



Index

- access, defining 192–4
- access equity
 - CI 201–9
 - defining access 192–4
 - defining need 194–8
 - definitions 188–98
 - ECuity method 201–9
 - egalitarianism 188–9
 - empirical studies 209–11
 - future research 209–14
 - health systems 142–6
 - libertarianism 188–9
 - measuring 187–221
 - methods, equity analysis 199–209
 - objective 190–2
 - policy implications 209–14
 - principles 191–2
 - regression method 199–201
 - responsiveness 142–6
 - SAH 195–7, 211
- access inequalities, mental health services 446–9
- accountability
 - goals 675
 - Hungary 520
 - international comparisons 644
 - performance measurement 5–8, 18
 - targets 519–22
- accreditation
 - clinical process measures 102–3
 - NCQA 102–4
 - quality improvement 623–4
- acute hospitals, star ratings, composite indicators 357
- administrative data
 - coronary artery bypass graft (CABG) surgery deaths 271–2
 - risk adjustment 268–72
- age-standardized mortality rates by cause, population health 61
- ambulatory care responsiveness 166–8
 - expenditure 170–1
 - international comparisons 161–4
- America's Best Hospitals, composite indicators 360
- asset sales, financial protection 127–33
- assumptions
 - financial protection 124–6
 - outcome measures 313–16
 - performance measurement 313–16
- attribution
 - performance measurement 311–38
 - risk factors 312–13
- attribution bias
 - key considerations 686
 - performance measurement 325–32
 - potential effects 327–8
 - RCTs 329–32
 - recommendations 333–4
 - reducing 328–32
 - risk 326–7
 - volume-outcome relationship 330–1
- attribution problem, performance measurement 12–13
- attribution theory, fundamental
 - attribution error 324–5
- audit
 - Canada 622
 - Denmark 622
 - Netherlands 621–3
 - quality improvement 618–23
 - United States 621
- Australia
 - education 617
 - outcome measures 432–4
 - outreach 617
 - quality improvement 621
- avoidable mortality, population health 43–8, 51
- Behavioral Healthcare Performance Measurement System (BHPMS)
 - mental health services 453, 454
 - risk adjustment 453, 454
- behaviour targeted by incentives 588–90, 601–2
- benchmarking
 - Canada 483–7
 - Finland 487–91
 - international comparisons 665–7
 - international examples 481–93
 - intra-facility management 490–1
 - long-term care, elderly people 481–93
 - RAI 481–93
 - United States 481–3
- BHPMS *see* Behavioral Healthcare Performance Measurement System

- billing data, data sources 95
- borrowing, financial protection 127–33
- breast cancer, cancer survival 42–3, 44
- Canada
 - audit 622
 - benchmarking, long-term care, elderly people 483–7
 - CCC 484–7
 - CCRS 484–7
 - education 617
 - feedback 622
 - long-term care, elderly people 483–7
 - outreach 617
 - quality improvement 622
 - RAI 483–7
- cancer survival
 - breast cancer 42–3, 44
 - international comparisons 40–3
 - population health 40–3
- cardiac surgery
 - see also* coronary artery bypass graft (CABG) surgery deaths
 - clinical surveillance 290–2
 - statistical chart options 290–2
- case study
 - EPA-PM 392–4
 - organizational efficiency 388–92
 - performance measurement 383–94
 - primary care 383–94
 - QOF 384–8
 - VA 388–92
- catastrophic expenditures
 - defining 116–17
 - empirical studies 120–3
 - financial protection 116–23
 - international comparisons 120–3
 - spending gap 118–19
- categorization schemes
 - EHRs 567–8
 - patient safety 567–8
- causality
 - key considerations 686
 - performance measurement 311–38
 - potential effects 327–8
 - RCTs 329–32
 - recommendations 333–4
 - reducing 328–32
- risk 326–7
- volume-outcome relationship 330–1
- CCC *see* Complex Continuing Care
- CCRS *see* Continuing Care Reporting System
- Center for Health Systems Research and Analysis (CHSRA), long-term care, elderly people 479
- Centers for Medicare and Medicaid Services (CMS)
 - clinical process measures 104
 - long-term care, elderly people 474, 478–84
 - quality indicators 478–81
- challenges, public reporting 543
- challenging domains
 - chronic disease/care 15
 - long-term care, elderly people 16
 - mental health 15–16
 - performance measurement 14–16
 - primary care 14–15
- chance, performance measurement 316–18
- choosing performance measures, policy making 679–84
- chronic disease/care 406–25
 - ageing of populations 408–10
 - assessing performance 412–15
 - challenging domains 15
 - diabetes 407, 415–19
 - growing importance 406–10
 - health system perspective 415–19
 - high-performing health systems 419–20
 - implications 410–12
 - population health 408–10
 - risk adjustment 260–2
- CHSRA *see* Center for Health Systems Research and Analysis
- CI *see* Concentration Index
- citizens, information requirements 5–8
- clinical data, risk adjustment 273–5
- clinical outcomes, public reporting 540–1
- clinical practice guidelines, clinical process measures 91–2
- clinical process measures 87–113
 - accreditation 102–3
 - advantages 106–7

