



Opportunity 5: Standards and Measures — Potential Actions by Stakeholder

Improve the quality of care by reducing variation in care models and methods for assessing quality.

Action: Refine, endorse, and adopt minimum standards and measures until federal or state mandates are put in place.

Action: Monitor adherence to minimum standards and the use of specified measures.

Health Plans

- ▶ Participate in national and regional efforts to develop or endorse minimum standards that include minimum measures.
- ▶ Adopt voluntary standards and measures across lines of business and markets, in the absence of regulatory requirements.
- ▶ Audit adherence to minimum standards; develop infrastructure to receive and analyze data; act on findings.
- ▶ Adjust palliative care provider payment to account for effort and costs associated with collecting and reporting data.

Health Systems and Community-Based Providers

- ▶ Participate in national and regional efforts to develop or endorse minimum standards that include minimum measures.
- ▶ Adopt minimum standards and measures across sites and markets, in the absence of regulatory requirements.
- ▶ Develop infrastructure needed to track adherence to standards.
- ▶ Track performance using endorsed measures, even when not required by regulators or payer partners.

Clinicians Who Care for People with Serious Illness

- ▶ Adopt minimum standards and measures.
- ▶ Provide necessary data to help with monitoring.

State and Local Government Agencies

- ▶ Participate in national and regional efforts to develop and/or endorse minimum standards that include minimum measures.
- ▶ Create regulations that require adherence to minimum standards for as many patients as possible.
- ▶ Require plans, licensed providers, or both to report on adherence to standards and performance on minimum measures.
- ▶ Share performance information to promote improvement and recognition of better performers.

Serious Illness Advocates and Educators

- ▶ Participate in national and regional efforts to develop or endorse minimum standards that include minimum measures.
- ▶ Distribute information on minimum standards to all stakeholders.
- ▶ Recognize entities that adopt voluntary standards.
- ▶ Recognize high performers.

Philanthropy

- ▶ Fund national and regional efforts to develop or endorse minimum standards that include minimum measures.
- ▶ Fund demonstration projects and research that will reveal implementation best practices.
- ▶ Fund demonstration projects and other research that assesses adherence to standards and investigates links between adherence to standards and clinical, patient experience, and financial outcomes.

Note: Please be aware that these opportunities and potential actions by stakeholder are part of the California Health Care Foundation's project aimed at describing the progress of palliative care in California and identifying key remaining opportunities. These potential actions serve as examples of how various stakeholders can contribute to the ongoing advancement of palliative care. They are intended to stimulate thought and strategic planning, and the list should not be considered exhaustive. **To learn more, visit www.chcf.org/resource-center/californias-palliative-care-evolution.**