

Performance Management Collaborative
Learning Project Report #6
The Foundation on Accountability's Perspective and
Experience in Measurement and Management
Portland, OR
August 14, 2001

Materials for the Meeting

Christina Bethell, PhD, MBA, MPH, representing the Foundation for Accountability (FACCT), delivered a presentation entitled *Linking Accountability and Public Health Strategies*. Dr. Bethell provided an explanation of the FACCT approach to the development of a consumer-driven information framework for assessing the quality of health care and disseminating related information. Copies of Dr. Bethell's Power Point presentation were distributed, along with a one-page depiction of the FACCT approach to developing sets of issue-focus measures, fact sheets pertaining to the FACCT approach to consumer information, and FACCT measurement sets designed for particular areas of interest.

What is FACCT?

FACCT is a not-for-profit organization dedicated to informing consumer health care decisions. FACCT's board of trustees is comprised of consumer organizations and purchasers of health care services and insurance representing 80 million Americans. FACCT conducts projects in four areas that support the public's ability to understand and demand quality health care: scientific standards, education, disclosure, and decision support. FACCT creates tools intended for improving the understanding and use of health care quality information; develops consumer-focused quality measures; promotes public education about health care quality; supports efforts to gather and provide health care quality information; and encourages health policy to empower and inform consumers.

What is the FACCT conceptual framework?

Dr. Bethell differentiated FACCT's consumer-driven strategy, intended to improve the health care system and health care quality by engaging and informing consumers, from purchaser-driven and policy-driven strategies. The FACCT consumer information has four components: *messages* to inform consumers and enable their decisions; a *model*, to organize information; *measures* that support meaningful and understandable evaluations of performance; and *methods* for scoring and grading performance and presenting results. The FACCT model organizes health care quality information into five broad categories: *the basics*; *staying healthy*; *getting better*; *living with illness*; and *changing needs*.

How does the FACCT model work?

To create composite scores for its broad categories of health care quality information (as well as sub-categories and condition-specific performance scores), the FACCT framework organizes data from measures that already exist, such as HEDIS and CAHPS. FACCT also identifies gaps where important information does not exist and attempts to address these gaps through ongoing measures development. To develop measures that promote health system accountability, FACCT has –

- created FACCT-ONE, a survey tool that gathers information directly from patients about important aspects of their health care;
- conducted focus groups and other research to understand the aspects of quality that are important to consumers; and
- combined awareness of patient expectations with available clinical knowledge and scientific research to create measures that hold the health system accountable for high-quality care.

FACCT has developed measurement sets for adult asthma, alcohol misuse, breast cancer, diabetes, major depressive disorder, health status, and health risks. New measurement sets are being developed for child and adolescent health, coronary artery disease, end of life, and HIV/AIDS.

The Future of FACCT

Several organizations have found the FACCT Consumer Information Framework to be useful for collecting, organizing, and displaying health care quality information. FACCT has collaborated with a range of health care information users, including major corporate and government health care purchasers seeking to organize existing data into the FACCT framework, establish measurement priorities and undertake data collection efforts.

Parking Lot Questions

- As the science of Public Health Performance Management advances, how can public health performance assessment data be best incorporated into the FACCT Consumer Information Framework?
- What are the implications of the FACCT model and measures for public health performance measurement?