- benefit design 105
- billing data 95
- clinical practice guidelines 91–2
- CMS 104
- constructing process measures 94–8
- cross-national comparisons 109
- data sources 94–6
- developing countries
 - recommendations 107–8, 109
- development of measures 96–101
- eligible population 96–8
- evidence, process indicators 92–4
- evidence, reviewing clinical 89–92
- future research 108–9
- IGZ 104
- inclusion criteria 98–100
- indicators 92–4
- integration 109
- limitations 110
- medical records 94–5
- MN Community Measurement 104–5
- NCQA 102–4
- OECD 103
- pay-for-performance programmes 105–6
- payment incentives 105–6
- population, eligible 96–8
- principles 91–2
- priority areas 88–9
- public reporting 103–5
- QOF 105
- RAND/UCLA Appropriateness Method 92–4
- reviewing clinical evidence 89–92
- risk adjustment 101
- schemes in operation 102–6
- scoring methods 98–101
- scoring table 101
- state-of-the-art development 87
- strategies 89–92, 109
- survey research 95–6
- topics selection 88–9
- uses, best 106–7
- clinical surveillance 286–310
 - cardiac surgery 290–2
 - cumulative O – E and CUSUM charts 300–4
 - data aspects 286–9
 - dimensionality of the data 288–9
 - example data 304–6
 - moving average (MA) 292–4
 - overdispersion amongst outcomes 288
 - patient demographics 287
 - patient safety 286–310
 - scan statistics 292–4
 - sets method 297–300
 - Shewhart charts 292–4
 - Shipman, Harold 304–6
 - statistical chart options 289–94
 - throughput of providers and health-care facilities 287–8
- clinical trials, PROMs 64
- CME *see* continuing medical education
- CMS *see* Centers for Medicare and Medicaid Services
- Cobb-Douglas production function 224–7
- coded fields use, EHRs 569–72
- Commonwealth Fund National Scorecard, composite indicators 342–4
- community characteristics, health outcomes 320–1
- comparisons, international *see* international comparisons
- Complex Continuing Care (CCC) Canada 484–7
 - long-term care, elderly people 484–7
- complexity, performance measurement 320–4
- complexity theory, critique 332–3
- composite indicators 339–68
 - see also* composite measures
 - acute hospitals, star ratings 357
 - advantages 689
 - aggregation 357–8
 - America's Best Hospitals 360
 - choosing 345–50
 - collinearity 348–9
 - combining indicators 349–58
 - Commonwealth Fund National Scorecard 342–4
 - data availability 345–7
 - decision rules 356–8
 - disadvantages 689
 - domains 342–5

- composite indicators (contd)
 - ECHCI 342–4, 346
 - FA 349
 - financial incentives 361–2
 - Healthcare Commission ratings 342–4, 362–3
 - HealthGrades rankings 360
 - Hospital Compare 360
 - hospitals, acute, star ratings 357
 - interpretation 358–62
 - league tables 364
 - Maclean's magazine 342–4
 - methodological issues 341–9
 - NHS 344–5
 - organizational objectives 342–5
 - PCA 349
 - reasons for 340–1
 - SQUID 347–8
 - statistical methods 348–9
 - transformation of individual indicators 350–2
 - types 347–8
 - units 342–5
 - use 358–62
 - weighting 352–6
 - World Health Report 342–4
- composite measures
 - see also* composite indicators
 - performance measurement 13–14
 - risk adjustment 264–5
- Concentration Index (CI), access equity 201–9
- conceptual framework
 - international comparisons 647–52
 - performance measurement 676–9
- conceptualizing risk factors, risk adjustment 266–8
- confounding, performance measurement 319
- congenital anomalies, perinatal mortality 39
- consortia, quality improvement 633–4
- Continuing Care Reporting System (CCRS)
 - Canada 484–7
 - long-term care, elderly people 484–7
- continuing medical education (CME), education 615–16
- coronary artery bypass graft (CABG) surgery deaths
 - administrative data 271–2
 - risk adjustment 257, 271–2
- countries comparisons *see*
 - international comparisons
- cross-departmental targets 527–8
- cross-national comparisons, clinical process measures 109
- cumulative O – E and CUSUM charts
 - clinical surveillance 300–4
 - statistical chart options 300–4
- data aspects, clinical surveillance 286–9
- data availability, composite indicators 345–7
- data collection, integration 677–8
- data comparability, international comparisons 651
- data dimensionality, clinical surveillance 288–9
- data envelopment analysis (DEA), mental health services 451
- data exchangeability, EHRs 576
- data, nationally representative, international comparisons 661
- data options/implications, risk adjustment 268–76
- data, performance, mental health services 455–7
- data quality, EHRs 569–72
- data reliability, EHRs 577
- data sources
 - administrative data 268–72
 - billing data 95
 - clinical process measures 94–6
 - medical records 94–5
 - survey research 95–6
- data sources variability, international comparisons 658–61
- data storage/exchange, information infrastructure 555
- DEA *see* data envelopment analysis
- decision rules, composite indicators 356–8
- defining, health systems 28
- defining and measuring performance 8–12
- demographic issues *see* population. . .
- Denmark
 - audit 622
 - feedback 622

