

# Quality of Health Care for Children and Adolescents: A Chartbook

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Funded and published by

**The Commonwealth Fund**

New York, NY

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- **Elizabeth McGlynn**, PhD, Associate Director, RAND Health
- **William Roper**, MD, MPH, Dean, School of Public Health, University of North Carolina at Chapel Hill

# Why the chartbook?

- Commonwealth Fund interest in promoting child development and quality improvement
- Need a common understanding of quality to improve health services
- Quality is deficient in many areas: need for public attention to motivate change
- Children and adolescents are a distinct population with unique needs
- Less attention to children and adolescents; quality of adult care not a good proxy

# Objective of Chartbook Series

Promote greater awareness and understanding of the state of health care quality and stimulate action for improvement

## Intended Audiences:

- Policy/decision-makers
- Public health officials
- Clinical leaders/practitioners
- Purchasers and plans
- Policy analysts, advocates, researchers, educators

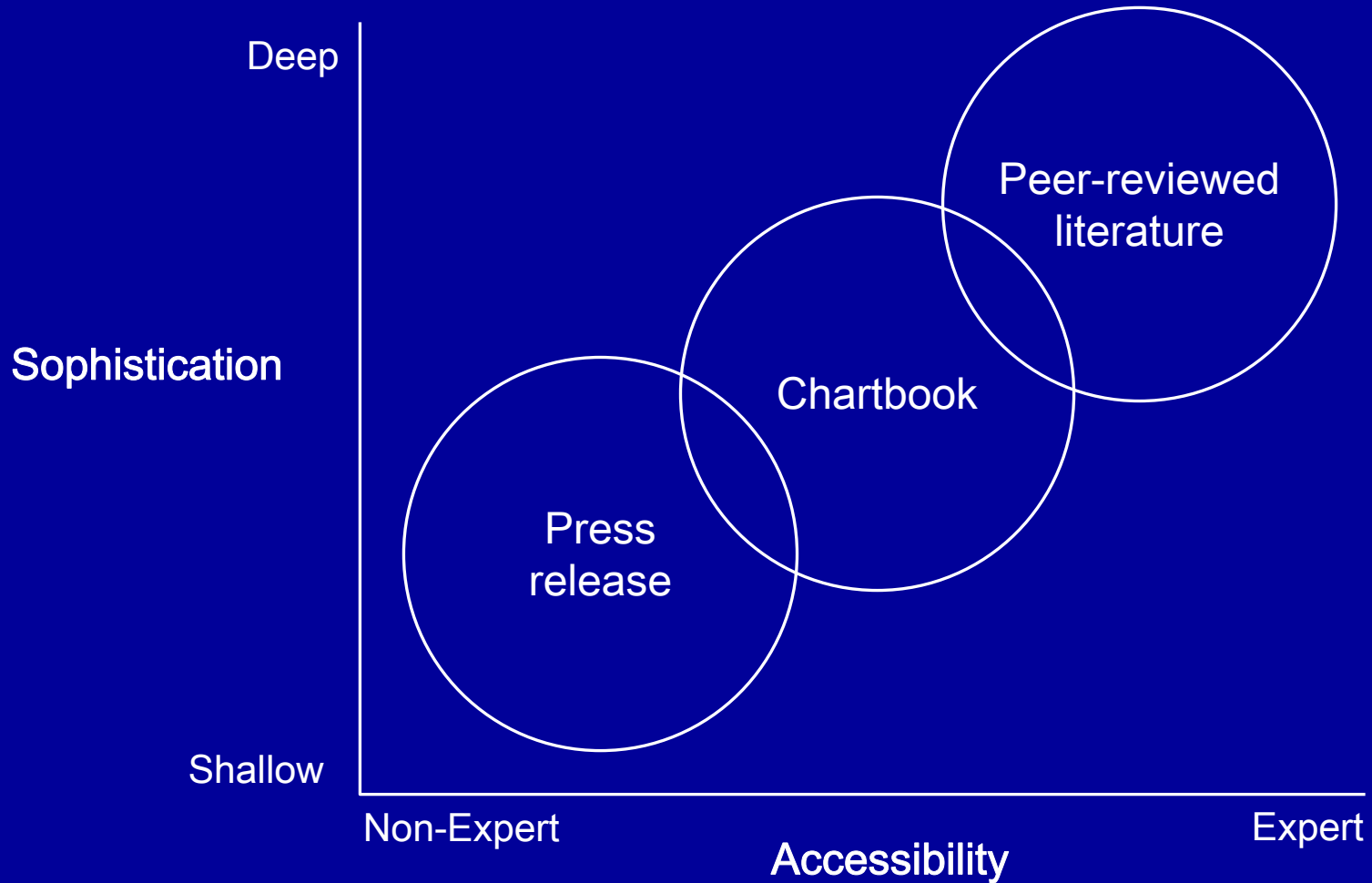
## Reported Uses:

