



# Defining Quality

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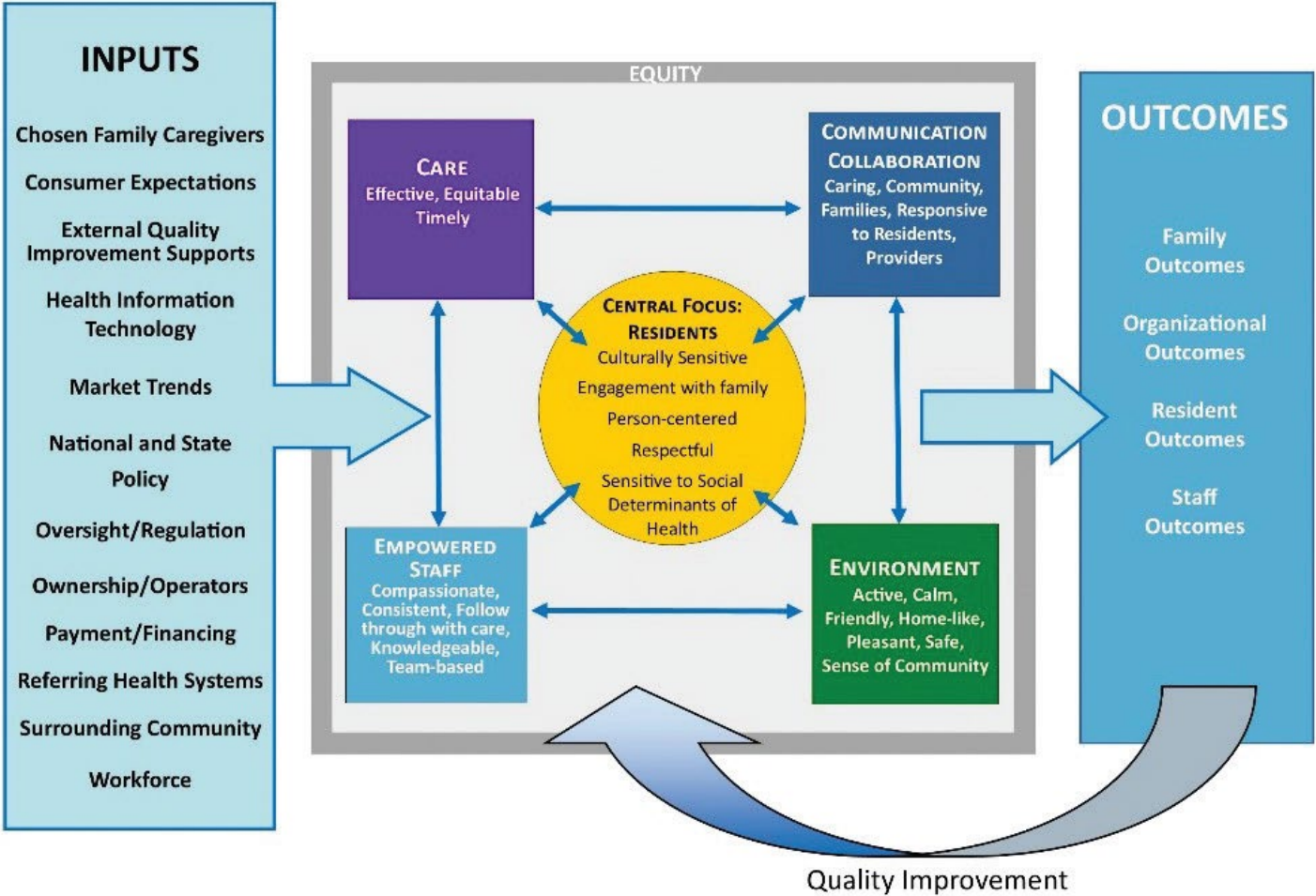
Meeting the Challenge of High-Quality Care for People with Dementia

