

# Measuring what *really* matters

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Measures both *reflect* and *drive*  
system performance



If you can't measure it, you can't  
improve it

1. How do we make sure that the system always puts Dorothy first?
2. What is the system trying to achieve?



# If the system is (primarily) trying to:

- Manage HbA1c in its population of diabetics
- Reduce unscheduled hospital admissions
- Reduce length of stay for people with LTCs

It won't *necessarily* put Dorothy first

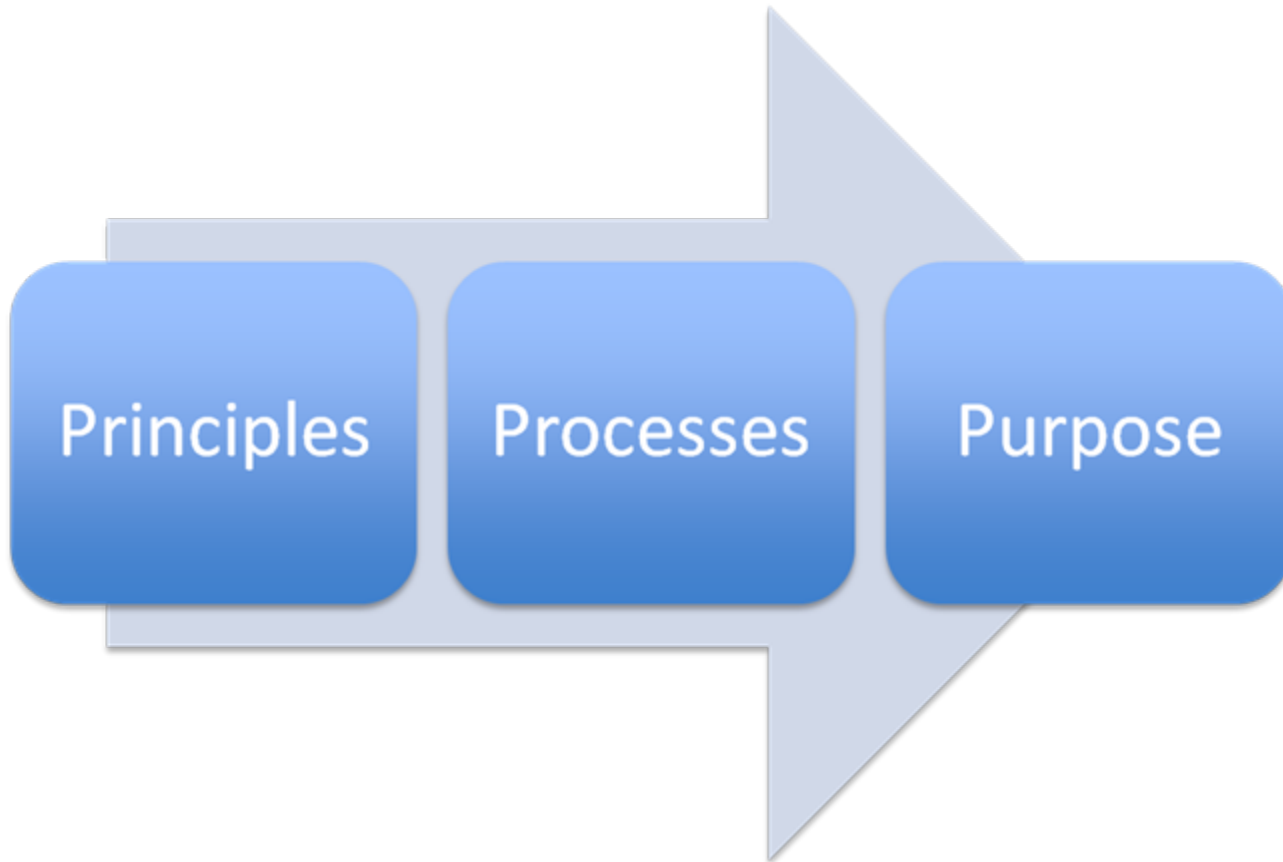


# Successful systems

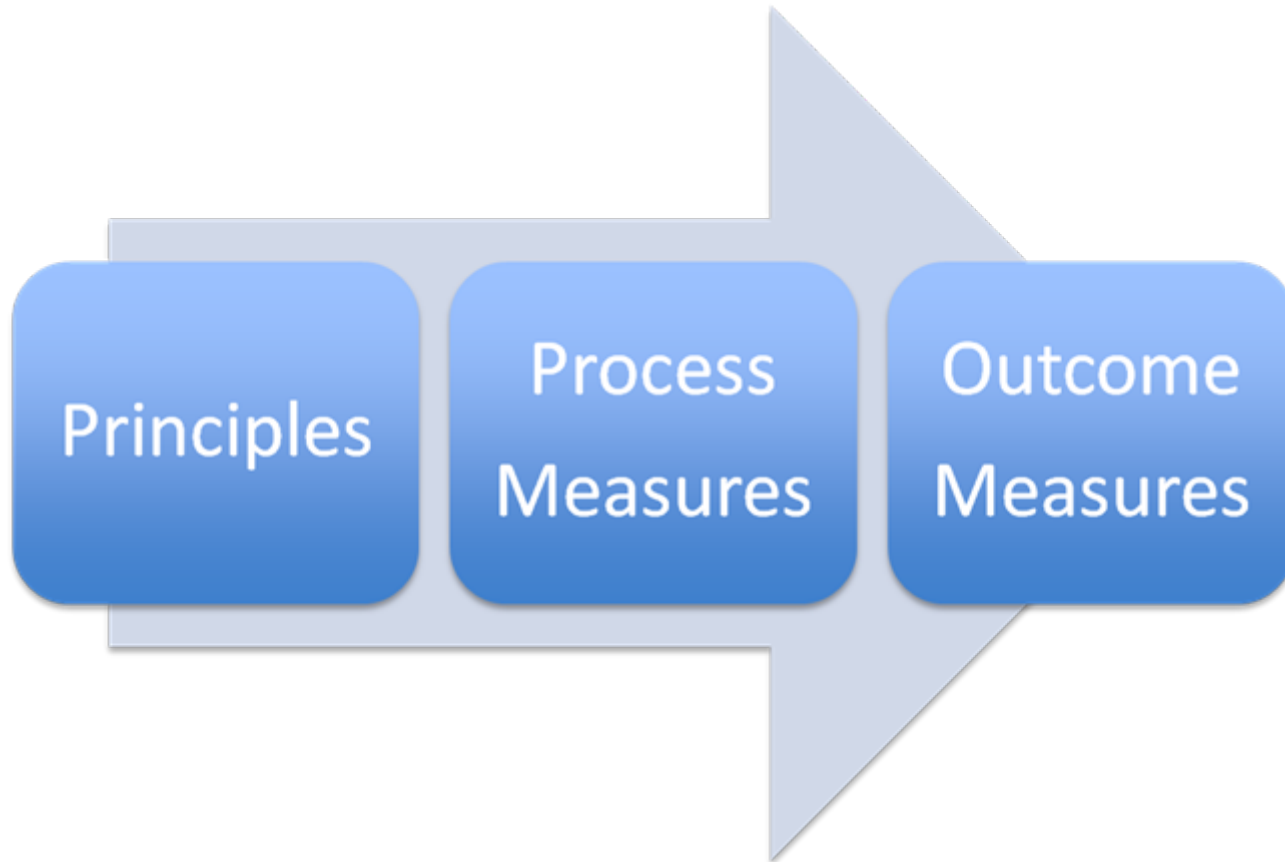
## *Principles, activities and purpose*

- Focus on **purpose** (*the **outcome** they are trying to achieve*)
- Put in place **processes** (activities) to deliver on outcome
- Underlying the processes are **principles**; *propositions that serve as foundations for a chain of reasoning*