- public reporting 545–6
- quality improvement 622
- depression, mental health services 450
- developing countries
 - recommendations, clinical
 - process measures 107–8, 109
- diabetes
 - chronic disease/care 407, 415–19
 - health system perspective 415–19
 - provider locus of control 322–4
 - tracer concept 49–50
- dimensions, performance measurement 680–2
- disability weighting, population health 60
- disease-oriented approach, productivity 237–40
- disease-specific instruments
 - vs generic instruments 73–5
 - PROMs 67, 73–5
- disease-specific survival, population health 62
- dissaving, financial protection 127–33
- ECHCI *see* Euro-Canada Health Consumer Index
- ECuity method, access equity 201–9
- education
 - Australia 617
 - Canada 617
 - CME 615–16
 - England 617
 - outreach 617–18
 - quality improvement 615–18
 - Sweden 618
 - United States 618
- efficiency
 - defining 227–9
 - meso-level analysis 240–3
 - organizational efficiency 240–3
 - cf productivity 227–9
- efficiency measurement, quality indicators 633
- egalitarianism, access equity 188–9
- EHRs *see* electronic health records
- elderly people's long-term care *see* long-term care, elderly people
- electronic health records (EHRs)
 - see also* information technology (IT); medical records capabilities 561–9
 - categorization schemes 567–8
 - challenges 575–7
 - coded fields use 569–72
 - data exchangeability 576
 - data quality 569–72
 - data reliability 577
 - follow-up 567
 - future 574–5
 - health-care effectiveness 561–5
 - health-care efficiency 568
 - health-care equality 568–9
 - information infrastructure 553–4
 - issues concerning use of electronic data 569–73
 - key data elements 562
 - missed opportunities 321–2
 - patient privacy 572–3
 - patient safety 565–8
 - penetration 558–61, 576
 - policy issues 573–4
 - risk adjustment 273–5
 - transitions 567
 - types 558–61
 - uses 561–5
- empirical studies
 - access equity 209–11
 - catastrophic expenditures 120–3
- England
 - see also* United Kingdom
 - education 617
 - outcome measures 434–5
 - outreach 617
 - public reporting 545
- English health system
 - see also* United Kingdom
 - Health of the Nation* 510–18
 - PSAs 512–18
 - targets 510–34
- EPA-PM *see* European Practice Assessment Practice Management
- equity
 - access. *see* access equity
 - health systems 11
- error, performance measurement
 - fundamental attribution error 324–5
 - random error 316–18
 - systematic error 318–19
 - type I and II errors 316–18

- Euro-Canada Health Consumer Index (ECHCI)
 - composite indicators 342–4, 346
 - data availability 346
- European Practice Assessment Practice Management (EPA-PM), case study 392–4
- EuroQol (EQ-5D), PROMs 66
- evaluating
 - PROMs 68–72
 - public reporting 542
- evidence, public reporting 542
- exponentially weighted moving average (EWMA), statistical chart options 294–7

- factor analysis (FA), composite indicators 349
- FDA *see* Food and Drug Administration
- feasibility
 - PROMs 72
 - survey design 150–2
- feedback
 - Canada 622
 - Denmark 622
 - Netherlands 621–3
 - quality improvement 618–23
 - United States 619, 621
- financial incentives, composite indicators 361–2
- financial protection 114–37
 - asset sales 127–33
 - assumptions 126–7
 - borrowing 127–33
 - catastrophic expenditures 116–23
 - dissaving 127–33
 - health insurance 134–5
 - impoverishing expenditures 123–6
 - international comparisons 120–3, 128–9
 - intertemporal considerations 131–3
 - involuntary health spending 126–7
 - measuring 114–37
 - out-of-pocket spending 114–16
- Finland
 - benchmarking 487–91
 - information infrastructure 556
 - long-term care, elderly people 487–91
 - RAI 487–90
- Food and Drug Administration (FDA), PROMs 80–1
- future, population health 50–1
- future challenges
 - performance measurement 397–8, 631–5
 - primary care 397–8
- future issues, PROMs 79–81
- future priorities
 - policy making lessons 701–3
 - recommendations 701–3
- future research
 - access equity 209–14
 - clinical process measures 108–9

- generic instruments
 - vs disease-specific instruments 73–5
 - PROMs 65–6, 73–5
- Germany
 - information infrastructure 556
 - public reporting 546–7
- goals
 - accountability 675
 - health systems 8–10, 27
 - incentives 589–90
- government, information requirements 5–8
- guidelines
 - mental health services 444–6
 - process measures 444–6

- HALE *see* healthy life expectancy at birth
- hard-to-measure areas, including 678
- HCQI project, OECD 647, 652–7, 661, 678–9
- health care contribution
 - population health 28–33
 - quantitative indicators 30–3
- health-care effectiveness, EHRs 561–5
- health-care efficiency, EHRs 568
- health-care equality, EHRs 568–9
- health events
 - responsiveness 140–1
 - types 140
 - users' roles 141
- health insurance 10
 - financial protection 134–5

