National Report on Quality of Laboratory Services* during discussion and with open-ended questions

Format & Times

- Introductory Questions (10 min)
- Users of National Report (50 min)
- Framework for a National Report (50 min)
- **Break** (20-30 minutes)
- Contents of a National Report (40 min)
- Additional Discussion (20 min)

Before we begin...What is your favorite flavor of ice-cream?

1. Chocolate
2. Cookie dough
3. Rocky Road
4. Strawberry
5. Vanilla
6. Other

Which category best describes the constituency that you represent?

1. Laboratory professional
2. Healthcare provider
3. Policymaker
4. Purchaser/health insurer
5. Accrediting and Standard setting organization
6. Government
7. Diagnostic Industry
8. Healthcare Administrator
9. Patient Advocate

Which category best describes the primary scope of your work activity?

1. Institution
2. Municipal or Regional
3. State
4. National
5. International

National Report – Primary Issues

- Users
- Framework
- Contents

National Report – Secondary Issues

- Relationship of *A National Report on Quality of Laboratory Services* to *National Report On Quality of Health Care*
- Facilitating factors and barriers to participation

National Report - Background, 1

- The Institute of Medicine (IOM) report, *To Err Is Human*, recommended that Congress create and fund a Patient Center in the Agency for Healthcare Research and Quality (AHRQ) that would set national goals for patient safety, track progress in meeting these goals, and issue an annual report to the President and Congress on patient safety.

National Report - Background, 2

- The Quality Interagency Coordinating Task Force (QuIC) endorsed the proposal and reported that the President provided \$20 million in FY 2001 to support the Center for Quality Improvement and Patient Safety in AHRQ.

National Report - Background, 3

- The IOM report, *Envisioning the National Health Quality Report* identified a conceptual framework for the *National Health Quality Report*, criteria for measures and data sources, and recommendations for the design of the report.

National Report - Background, 4

- The IOM Report, *Crossing the Quality Chasm*, also recommended an annual report to the President and Congress on the Quality of Health Care.

National Reports

- *Healthy People, 2010*
- *Health, 2002*
- *To Err is Human*
- *Crossing the Quality Chasm*
- *National Report on Quality of Care*
- *National Report on Disparities in Health Care*

National Report – Background, 5

- The *National Report on the Quality of Health Care in the United States* is being prepared and will be released in Spring, 2003
- Laboratory services are not a specific component of the report and laboratory medicine professionals have not had an opportunity to address issues unique to laboratory services.

Users of a National Report on the Quality of Laboratory Services

Polling Questions

A National Report on Quality of Laboratory Services would be useful to laboratory professionals

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

*A National Report on Quality of
Laboratory Services* would be useful
to clinicians and providers

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

*A National Report on Quality of
Laboratory Services would be useful
to the public*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

*A National Report on Quality of
Laboratory Services* would be useful
to federal government agencies

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

*A National Report on Quality of
Laboratory Services* would be useful
to insurers and other payers

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

*A National Report on Quality of
Laboratory Services would be useful
to policy makers*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

A National Report on Quality of Laboratory Services would be useful to accrediting agencies, licensing boards, and standard setting organizations

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

*A National Report on Quality of
Laboratory Services* would be useful
to health care administrators

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Users of a National Report on the Quality of Laboratory Services

Work Group Discussion

Framework for a National Report on the Quality of Laboratory Services

National Report Framework - Background, 1

- The IOM Report, *Envisioning the National Report on Quality of Health Care* identified a conceptual framework for the *National Report on the Quality of Health Care*
- Is this framework applicable and appropriate for a *National Report on the Quality of Laboratory Services*?

National Report Framework - Background, 2

Conceptual framework for the National
Report on the Quality of Health Care

- Components of Quality
- Changing Needs over the Life Cycle

National Report Framework - Background, 3

Components of Quality

- Patient safety
- Effectiveness
- Patient centered
- Timeliness

National Report Framework - Background, 4

Changing Needs over the Life Cycle

- Staying healthy (prevention)
- Getting better (treatment of acute illness)
- Living with illness (chronic care)
- Coping with end of life (terminal illness)

National Report Framework - Background, 5

- Laboratory Medicine has often used a conceptual framework of the Total Testing Cycle grouped into 3 phases
 - Pre-analytic phase
 - Analytic phase
 - Post-analytic phases

Framework for a National Report on the Quality of Laboratory Services

Polling/Responses

Components of Quality

(Patient safety, effectiveness, patient centered, timeliness)

Indicate the importance of the following components of quality to the conceptual framework for the *National Report on the Quality of Laboratory Services*

Patient Safety should be a component of a *National Report on the Quality of Laboratory Services*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Effectiveness should be a component
of a *National Report on the Quality of
Laboratory Services*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Patient-centeredness should be a component of a *National Report on the Quality of Laboratory Services*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Timeliness should be a component of
*a National Report on the Quality of
Laboratory Services*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Changing Needs Over the Life Cycle (Staying healthy, getting better, living with illness, end of life care)

Indicate the importance of the stages
of the life cycle to the conceptual
framework for the National Report on
the Quality of Laboratory Services

Role of laboratory services in staying healthy should be a component of a *National Report on the Quality of Laboratory Services*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Role of laboratory services in getting better (treatment of acute illness) should be a component of a *National Report on the Quality of Laboratory Services*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Role of laboratory services in living with illness (chronic disease) should be a component of a *National Report on the Quality of Laboratory Services*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Role of laboratory services in end of life care (terminal illness) should be a component of a *National Report on the Quality of Laboratory Services*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Total Testing Cycle (pre-analytic phase, analytic phase, post-analytic phase)