Eric C. Schneider MD FACP  
Executive Vice President

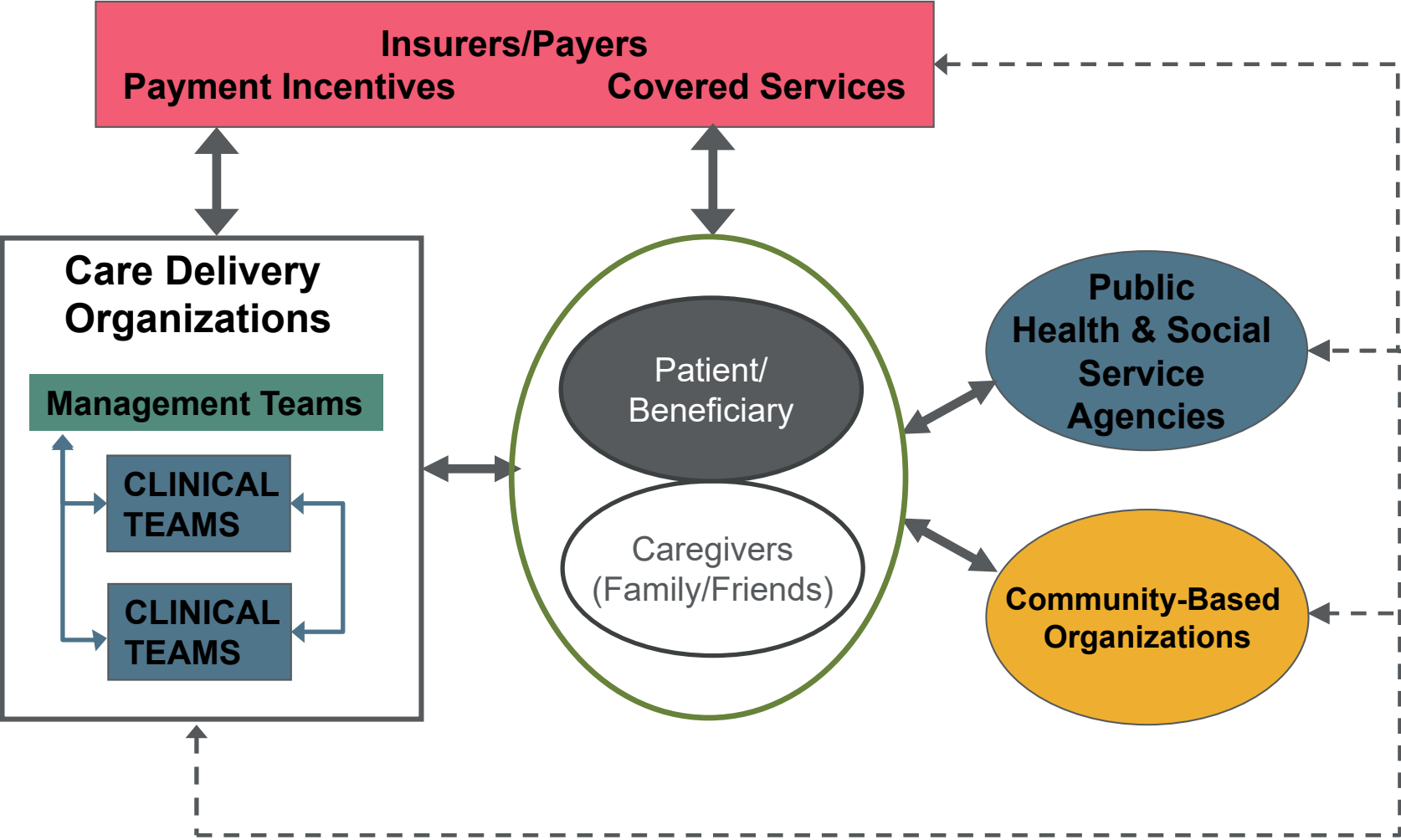
# Organization-specific Quality Model

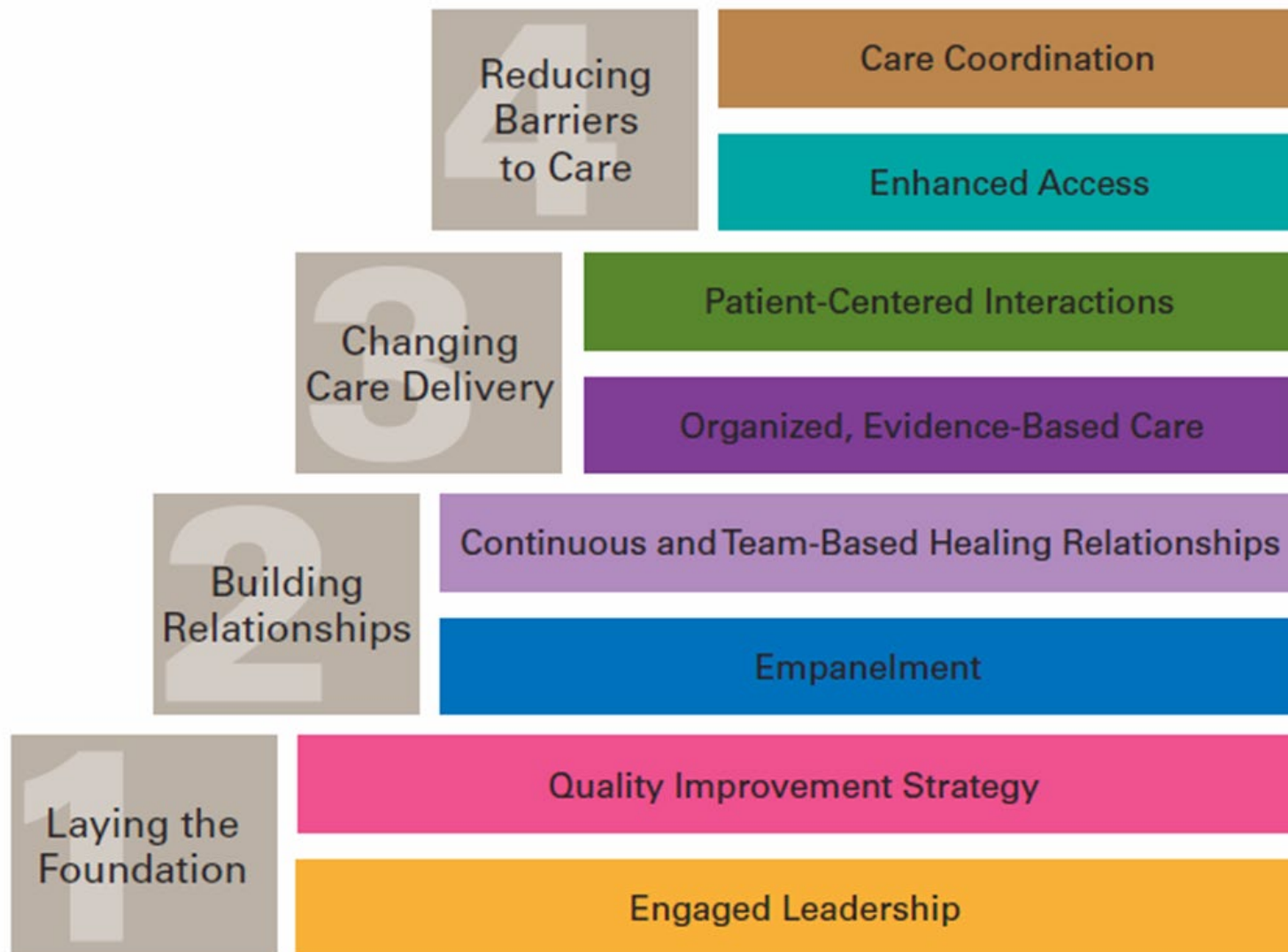
## CONCEPTUAL MODEL OF QUALITY OF CARE IN NURSING HOMES

The committee’s vision is that residents of Nursing Homes receive care in a safe environment that honors their values and preferences, addresses goals of care, promotes equity and assesses benefits and risks of care and treatments.



# From the Patient's Perspective the Root of Quality Gaps is Poor Coordination and Information Sharing Between Organizations





- Wagner EH, Coleman K, Reid RJ, Phillips K, Abrams MK, Sugarman JR. The Changes Involved in Patient-Centered Medical Home Transformation. Primary Care: Clinics in Office Practice. 2012; 39:241-259.

# Quality Accountability Imperatives for ADRD

## Situational awareness

- Caregiver support
- Access to services
- Safety (medications, environment)
- Intermediate health outcomes

## Goals and care planning

- Goal-attainment

## Effectiveness of communication between caregivers and team

- Timeliness, trust, discrimination

## Coordination of care

- Effective information sharing (timely, bi-directional, asynchronous, networked)

# NCQA's Vision for Quality Measurement