# Successful systems



# Successful measurement systems



**What are the principles of person-centred co-ordinated care?**



**What measurable person-centred activities does this represent?**

**What is the purpose of those activities?**



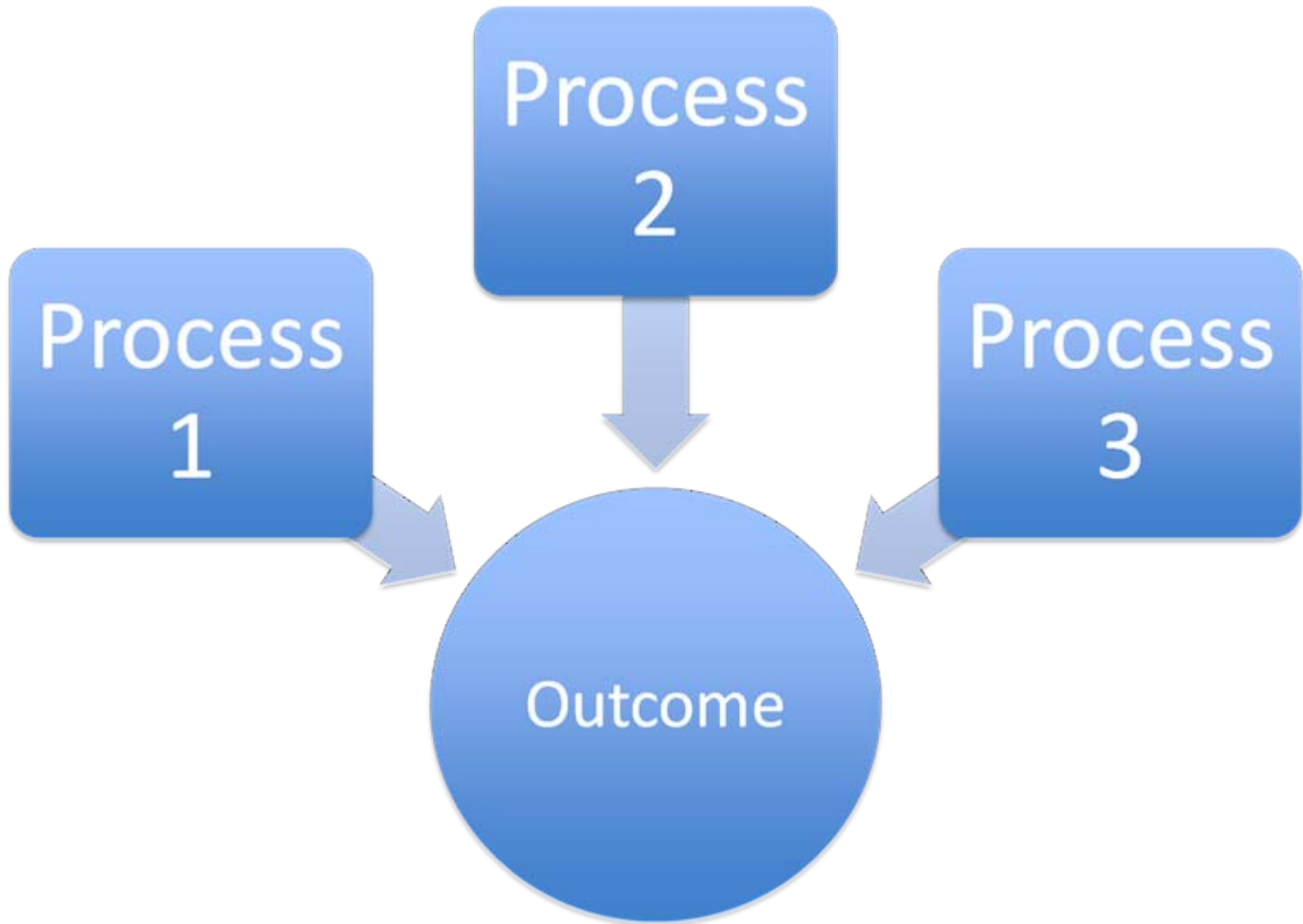
# High quality systems demonstrate process reliability