- Health of the Nation*
 English health system 510–18
 targets 510–18
 weaknesses 511
 health outcomes
see also outcome measures; patient-reported outcome measures (PROMs)
 community characteristics 320–1
 defining 231
 health plan to provider organization
 incentives 592–4
 health plans, public reporting 539–40
 health system characteristics, responsiveness 168–72
 health system level, productivity 236–7
 health system perspective
 chronic disease/care 415–19
 diabetes 415–19
 health systems
 access equity 142–6
 defining 28, 139–40
 efficiency 222–48
 equity 11
 goals 8–10, 27
 high-performing 419–20
 inputs/outputs 224–7
 objectives 8–12, 677
 population health 33–62
 production function 224–7
 productivity 11–12, 222–48
 responsiveness 10–11
 Health Utilities Index (HUI), PROMs 66–7
 Healthcare Commission ratings, composite indicators 342–4, 362–3
 HealthGrades
 public reporting 544
 rankings, composite indicators 360
 healthy life expectancy at birth (HALE), population health 62
 HEDIS
 accreditation 623–4
 public reporting 543–4
 quality improvement 623–4, 626
 recertification 623–4
 high-performing health systems, chronic disease/care 419–20
 hospital-based incentives 595–7
 Hospital Compare
 composite indicators 360
 public reporting 544
 Hospital Quality Alliance (HQA), quality improvement 625
 hospitals
 acute, star ratings, composite indicators 357
 public reporting 539
 HQA *see* Hospital Quality Alliance
 HUI *see* Health Utilities Index
 human rights, mental health services 458
 Hungary
 accountability 520
 targets 520
 ideal qualities, performance measurement 380
 IGZ *see* Netherlands Health Care Inspectorate
 impoverishing expenditures, financial protection 123–6
 IMR *see* infant mortality rate
 incentives
see also pay-for-performance programmes
 base of comparison 591–2
 behaviour targeted by 588–90, 601–2
 certainty 602–3
 certainty of application 590–1
 clinical process measures 105–6
 definitions 583
 distinctions 583
 duration 591, 602–3
 empirical evidence 592–603
 evidence summary 599–603
 extrinsic 587–8, 601
 financial type 585–6
 frequency 591, 602–3
 health plan to provider organization 592–4
 hospital-based 595–7
 implications, research/policy 603–5
 individual physician-based 597–8
 intrinsic 587–8
 magnitude 590
 nature of 584, 599–600
 non-financial type 585–6

- incentives (contd)
 - outcomes-based 589–90
 - performance measurement 19, 361–2, 582–612
 - physician organization-based 594–5
 - policy goals 589–90
 - policy making lessons 688–97
 - quality improvement 634–5
 - relative vs absolute performance measures 591–2
 - rewards vs penalties 584, 599–600
 - size 602
 - target entity 584–5, 600
 - targets 634–5
 - theoretical framework 583–92
 - types 585–6, 600
 - unintended consequences 598–9
 - variations 583–4
- individual patients
 - international comparisons 657–8
 - quality of care 375–6
- individual physician-based incentives 597–8
- individual providers, public reporting 539–40
- individualized instruments, PROMs 67–8
- individuals vs institutions, quality improvement 632
- infant mortality rate (IMR), population health 61
- information infrastructure 552–7
 - see also* information technology (IT)
 - data storage/exchange 555
 - EHRs 553–4
 - Finland 556
 - Germany 556
 - local/regional 554
 - quality assessment 554
 - requirements 553
 - United Kingdom 555–6
 - United States 556
- information requirements, stakeholders 5–8
- information technology (IT) 17, 552–81
 - see also* electronic health records (EHRs); information infrastructure
 - challenges 575–7
 - future 574–5
 - information infrastructure 552–7
 - integration 677–8
 - issues concerning use of electronic data 569–73
 - mental health services 455–7
 - penetration 558–61
 - performance data 455–7
 - policy issues 573–4
- infrastructure, health information *see* information infrastructure
- inpatient health services
 - expenditure 170–1
 - international comparisons 164–6
 - responsiveness 164–6, 168, 169
- inputs
 - capital inputs 236
 - defining 234–6
 - labour inputs 235–6
- institutions vs individuals, quality improvement 632
- insurance, health *see* health insurance
- international comparisons 641–72
 - accountability 644
 - ambulatory care responsiveness 161–4
 - benchmarking 665–7
 - cancer survival 40–3
 - catastrophic expenditures 120–3
 - classification 648–50
 - conceptual framework 647–52
 - data comparability 651
 - data, nationally representative 661
 - data sources variability 658–61
 - designing for 678–9
 - financial protection 120–3, 128–9
 - increased interest 644–5
 - indicators 655–6
 - individual patients 657–8
 - inpatient health services 164–6
 - ischaemic heart disease 33–8
 - methodological issues 652–5
 - mortality 33–8
 - mutual learning 645
 - nationally representative data 661
 - performance measurement 19–20, 662–7
 - performance standardization 645–8
 - perinatal mortality 39–40
 - policy making 662–7
 - population differences 656–7

- responsiveness 161–72
- retrospective completeness, time series 662
- scope 645–52
- standardization, definitions 655–6
- standardization of performance 645–8
- strategy development 644–5
- WHS groupings 180–6
- The world health report 2000*; 642–3
- international developments
 - mental health performance
 - measurement 429–41, 458–9
 - outcome measures 431–41
- international examples
 - benchmarking 481–93
 - long-term care, elderly people 481–93
- intertemporal considerations, financial protection 131–3
- involuntary health spending, financial protection 126–7
- Ireland
 - mental health services 443
 - process measures 443
- ischaemic heart disease
 - international comparisons 33–8
 - mortality 33–8
 - population health 33–8
- IT *see* information technology
- league tables, composite indicators 364
- lessons, policy making *see* policy making lessons
- libertarianism, access equity 188–9
- life expectancy, population health 61
- long-term care, elderly people
 - benchmarking 481–93
 - Canada 483–7
 - CCC 484–7
 - CCRS 484–7
 - challenging domains 16
 - CHSRA 479
 - CMS 474, 478–84
 - Finland 487–91
 - implications 493–4
 - international examples 481–93
 - MDS 472–505
 - monitoring 472–505
 - Nursing Home Compare 481–3
 - policy challenges 494–6
 - Q-Sys approach 491–3
 - quality indicators 478–81
 - RAI 472–505
 - research needs 496–7
 - RUG 477
 - summary 493–4
 - Switzerland 491–3
 - United States 481–3
- Macleans magazine, composite indicators 342–4
- macro-level analysis, productivity 236–40
- macro-level production function 224–7
- McKeown, Thomas, population health 29–30
- McKinsey health-care productivity study 238–40
- MDS *see* Minimum Data Set
- medical records
 - see also* electronic health records (EHRs)
 - data sources 94–5
 - risk adjustment 273–5
- Medicare/Medicaid *see* Centers for Medicare and Medicaid Services (CMS)
- mental health
 - challenging domains 15–16
 - costs 426
- Mental Health Information and Determinants for the European Level (MINDFUL), mental health services 460
- mental health services 426–71
 - access inequalities 446–9
 - BHPMS 453, 454
 - challenges 426–8
 - data, performance 455–7
 - DEA 451
 - depression 450
 - expanding the dimensions of performance assessment 453–5
 - guidelines 444–6
 - human rights 458
 - international developments, performance measurement 429–41, 458–9

