

# RESOURCES

## HEALTH QUALITY AND PERFORMANCE MEASUREMENT INITIATIVES

As health care costs continue to rise rapidly, the value of our investment in health care is increasingly becoming a concern for Canadians. With quality improvement programs becoming more common in many health care sectors, performance measurement is critical – you may have heard the phrase “... **you can’t change what you don’t measure.**” See GSC’s **The Inside Story**® (June 2017 issue on greenshield.ca) for a feature article on the challenges and the progress being made to achieve greater value in health care and better outcomes for patients.

Below, you will find information about emerging quality improvement programs internationally and here at home:

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### International

- **NHS Quality and Outcomes Framework:** Quality and Outcomes Framework (QOF) is the most comprehensive national primary care pay-for-performance scheme in the world. Physicians receive additional payments for meeting up to 134 target quality indicators. Results are publicly reported and available online.

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### U.S.

- **CMS Five-Star Quality Rating System:** In the U.S., the Centers for Medicare & Medicaid Services (CMS) publishes a Star Rating each year for health plans based on the plan’s performance against a set of quality measures. The Star Ratings help patients choose a plan based on the quality of care delivered under the plan. A subset of the measures evaluated are medication-use quality measures that are impacted by pharmacists’ services.
- **Pharmacy Quality Alliance (PQA):** PQA is a non-profit, consensus-based, multi-stakeholder membership organization committed to improving health care quality and patient safety with a focus on the appropriate use of medications.

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### Canada

- **Ontario College of Pharmacy (OCP) Quality Indicators for Pharmacy:** OCP is moving toward adopting a focus that is grounded in quality and outcomes and has partnered with Health Quality Ontario to establish a set of pharmacy-quality indicators to understand and optimize the impact of pharmacy practice on patient outcomes and the health system.



- **Health Quality Ontario (HOO):** HOO is responsible for tracking, measuring, and publicly reporting on the quality performance of Ontario’s health system.
- **British Columbia Patient Safety and Quality Council (BCPSQC):** BCPSQC provides system-wide leadership to efforts designed to improve the quality of health care in British Columbia.
- **Health Quality Council of Alberta (HQCA):** HQCA is an arm’s length organization with a mandate to report directly to Albertans on the quality, safety, and performance of health services and the health system.
- **Saskatchewan Health Quality Council (HQC):** HQC is an independent agency that reports on and recommends innovative ways to improve quality within Saskatchewan’s health system.
- **Manitoba Institute for Patient Safety (MIPS):** MIPS promotes, coordinates, and facilitates activities that have a positive impact on patient safety throughout Manitoba while enhancing the quality of health care for Manitobans.
- **New Brunswick Health Council (NBHC):** NBHC is responsible for promoting and improving health system performance. One of its mandates is to measure, monitor, and report on health system performance to both the public and the health system partners.

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## Guidelines

Hypertension Canada’s 2018 Guidelines for Diagnosis, Risk Assessment, Prevention, and Treatment of Hypertension in Adults and Children. Canadian Journal of Cardiology 34 (2018) 506-525: <https://doi.org/10.1016/j.cjca.2018.02.022>

2016 Canadian Cardiovascular Society Guidelines for the Management of Dyslipidemia for the Prevention of Cardiovascular Disease in the Adult. Canadian Journal of Cardiology 32 (2016) 1263-1282: <http://dx.doi.org/10.1016/j.cjca.2016.07.510>

Diabetes Canada, 2018 Clinical Practice Guidelines. Pharmacologic Glycemic Management of Type 2 Diabetes in Adults. Can J Diabetes 42 (2018) S88–S103: <https://doi.org/10.1016/j.jcjd.2017.10.034>

Diabetes Canada, 2018 Clinical Practice Guidelines. Cardiovascular Protection in People with Diabetes. Can J Diabetes 42 (2018) S162–S169: <https://doi.org/10.1016/j.jcjd.2017.10.024>

Canadian Thoracic Society 2012 guideline update: Diagnosis and management of asthma in preschoolers, children and adults. Can Respir J 2013; 20(3): 185: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3373283/pdf/crj19127.pdf>

Canadian Deprescribing Network. Deprescribing Guidelines and Algorithms: <http://deprescribing.org/resources/deprescribing-guidelines-algorithms/>

American Geriatrics Society 2015 Updated Beers Criteria for Potentially Inappropriate Medication Use in Older Adults. J Am Geriatr Soc 63:2227–2246, 2015: <http://dx.doi.org/10.1111/jgs.13702>

## Evidence Demonstrating the Impact of Pharmacists' Activities on Patient Outcomes

Guide to Community Preventive Services. TFFRS - Cardiovascular Disease: Tailored Pharmacy-based Interventions to Improve Medication Adherence. <https://www.thecommunityguide.org/content/tffrs-cardiovascular-disease-tailored-pharmacy-based-interventions-improve-medication-adherence>. Page last updated: July 31, 2019. Page accessed: October 1, 2019

Effect of a Pharmacist-Led Educational Intervention on Inappropriate Medication Prescriptions in Older Adults. The D-PRESCRIBE Randomized Clinical Trial: JAMA. 2018; 320(18):1889-1898. doi:10.1001/jama.2018.16131

Randomized Trial of the Effect of Pharmacist Prescribing on Improving Blood Pressure in the Community. The Alberta Clinical Trial in Optimizing Hypertension (RxACTION): Circulation. 2015;132: 93–100. doi:10.1161/circulationaha.115.015464

A Randomized Trial of the Effect of Community Pharmacist Intervention on Cholesterol Risk Management. The Study of Cardiovascular Risk Intervention by Pharmacists (SCRIP): Arch Intern Med. 2002; 162(10):1149-1155. doi:10.1001/archinte.162.10.1149

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## Technology Solutions to Support

**Pharmacy Access Solutions, Inc.:** Offers solutions to support implementation of patient-centric programs and pharmacist professional services.

**Omnicell:** Offers patient engagement solutions to improve adherence and organize patient-care activities.

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## Other Resources

**EQuIPP(TM) Educational Video Library:** The EQuIPP™ educational video library is a valuable tool in understanding your quality measures. Learn how to navigate the platform and identify key opportunities for you and your pharmacy staff to engage with your customers.

**GSC Cardiovascular Health Coaching:** Here you will find all relevant program information, resources, and training requirements.

**Choosing Wisely Canada:** Choosing Wisely Canada and the Canadian Pharmacists Association have joined to develop a list of primary care pharmacy recommendations to reduce the use of unnecessary treatments, tests, and procedures.

**Canadian Foundation for Healthcare Improvement:** The Canadian Foundation for Healthcare Improvement (CFHI) supports Canadian governments, policy makers, researchers, front-line clinicians, and practice leaders, as well as non-profit and professional organizations to accelerate health care improvements with the goal of transforming Canada's health care systems.