# Linear system logic model



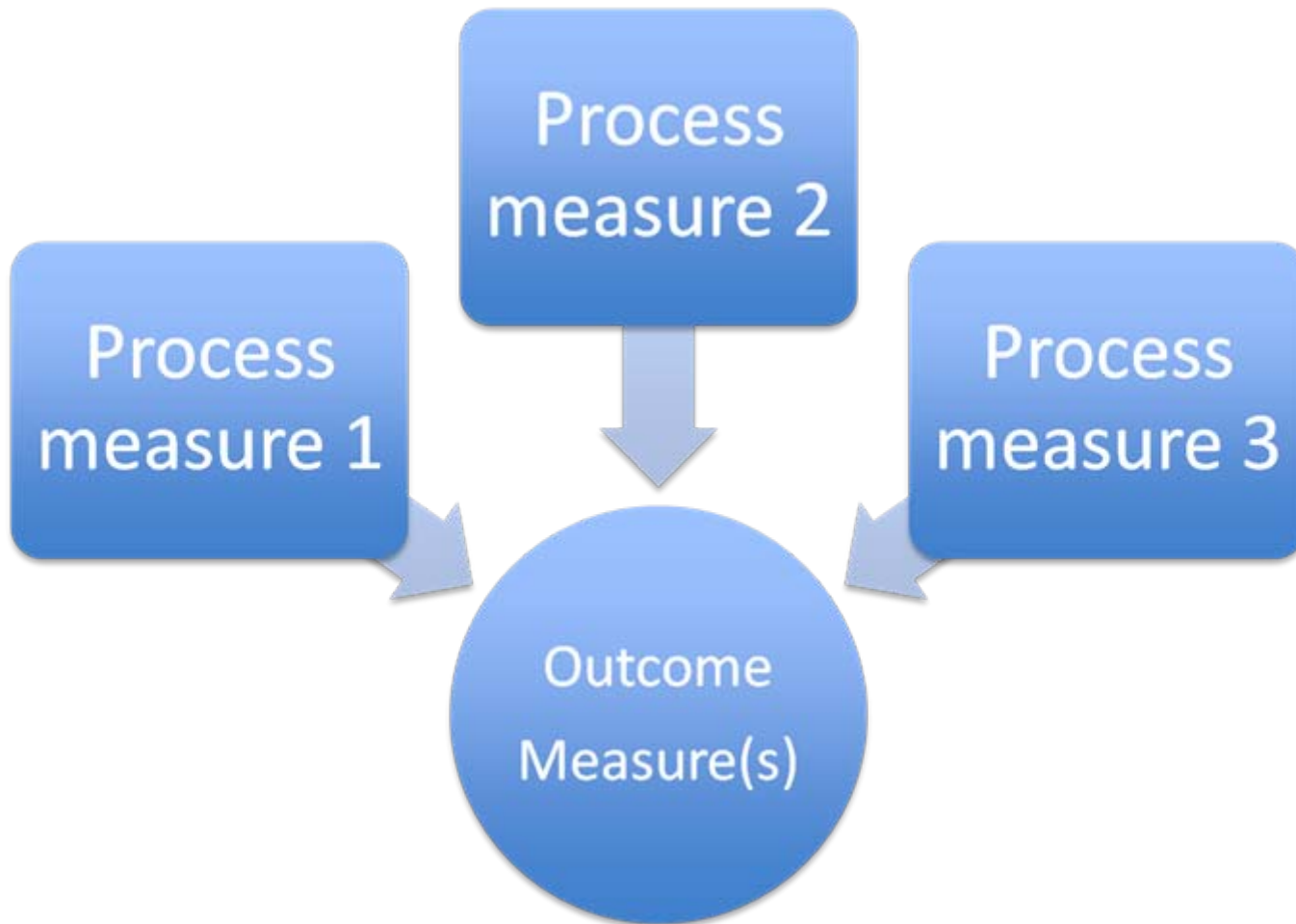
# Complex system logic model



# Measurement coherence in linear system (a *'then, then'* system)



# Measurement coherence in complex system (an *'and, and'* system)



What are the principles of person-centred care?

Who's outcome is it anyway?

