



Measure performance

Performance measurement that's consistent across health systems improves opportunities, performance, and accountability, while easing providers' reporting burden. It may also help improve the quality of care in the health system as a whole.

Successful performance measurement comes through:

- An aligned, consistent measure set. Measures are consistent across major public and private payers, including commonly defined measures in each of the following areas: access, quality, patient satisfaction, patient activation, service utilization, and cost.
- Regular analysis of information.
- Provider-level and administrator-level measurement. Performance is measured at the clinician, practice team or practice site, and organizational levels. Also, measure performance across all provider types and providers with meaningful volume for the health plan.

What it means for

The health plan

- ✓ Allows for a more transparent view of provider performance and with this information, allows health plans to provide incentives for quality over quantity.

The purchaser of health benefits

- ✓ Allows you and your employees to make decisions based on price and quality.

Your employees

- ✓ Informed decision-making when choosing provider and health plan.