Indicate the importance of the
total testing cycle as a conceptual
framework for the National Report
on the Quality of Laboratory
Services

The total testing cycle should be part of a framework for a *National Report on Quality of Laboratory Services*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Framework for a National Report on the Quality of Laboratory Services

Work Group Discussion

Short Break

- *20 – 30 minutes!*

Example of a Potential Table of
Contents for a
*National Report on the Quality of
Laboratory Services*

*Modified from initial draft
suggested by
D. Robert Dufour, MD*

National Report on Quality of Laboratory Services

Table of Contents

- Executive Summary
- Introduction & Background
- Conceptual Framework
- Quality of Test Ordering
- Analytic Performance
- Quality of Reporting & Test Interpretation
- Accreditation, Quality & Patient Safety
- Workforce & Personnel

Contents of a
*National Report on the Quality of
Laboratory Services*

Polling/Responses

Rate the usefulness of the following information in a *National Report on Quality of Laboratory Services* : role of incentives in patient safety and quality improvement

1. Not at all useful
2. Somewhat useful
3. Useful
4. Very useful
5. Extremely useful

Rate the usefulness of the following information in a *National Report on Quality of Laboratory Services* :
workforce and resources needed for laboratory services

1. Not at all useful
2. Somewhat useful
3. Useful
4. Very useful
5. Extremely useful

Rate the usefulness of the following information in a *National Report on Quality of Laboratory Services* :
test appropriateness & effectiveness for specific diseases & conditions

1. Not at all useful
2. Somewhat useful
3. Useful
4. Very useful
5. Extremely useful

Rate the usefulness of the following information in a *National Report on Quality of Laboratory Services* :
synopsis of national patient safety projects relevant to laboratory medicine

1. Not at all useful
2. Somewhat useful
3. Useful
4. Very useful
5. Extremely useful

Rate the usefulness of the following information in a *National Report on Quality of Laboratory Services* :
transferring information to improve test ordering & test interpretation

1. Not at all useful
2. Somewhat useful
3. Useful
4. Very useful
5. Extremely useful

Rate the usefulness of the following information in a *National Report on Quality of Laboratory Services* :
genetic testing

1. Not at all useful
2. Somewhat useful
3. Useful
4. Very useful
5. Extremely useful

Rate the usefulness of the following information in a *National Report on Quality of Laboratory Services* :
home testing

1. Not at all useful
2. Somewhat useful
3. Useful
4. Very useful
5. Extremely useful

Rate the usefulness of the following information in a *National Report on Quality of Laboratory Services* :
point of care testing (near patient testing)

1. Not at all useful
2. Somewhat useful
3. Useful
4. Very useful
5. Extremely useful

Rate the usefulness of the following information in a *National Report on Quality of Laboratory Services* :
direct consumer access to testing

1. Not at all useful
2. Somewhat useful
3. Useful
4. Very useful
5. Extremely useful

Rate the usefulness of the following information in a *National Report on Quality of Laboratory Services* :
sources of error in the testing cycle

1. Not at all useful
2. Somewhat useful
3. Useful
4. Very useful
5. Extremely useful

The report should indicate that laboratory professionals have expertise on test ordering and test interpretation that may help improve patient care throughout the health care system.

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The report should indicate that laboratory professionals have expertise in quality assurance and quality improvement that may help improve patient safety throughout the health care system.

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The report should indicate that laboratory professionals have expertise in patient safety that may help improve patient safety throughout the health care system.

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Contents for a
*National Report on the Quality of
Laboratory Services*

Workgroup Discussion

Secondary Issues
for
Discussion

(If Time Permits)

Relationship of the
*National Report on the Quality of
Laboratory Services*
to the
*National Report on the Quality of
Health Care*

Polling /Responses

Relationship of Reports- Background

- The *National Report on the Quality of Health Care* for the President and Congress is under preparation and should be completed in spring, 2003 in response to the IOM reports (*To Err is Human* and *Crossing the Quality Chasm*).
- A *National Report on the Quality of Laboratory Services* is proposed to address the issues of patient safety and laboratory services

How should a *National Report on the Quality of Laboratory Services* relate to the *National Report on the Quality of Health Care* on the following...?

- Conceptual Framework
- Indicators of Quality

The framework for the *National Report on Quality of Laboratory Services* should be consistent with the framework for the *National Report on the Quality of Health Care*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The indicators for the *National Report on Quality of Laboratory Services* should be consistent with the indicators for the *National Report on the Quality of Health Care*

1. Strongly agree (*identical indicators*)
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree (*unique indicators*)

Relationship of the
*National Report on the Quality of
Laboratory Services*
to the
*National Report on the Quality of Health
Care*

Work Group Discussion

Barriers & Facilitating Factors

Work Group Discussion

Facilitating Factors and Barriers
to an individual's and
organizations' participation in
preparing a
*National Report on the Quality of
Health Care*

What factors would facilitate your
organization contributing to work
on a
*National Report on the Quality of
Laboratory Services?*

What factors would be a barrier to your organization contributing to work on a *National Report on the Quality of Laboratory Services*?



*Thank You
for
Your
Participation*

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