- Planning
- Education
- Benchmarking
- Improvement
- Advocacy
- Research

# Chartbook Design Principles

- Provide multi-layered access through:
  - Simple graphical presentation of data
  - Narrative framing of context and implications
- Follow credible process to ensure soundness, balance, and relevance
  - Framework review by receptor sites
  - Comprehensive literature review
  - Peer review by experts
  - Verification (technical appendix)

# Bridging the Communication Gap



# Quality Reporting Framework

## Quality Dimensions

- Effectiveness (10)
- Patient Safety (3)
- Access & timeliness (5-8)
- Patient and family centeredness (3-6)
- Equity/disparities (6-12)
- .....
- Capacity to improve (9)

## Consumer Perspective

- Staying healthy (16-21)
- Getting better (2-11)
- Living with illness (11-21)
- Coping at end-of-life (0)

## Developmental Stage

- Prenatal (1)
- Early childhood (9-29)
- Middle childhood (1-21)
- Adolescence (5-25)

Some charts represent multiple dimensions, perspectives, or stages. The first number in parentheses is the number of charts that exclusively represent the particular item (dimension, perspective, or stage). The second number is the number of charts that include the particular item, in combination with one or more other items.

# Services and Conditions

- Preventive Health and Developmental Services
- Dental Care
- Mental Health Care
- General Medical Care

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- Infectious diseases and STDs
- Upper Respiratory Infection (Common Cold)
- Other Miscellaneous Acute Conditions
- Asthma
- Diabetes
- ADHD
- Sickle Cell Disease
- Cystic Fibrosis
- Other Special Health Care Needs
- Nosocomial Infections and Iatrogenic Events

# Consequences of poor quality

- Missed opportunities to promote healthy development and behaviors
- Increased morbidity and mortality
- Missed school and parental work days
- Avoidable ER visits and hospitalizations
- Dissatisfaction and lack of adherence

# Capacity to Improve: What Problems Impact Quality?

- Inadequate attention to quality for children
- Fragmentation of health care services, programs, and financing
- Lack of awareness and knowledge
- Resources: time, skills, reimbursement
- Insufficient systems, supports, incentives

# Quality Measurement Challenges

- Can we expand national data sets and align with guidelines for conditions of importance to youth?
- Can we move beyond counting services to more fully evaluating need-based content of care?
- Should measures be distinguished based on type and strength of evidence or recommendation?
- How should patient/parent wants and desires be interpreted in evaluating professional performance?

# What We Can Do to Improve

1. Maximize existing knowledge and tools
2. Foster innovation in clinical and system improvement
3. Measure quality consistently for all children across all sectors of care
4. Build on demonstrated successes and strengthen evidence base for further action

# Key Messages

- Children and adolescents are not getting the quality of health care they should
- Their health and well-being are affected
- Improvement is possible when well-designed and proven tactics are used
- Collaborative action is needed by families, professionals, health plans, purchasers, and state and federal governments