- mental health services (contd)
 - Ireland 443
 - IT 455–7
 - MINDFUL 460
 - monitoring 458
 - outcome measures 429, 431–41
 - performance data 455–7
 - performance measurement 426–71
 - physical health problems 439–41
 - process measures 441–6
 - productivity measurement 449–51
 - readmission rates 436–8
 - risk adjustment 452–3
 - schizophrenia 450–1
 - service-user experiences 442–4
 - spending 451
 - suicide 438–9
 - utilization inequalities 446–9
 - WHO developments 460
- meso-level analysis, organizational efficiency 240–3
- meso-level production function 224–7
- MINDFUL *see* Mental Health Information and Determinants for the European Level
- Minimum Data Set (MDS)
 - long-term care, elderly people 472–505
 - reliability 475–6
 - validity 475–6
- MN Community Measurement, clinical process measures 104–5
- mortality
 - avoidable 43–8, 51
 - infant mortality rate (IMR) 61
 - international comparisons 33–8
 - ischaemic heart disease 33–8
 - neonatal mortality 49
 - perinatal mortality 38–40, 62
- moving average (MA)
 - clinical surveillance 292–4
 - statistical chart options 292–4
- National Audit Office, targets 525
- National Committee for Quality Assurance (NCQA)
 - accreditation 102–4
 - clinical process measures 102–4
 - HEDIS 543–4
- need, defining 194–8
- neonatal mortality, tracer concept 49
- Netherlands
 - audit 621–3
 - feedback 621–3
 - outcome measures 435
 - public reporting 547–8
 - quality improvement 621, 622–3
- Netherlands Health Care Inspectorate (IGZ), clinical process measures 104
- NHS, composite indicators 344–5
- Norway, public reporting 548
- Nursing Home Compare
 - long-term care, elderly people 481–3
 - RAI 481–3
- objectives
 - access equity 190–2
 - health systems 8–12, 677
 - this book's 4–5
- OECD *see* Organisation for Economic Co-operation and Development
- operative procedures, quality improvement 621
- optimal way of improving performance 395–6
- Organisation for Economic Co-operation and Development (OECD)
 - Ageing-Related Disease (ARD) Project 238–40
 - clinical process measures 103
 - HCQI project 647, 652–7, 661, 678–9
 - international comparisons, conceptual framework 647–52
 - international comparisons, methodological issues 652–5
- organizational efficiency
 - case study 388–92
 - comparable organizations 240–1
 - exogenous production constraints 243
 - meso-level analysis 240–3
 - production frontier 241–3
 - VA 388–92
- out-of-pocket spending, financial protection 114–16
- outcome indicators 682–4

- outcome measures 9–10
 - see also* patient-reported outcome measures (PROMs); Quality and Outcomes Framework (QOF)
 - assumptions 313–16
 - Australia 432–4
 - challenges 431–2
 - England 434–5
 - international developments 431–41
 - mental health services 429, 431–41
 - Netherlands 435
 - performance measurement 378–83
 - physical health problems 439–41
 - vs process measures, risk adjustment 259–62
 - readmission rates 436–8
 - service improvement 440–1
 - suicide 438–9
 - targets 523–4
 - United States 436, 437
- outcomes, overdispersion amongst 288
- outcomes-based incentives 589–90
- outcomes, clinical, public reporting 540–1
- outcomes evidence, PROMs 65
- output
 - defining 230–4
 - health outcomes, defining 231
 - measuring 230–4
 - patient classification systems 232
 - quality 232–3
 - quantity 231–2
 - valuing 233–4
- outputs/inputs
 - health systems 224–7
 - production function 224–7
- outreach
 - Australia 617
 - Canada 617
 - education 617–18
 - England 617
 - Sweden 618
 - United States 618
- pathology, quality improvement 621
- pathways, public reporting 537–8
- patient classification systems, output 232
- patient demographics, clinical surveillance 287
- Patient Generated Index, PROMs 68
- patient outcomes, risk adjustment 254
- patient preferences measures, risk adjustment 262–3
- patient privacy, EHRs 572–3
- patient-reported outcome measures (PROMs) 9, 63–86
 - see also* health outcomes; outcome measures
 - acceptability 71–2
 - barriers to implementation 75–8
 - choosing an instrument 72–5
 - clinical trials 64
 - cognitive barriers 75–7
 - costs 78
 - current issues 79–81
 - disease-specific instruments 67, 73–5
 - disease-specific instruments vs generic instruments 73–5
 - EuroQol (EQ-5D) 66
 - evaluating 68–72
 - evidence to aid choice of instrument 72–5
 - FDA 80–1
 - feasibility 72
 - future issues 79–81
 - generic instruments 65–6, 73–5
 - generic instruments vs disease-specific instruments 73–5
 - individualized instruments 67–8
 - interpretability 71
 - logistic barriers 77–8
 - outcomes evidence 65
 - Patient Generated Index 68
 - policy implications 80–1
 - precision 70–1
 - PROMIS initiative 79–80
 - reliability 68–9
 - reproducibility 69
 - resource barriers 77–8
 - responsiveness 70
 - short-form 36 (SF-36) 65–6
 - survey research 64
 - time 77–8
 - types of instruments 65–8
 - uses 63–5
 - utility instruments 66–7
 - validity 69–70

