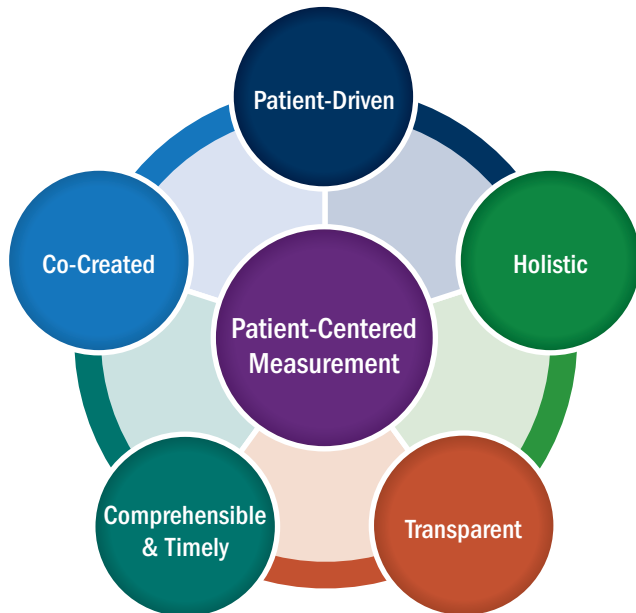


## Principles to Make Health Care Measurement Patient-Centered

**Patient-centered measurement (PCM)** is health care measurement driven by patients' and caregivers' expressed preferences, needs, and values. It involves partnering with patients and caregivers in a meaningful way to decide what things to measure, how to measure them, who should get the results, and how to use those results.

Five principles guide patient-centered measurement. Individually and as a group, the principles support a vision of health care measurement that reflects what patients say they need and want.



- **PATIENT-DRIVEN** | Patients' and caregivers' goals, preferences, and priorities drive what is measured and how performance is assessed.
- **HOLISTIC** | Measurement recognizes that patients are whole people and considers their circumstances, life and health histories, and experiences within and outside of the health care system.
- **TRANSPARENT** | Patients and caregivers have access to the same data as other stakeholders and understand how data is used to inform decision making around care practices and policies.
- **COMPREHENSIBLE AND TIMELY** | Patients, caregivers, and other stakeholders get timely, easy-to-understand data to inform decision making and quality improvement.
- **CO-CREATED** | Patients and caregivers are equal partners in measure development and have decision-making authority about how data are collected, reported, and used.

Developed by the American Institutes for Research (AIR) with funding from the Robert Wood Johnson Foundation, Gordon and Betty Moore Foundation, and California Health Care Foundation, the principles reflect the contributions of a diverse group of 55 individuals with experience in health care, measurement, and patient and family engagement, including patients, health care professionals, payers, purchasers, measurement experts, and policymakers.

With support from the Robert Wood Johnson Foundation, AIR identified and funded small-scale pilots exploring how to put these principles into practice. All pilots included patients or caregivers as equal partners. The projects focused on different groups of people and types of health care: maternity care, cancer treatment, rehabilitation for people who experienced a traumatic brain injury, and in-center dialysis. These pilots demonstrate that PCM is a necessary piece of a patient-centered health system and leads to better measurement.



LEARN MORE ABOUT THE PCM AT

[air.org/PCMPilots](https://air.org/PCMPilots)



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# Commit to Making Measurement Patient-Centered

## PCM is a necessary part of a patient-centered health system

To achieve a patient-centered, equitable health care system, the measures we use to assess, guide, and pay for care must also be patient-centered. Hospitals, health systems, insurers and payors, and researchers have typically determined what to measure and how to use measurement. As a result, there is a critical gap: health care measurement does not routinely align with patient and caregiver needs, preferences, and values. PCM focuses measurement on what is most important to patients and caregivers. Hospitals', health systems', insurers' and payors', and researchers' use of patient-centered measures reveals areas in health care that must become more patient-centered so everyone can have a fair and just opportunity for health and well-being.

“*Patient-centered measurement is a shift toward making patients, as people, feel heard and helping them understand that they can make a difference. If we do not have the patient voice, we will miss the whole point. If we do not have these measures, providers will not have a clue whether care is working in the patient's world.* – Patient Partner”

Through PCM, equal partnerships among researchers, patients, caregivers, and clinicians make measurement more meaningful. And with PCM, clinicians and health systems have the information they need to provide the best care to their patients.

“*We had talked to nurses and social workers and dietitians who said, wow, this [project] has really brought some meaning back to my job; it allowed me to do what I was trained to do.* – Patient Partner”

## PCM partnerships lead to better measurement

“*If you access other people's voices you get more, better information and you end up with something that might actually work for people, and that's important.* – Patient Partner”

Equal partnerships with patients and caregivers strengthen a team's measures. Through PCM, measurement teams can start to understand the people whose experiences and outcomes will be captured by a measure. This improves the consistency and authenticity of measures. Measurement teams and funders must partner with a range of people with different life experiences, including from diverse racial and ethnic backgrounds as well as different income levels. This expands the number and range of patients, communities, and health systems that benefit from a measure, and ensures that measures address rather than reinforce inequalities in health care and health.

PCM brings innovation to measurement. Patient and caregiver partners contribute experience, innovation, and creativity to a measurement team. These partnerships introduce new ways of doing research. Researcher, patient, and caregiver partners all report that working in partnership adds value to project activities and leads to ideas and results that exceed the team's expectations.

## Measurement teams want to practice PCM

AIR received 77 applications in response to the funding announcement for these pilot projects, three times more than anticipated. This robust response to a small-scale funding opportunity demonstrates how many teams are dedicated to learning how to practice PCM, especially when funders commit to supporting partnerships and allowing flexibility for innovation.

“*We want to continue and we will continue with patient-centered measurement one way or another.* – Researcher”

Realizing the benefits of better measurement and working toward a patient-centered, equitable health care system requires a commitment to PCM. This means that all measurement teams and funders must work in authentic, equal partnership with patients and caregivers.

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