Dorothy should always be treated with  
dignity, respect and compassion



Dignity, respect, compassion

She should also experience **co-ordinated** treatment, care or support

**Co-ordination**



**Dignity, respect, compassion**



She should also experience  
**personalised** treatment, care or  
support

**Co-ordination**

**Personalisation**



**Dignity, respect, compassion**

She should also experience **enabling**  
treatment, care or support

**Co-ordination**

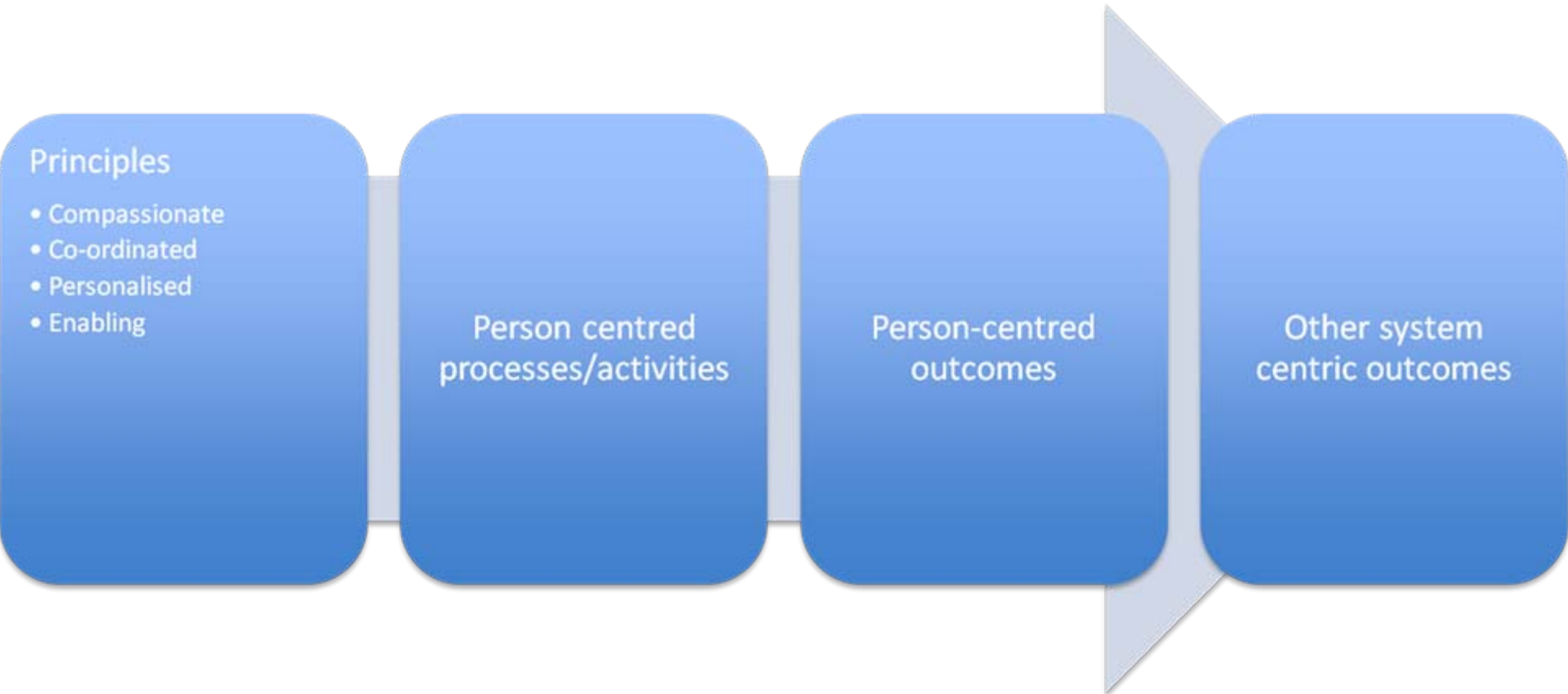
**Personalisation**



**Enablement**

**Dignity, respect, compassion**

# Principles, processes and purpose

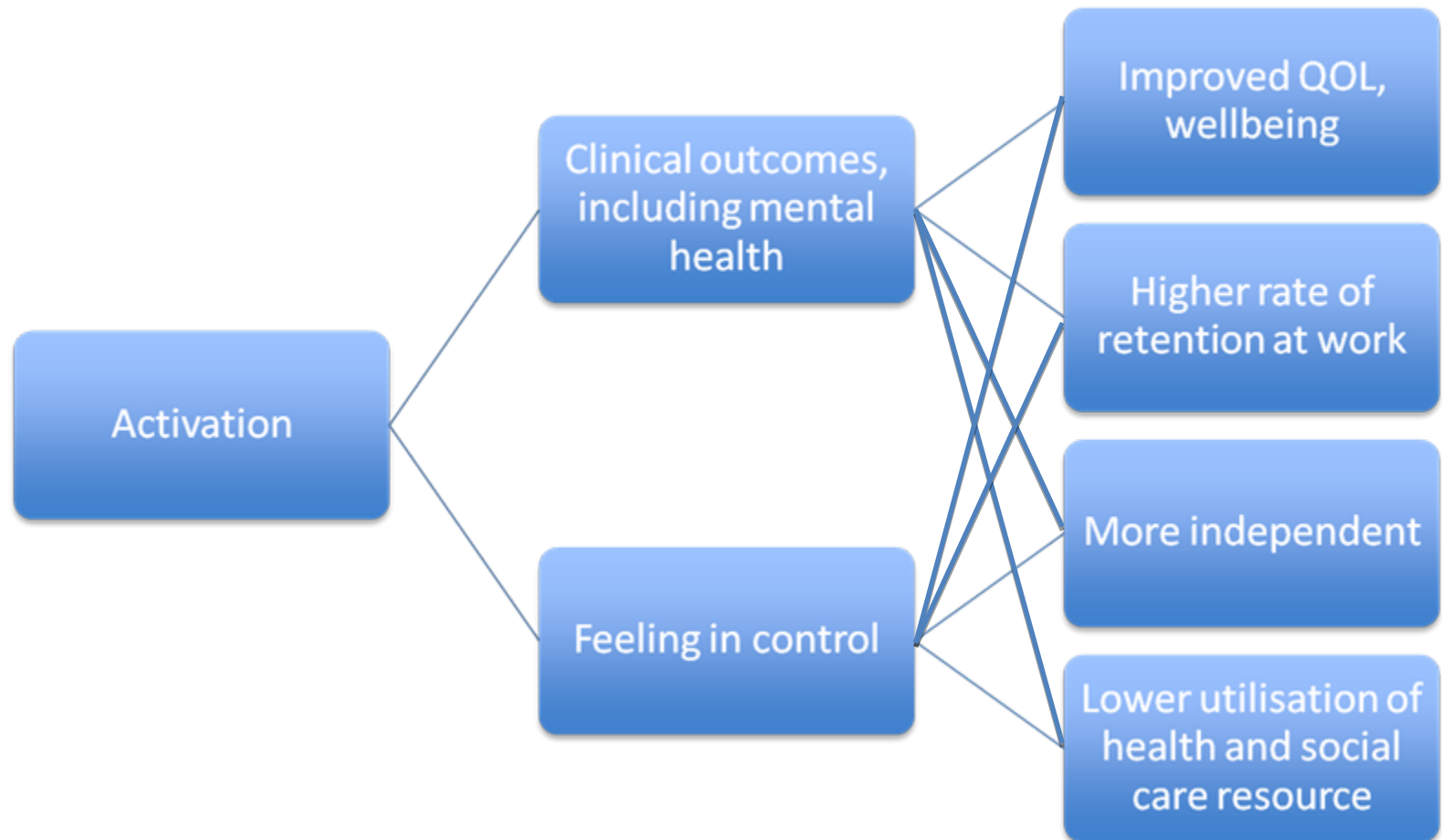


1. What is the purpose of the House of Care?

*What measurable person-centred outcomes are we trying to achieve?  
How do they relate to each other?*

2. What does the House logic model look like from Dorothy's perspective?

# Activation as a *primary mediator* of other outcome indicators.



# Measure what really matters

## Measuring what really matters

Towards a coherent measurement system to support person-centred care

Dr Alf Collins

In this thought paper, Dr Alf Collins introduces 'Dorothy', a hypothetical patient with a number of long-term conditions, and puts forward ideas to help ensure that the system, and the measures used in the system, always take account of what matters to Dorothy.