- patient safety
 - categorization schemes 567–8
 - clinical surveillance 286–310
 - EHRs 565–8
 - follow-up 567
 - PSIs 566
 - transitions 567
- patient safety indicators (PSIs) 566
- patients, information requirements 5–8
- patients' information, risk adjustment 275–6
- pay-for-performance programmes 582
 - see also* incentives
 - clinical process measures 105–6
 - design issues 695–6
 - quality improvement 628–30
 - risk adjustment 256–7
- payers, information requirements 5–8
- payment incentives, clinical process measures 105–6
- PCA *see* principal components analysis
- performance data
 - IT 455–7
 - mental health services 455–7
- performance measurement
 - accountability 5–8, 18
 - applications 5–12
 - attribution 311–38
 - case study 383–94
 - causality 311–38
 - choosing performance measures 679–84
 - consequences, unintended 396–7
 - defining and measuring performance 8–12
 - future challenges 397–8
 - health policy 16–20
 - importance 373–5, 394–5
 - international comparisons 19–20, 662–7
 - mental health services 426–71
 - roles 5–12
- performance standardization, international comparisons 645–8
- perinatal mortality
 - congenital anomalies 39
 - international comparisons 39–40
 - population health 38–40, 62
- physical health problems
 - mental health services 439–41
 - outcome measures 439–41
- physician organization-based incentives 594–5
- physicians, information requirements 5–8
- PIM *see* practice improvement module
- policy applications, RAI 476–81
- policy challenges
 - long-term care, elderly people 494–6
 - RAI 494–6
- policy goals, incentives 589–90
- policy, health, performance measurement 16–20
- policy implications
 - access equity 209–14
 - PROMs 80–1
- policy issues
 - EHRs 573–4
 - IT 573–4
- policy making lessons 675–706
 - choosing performance measures 679–84
 - conceptual framework 647–52
 - future priorities 701–3
 - incentives 688–97
 - international comparisons 662–7
 - politics 697–9
 - recommendations 701–3
 - stakeholders 698–9
 - statistical issues 684–8
 - stewardship perspective 699–701
- policy questions, performance measurement 631–5
- politics
 - policy making lessons 697–9
 - stakeholders 697–9
- population differences, international comparisons 656–7
- population, eligible, clinical process measures 96–8
- population health 27–62
 - age-standardized mortality rates by cause 61
 - ageing of populations 408–10
 - avoidable mortality 43–8, 51
 - cancer survival 40–3
 - chronic disease/care 408–10
 - disability weighting 60

- disease-specific survival 62
- future 50–1
- health care contribution 28–33
- health systems 33–62
- health systems goals 27
- health systems measures summary 61–2
- healthy life expectancy at birth (HALE) 62
- indicators 30–51
- infant mortality rate (IMR) 61
- ischaemic heart disease 33–8
- life expectancy 61
- McKeown, Thomas 29–30
- measures summary, health systems 61–2
- overview of measures 61–2
- perinatal mortality 38–40, 62
- quantitative indicators 30–3
- responsiveness 139–46
- summary measures 59–62
- tracer concept 48–50
- populations, quality of care 376
- practice improvement module (PIM), quality improvement 624
- prescribing, quality improvement 621
- primary care 371–405
 - benefits 373
 - case study 383–94
 - challenging domains 14–15
 - critical elements 372
 - defining 371–3
 - developing performance measures 378–83
 - EPA-PM 392–4
 - future challenges 397–8
 - importance of measuring performance 373–5, 394–5
 - QOF 381, 384–8
 - quality improvement strategies 376–8
 - quality of care 375–8
 - removing/refreshing measurement sets 397
 - VA 388–92
- principal components analysis (PCA)
 - composite indicators 349
 - statistical methods 349
- privacy, patient *see* patient privacy
- process indicators 682–4
- process measures
 - guidelines 444–6
 - Ireland 443
 - mental health services 441–6
 - performance measurement 378–83
 - service-user experiences 442–4
 - targets 524
- production frontier, organizational efficiency 241–3
- production function
 - Cobb-Douglas 224–7
 - health systems 224–7
 - inputs/outputs 224–7
 - macro-level 224–7
 - meso-level 224–7
 - simplified process 226
- productivity
 - defining 227–9
 - disease-oriented approach 237–40
 - cf* efficiency 227–9
 - health system level 236–7
 - health systems 11–12
 - macro-level analysis 236–40
 - McKinsey health-care productivity study 238–40
 - OECD Ageing-Related Disease (ARD) Project 238–40
 - Technological Change in Healthcare (TECH) Global Research Network (AMI) 238–40
- productivity measurement, mental health services 449–51
- professional improvement 613–40
 - indicators 696–7
- professional participation, quality measurement 630–1
- professionals, engaging, quality improvement 615–30
- profiling
 - quality improvement 618–23
 - United States 619
- promoting performance, performance measurement 18–19
- PROMs *see* patient-reported outcome measures
- provider locus of control
 - diabetes 322–4
 - performance measurement 322–4

