

Framing the Dialogue

Use of Goals/Metrics/Measurements

Gauging performance and for inclusion in contracts

Questions:

- Goals:
 - Do we want to set overall **qualitative** goals for the health care system?
 - Such as nature of services along Art's continuum of care?
 - Consider short-term and long-term benchmarks
 - Customer/Community Satisfaction
 - Access to provider qualified for the patient needs
 - Satisfaction with clinician
 - Satisfaction with practice
 - Other?
 - Community
 - Collaboration with other practices/EMS
 - Other?
- Metrics:
 - Is the inclusion of **quantitative** metrics to measure mutually agreed upon performance elements important?
 - If yes, what are the most important metrics?
 - Operational/Financial
 - Relative Value Unit (RVU)
 - Other cost effectiveness?
 - Staff/Population ratio compared to industry averages
 - Patient/Staff ratio compared to industry averages
 - Other
 - Community
 - % of population served?
 - Other
 - Other industry metrics
 - Others?
 - Phase In over time or immediate?
 - Frequency in which they will be measured and reported
- Process:
 - How/when do we engage the service providers in developing the metrics?
 - Agreement on how the metrics is scored/calculated
 - Same metrics for each practice?
 - Use as incentive or penalty or simply as requirement