



6 STEPS | At a Glance

To help community health centers demonstrate value now and prepare for value-based payment in the future, we developed a toolkit for measuring the Triple Aim of health, patient experience, and costs. The toolkit describes six steps. Below, we use a hypertension quality improvement program example to explain the six steps.

For the full toolkit, please visit www.measuretripleaim.org.

1 Make Triple Aim measurement a priority

Measuring the Triple Aim will help you demonstrate value and prepare for value-based payment.

2 Choose a topic of population to measure and analyze

It is tempting to measure the Triple Aim for many topics, but data across all three aims are not easy to capture for everything and everyone. Instead, you could focus on your health center's hypertension quality improvement program, for example.

3 Pick a small set of related health, experience, and cost measures

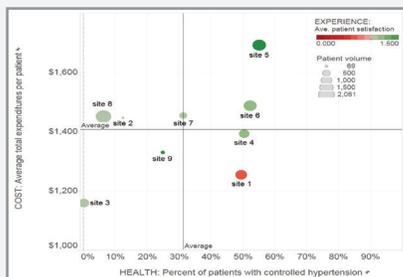
You can start with a small number of health, patient experience, and cost measures from existing data or that are feasible to collect. For your hypertension quality improvement program, you start with blood pressure control, a UDS measure. You do not have any existing patient experience or cost measures, but you know you are interested in patient satisfaction and total cost of care for your program participants.

4 Fill data gaps

Patient experience and cost data may be difficult to find, so you collect some new data. For patient experience, you ask participants of hypertension quality improvement programs, "How satisfied are you with the care you received today?" For cost, you develop a new relationship with Medi-Cal health plans to get total cost of care.

5 Visualize the Triple Aim

Now that you have data, you can bring health, patient experience, and cost data together into single visuals. These visuals, like the scatterplot below, allow you to see progress in health, patient experience, and cost across clinic sites or even providers.



6 Communicate with stakeholders

You can use the visuals to tailor conversations to different stakeholders. For example, use the visuals with providers and clinic managers to learn new strategies for delivering high-value care.