- provider organizations, information requirements 5–8
- PSAs *see* Public Service Agreements
- PSIs *see* patient safety indicators
- public reporting 537–51
 - challenges 543
 - clinical outcomes 540–1
 - clinical process measures 103–5
 - countries 543–8
 - Denmark 545–6
 - England 545
 - evaluating 542
 - evidence 542
 - Germany 546–7
 - health plans 539–40
 - HealthGrades 544
 - HEDIS 543–4
 - Hospital Compare 544
 - hospitals 539
 - individual providers 539–40
 - Netherlands 547–8
 - Norway 548
 - outcomes, clinical 540–1
 - pathways 537–8
 - quality improvement activities 539–40
 - selection pathway 538
 - unintended consequences 541–2
 - United States 543–4
- Public Service Agreements (PSAs)
 - criticisms 518–19
 - Department of Health 512–18
 - English health system 512–18
 - targets 512–18, 531–4
- publicly released performance data, quality improvement 625–6
- purchaser organizations, information requirements 5–8
- Q-Sys approach
 - long-term care, elderly people 491–3
 - Switzerland 491–3
- Quality and Outcomes Framework (QOF)
 - case study 384–8
 - clinical process measures 105
 - performance measure domains 384–5
 - primary care 381, 384–8
- quality assessment, information infrastructure 554
- quality assurance, performance measurement 613–15
- quality improvement
 - accreditation 623–4
 - activities, public reporting 539–40
 - audit 618–23
 - Australia 621
 - Canada 622
 - consortia 633–4
 - Denmark 622
 - education 615–18
 - feedback 618–23
 - HEDIS 623–4, 626
 - HQA 625
 - incentives 634–5
 - individuals vs institutions 632
 - Netherlands 621, 622–3
 - operative procedures 621
 - pathology 621
 - pay-for-performance programmes 628–30
 - performance measurement 613–15
 - PIM 624
 - prescribing 621
 - professionals, engaging 615–30
 - profiling 618–23
 - publicly released performance data 625–6
 - radiology 621
 - recertification 623–4
 - report cards 626–7
 - strategies, primary care 376–8
 - targets 634–5
 - United States 619, 621
- quality indicators
 - CMS 478–81
 - creating 633
 - efficiency measurement 633
 - long-term care, elderly people 478–81
 - RAI 478–81
 - specialty care 633
- quality measurement, professional participation 630–1
- quality monitoring
 - see also* long-term care, elderly people
 - RAI 481–7

- quality of care
 - assessing 376
 - individual patients 375–6
 - populations 376
 - primary care 375–8
- quantitative indicators
 - health care contribution 30–3
 - population health 30–3
- questionnaires
 - see also* survey design
 - psychometric properties 150–7
 - responsiveness 146–57
- radiology, quality improvement 621
- RAI *see* Resident Assessment Instrument
- RAND/UCLA Appropriateness Method, clinical process measures 92–4
- random error, performance measurement 316–18
- random fluctuation, performance measurement 13
- randomized controlled trials (RCTs)
 - attribution bias 329–32
 - causality 329–32
- RCTs *see* randomized controlled trials
- readmission rates
 - mental health services 436–8
 - outcome measures 436–8
- recertification, quality improvement 623–4
- recommendations
 - attribution bias 333–4
 - causality 333–4
 - future priorities 701–3
 - policy making lessons 701–3
- records *see* electronic health records (EHRs); medical records
- regression method, access equity 199–201
- regulators, information requirements 5–8
- reliability
 - PROMs 68–9
 - survey design 152–5
- removing/refreshing measurement sets, performance measurement 397
- report cards
 - providers' response 626–7
 - quality improvement 626–7
- research needs
 - long-term care, elderly people 496–7
 - RAI 496–7
- Resident Assessment Instrument (RAI)
 - benchmarking 481–93
 - Canada 483–7
 - casemix reimbursement 477
 - Finland 487–90
 - international examples 481–93
 - long-term care, elderly people 472–505
 - Nursing Home Compare 481–3
 - origin 473–5
 - policy applications 476–81
 - policy challenges 494–6
 - quality indicators 478–81
 - quality monitoring 481–7
 - research needs 496–7
 - Switzerland 491–3
 - United States 481–3
- Resource Utilization Group (RUG), long-term care, elderly people 477
- responsiveness
 - access equity 142–6
 - ambulatory care 161–4, 166–8
 - change, implementing 173–4
 - common concerns 172–3
 - defining 138
 - gradients 166–8
 - health events 140–1
 - health system characteristics 168–72
 - health systems 10–11, 138–86
 - implementing change 173–4
 - inpatient health services 164–6, 168, 169
 - international comparisons 161–72
 - measuring 157–61, 175
 - operationalization 148–9
 - population health 139–46
 - questionnaires 146–57
 - sample statistics 161
 - survey design 145–57
 - users' roles 141
 - WHS 2002 results 161–72
 - WHS groupings 180–6
- retrospective completeness, time series, international comparisons 662