The paper describes the principles of person-centred care and the activities that a person-centred system should undertake in different contexts. It then describes how to think about constructing measurement systems for use in each of these contexts. The paper also describes the core constituents of person-centredness to demonstrate the steps that could be followed in order to develop a coherent measurement system.

The Health Foundation wants a more person-centred health care system. One that supports people to make informed decisions about and successfully manage their own health and care, including choosing when to let others act on our behalf.

We want health care services to deliver care responsive to people's individual abilities, preferences, lifestyles and goals.

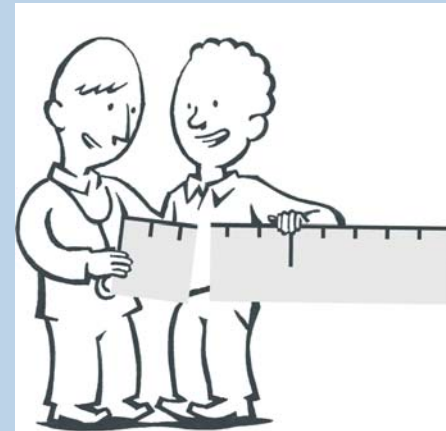
This requires a change in behaviour and mindset from patients and clinicians, supported by a system that puts patients at its heart. We are working with patients, professionals, and health care providers so that people have a better health care experience and better health.

We hope that this paper will stimulate ideas, reflection and discussion.

Thought paper  
April 2014

## Helping measure person-centred care

A review of evidence about commonly used approaches and tools used to help measure person-centred care



Evidence review  
March 2014