



## PRESS RELEASE

### **PQA's Patient Engagement in Quality Measurement Rubric Supports Patient Partnerships**

*Rubric Describes Levels of Patient Engagement, Provides Recommendations for Improving Engagement*

**Alexandria, Va. (September 27, 2019)** – The first guide to help meaningfully include the patient community as a partner across the quality measure lifecycle has been developed by a national roundtable convened by the Pharmacy Quality Alliance (PQA), in partnership with the National Health Council (NHC) and the National Quality Forum (NQF). The [Patient Engagement in Quality Measurement Rubric](#) describes the levels of engagement in quality measurement across patient-centered principles. It also provides recommended activities to improve patient engagement.

“Strong quality measures require the perspectives of the patient community, whose health care experiences and outcomes are the ultimate goal of all quality improvement efforts,” said Laura Cranston, RPh, PQA CEO. “We’re pleased to have developed a rubric that provides guidance for meaningful engagement of the patient community in the measure lifecycle. The quality measurement experts, patient advocates, caregivers and patients who created this tool have made a tremendous contribution to our national effort to transform our health care system into a patient-centered enterprise.”

Involving the patient community in the quality measure lifecycle enhances the development of measures that are easily understood, meaningful and useful for addressing quality issues important to the public.

“By ensuring the patient and caregiver communities are involved from the start of the quality-measurement process, we will develop measures that are meaningful to the patient and that measure what is most important to them,” said Eleanor Perfetto, PhD, MS, Executive Vice President of Strategic Initiatives at NHC.

The rubric can be applied in measure conceptualization, specification, testing, implementation, use, continuing evaluation and maintenance. It helps identify whether engagement is meaningful, progressing or low across four patient-centeredness principles: patient partnership, transparency, representativeness and meaningfulness.

“A foundational purpose of quality measures is to help individuals make important healthcare decisions,” said Kathleen Giblin, Senior Vice President of Quality Innovation at NQF. “Good quality measures come from understanding what patients and their caregivers really value and using those to drive better care.”

Although the rubric was primarily designed to be used by measure developers, it is suitable for use by measure implementers and the patient community to characterize their engagement in measure development and guide how these partnerships can be enhanced.

This initiative was supported by an independent educational grant from Merck & Co., Inc.

---

Pharmacy Quality Alliance: [PQAalliance.org](https://PQAalliance.org)

National Health Council: [nationalhealthcouncil.org](https://nationalhealthcouncil.org)

National Quality Forum: [qualityforum.org](https://qualityforum.org)

###

**Contact:** Richard Schmitz, PQA Senior Director of Communications, [RSchmitz@PQAalliance.org](mailto:RSchmitz@PQAalliance.org) or 703-347-7931