- risk adjustment 251–85
 - administrative data 268–72
 - BHPMS 453, 454
 - chronic disease/care 260–2
 - clinical data 273–5
 - clinical process measures 101
 - composite measures 264–5
 - conceptualizing risk factors 266–8
 - conclusions 280–1
 - consequences of failing 255–8
 - coronary artery bypass graft (CABG) surgery deaths 257, 271–2
 - criticisms 255
 - data options/implications 268–76
 - defining 251–3
 - different performance measures 258–65
 - EHRs 273–5
 - inadequate 255–8
 - medical records 273–5
 - mental health services 452–3
 - methods 251–3
 - outcome measures vs process measures 259–62
 - patient outcomes 254
 - patient preferences measures 262–3
 - patients' information 275–6
 - pay-for-performance programmes 256–7
 - performance measurement 13, 251–85
 - potential patient risk factors 266–8
 - rationale 253–5
 - reasons for 253–8
 - risk stratification 278–9
 - Society of Thoracic Surgeons (STS) quality measurement task force 264–5
 - statistical considerations 276–9
 - transparency 279–80
- risk factors
 - attribution 312–13
 - interrelationships 312–13
- risk stratification, risk adjustment 278–9
- risks
 - attribution bias 326–7
 - causality 326–7
 - targets 691–2
- Royal Statistical Society, targets 524–6
- RUG *see* Resource Utilization Group
- safety, patient *see* patient safety
- SAH *see* self-assessed health
- scan statistics
 - clinical surveillance 292–4
 - statistical chart options 292–4
- schizophrenia, mental health services 450–1
- scoring methods, clinical process measures 98–101
- selection pathway, public reporting 538
- self-assessed health (SAH), access equity 195–7, 211
- service improvement, outcome measures 440–1
- service-user experiences
 - mental health services 442–4
 - process measures 442–4
- sets method
 - clinical surveillance 297–300
 - statistical chart options 297–300
- Shewhart charts
 - clinical surveillance 292–4
 - statistical chart options 292–4
- Shipman, Harold, clinical surveillance 304–6
- short-form 36 (SF-36), PROMs 65–6
- SMART targets 510
- Social Market Foundation, targets 519, 527–8, 532–3
- Society of Thoracic Surgeons (STS) quality measurement task force, risk adjustment 264–5
- specialty care, quality indicators 633
- SQUID, composite indicators 347–8
- stakeholders
 - information requirements 5–8
 - policy making lessons 698–9
 - politics 697–9
- standardization, international comparisons definitions 655–6
- standardization of performance, international comparisons 645–8
- statistical chart options
 - cardiac surgery 290–2
 - clinical surveillance 289–94

- cumulative O – E and CUSUM charts 300–4
- EWMA 294–7
- example data 304–6
- moving average (MA) 292–4
- scan statistics 292–4
- sets method 297–300
- Shewhart charts 292–4
- statistical considerations
 - risk adjustment 276–9
 - risk stratification 278–9
- statistical issues, policy making 684–8
- statistical methods
 - composite indicators 348–9
 - PCA 349
- statistical tools, performance measurement 12–14
- stewardship perspective
 - performance measurement 699–701
 - policy making lessons 699–701
- strategies
 - clinical process measures 89–92, 109
 - quality improvement, primary care 376–8
- strategy development, international comparisons 644–5
- suicide
 - mental health services 438–9
 - outcome measures 438–9
- survey design
 - feasibility 150–2
 - psychometric properties 150–7
 - reliability 152–5
 - responsiveness 145–57
 - validity 155–7
- survey research
 - data sources 95–6
 - PROMs 64
- Sweden
 - education 618
 - outreach 618
- Switzerland
 - long-term care, elderly people 491–3
 - Q-Sys approach 491–3
 - RAI 491–3
- systematic error, performance measurement 318–19
- target entity, incentives 584–5, 600
- targets 17–18, 509–36
 - accountability 519–22
 - attainment scrutiny 528–9
 - criticisms 518–19
 - cross-departmental 527–8
 - English health system 510–34
 - failings 690–1
 - focus 522–3
 - Health of the Nation* 510–18
 - Hungary 520
 - identifying 522–3
 - incentives 634–5
 - local organizations 529–30
 - measuring 524–7
 - National Audit Office 525
 - outcome measures 523–4
 - principles 524–7
 - process measures 524
 - PSAs 512–18, 531–4
 - quality improvement 634–5
 - risks 691–2
 - Royal Statistical Society 524–6
 - setting 524–7
 - SMART 510
 - Social Market Foundation 519, 527–8, 532–3
 - successful 691
- Technological Change in Healthcare (TECH) Global Research Network (AMI), productivity 238–40
- tracer concept
 - criteria 48
 - diabetes 49–50
 - neonatal mortality 49
 - population health 48–50
- transparency, risk adjustment 279–80
- type I and II errors, performance measurement 316–18
- unintended consequences
 - incentives 598–9
 - performance measurement 396–7
 - public reporting 541–2
- United Kingdom
 - see also* England; English health system
 - information infrastructure 555–6

- United States
 - audit 621
 - education 618
 - feedback 619, 621
 - information infrastructure 556
 - long-term care, elderly people 481–3
 - Nursing Home Compare 481–3
 - outcome measures 436, 437
 - outreach 618
 - profiling 619
 - public reporting 543–4
 - quality improvement 619, 621
 - RAI 481–3
- utility instruments
 - EuroQol (EQ-5D) 66
 - HUI 66–7
 - PROMs 66–7
- utilization inequalities, mental health services 446–9
- VA *see* Veterans Administration
- validity
 - PROMs 69–70
 - survey design 155–7
- Veterans Administration (VA)
 - case study 388–92
 - organizational efficiency 388–92
 - reforms 388–92
- volume-outcome relationship
 - attribution bias 330–1
 - causality 330–1
- weighting, composite indicators 352–6
- World Health Organization (WHO)
 - international comparisons, health system performance framework 646–52
 - mental health services 460
- The world health report 2000*; composite indicators 342–4
- controversies 642–3
- international comparisons 642–3

