



1.5 How does the PHDS complement and enhance measurement and improvement activities?

Leading methodologies in effective quality improvement put performance measurement at the center of their efforts to inform, shape, and track improvements in care.

Donald Berwick, M.D., president and CEO of the Institute for Healthcare Improvement, asserts that patients, in this case parents and children, are the most underutilized resource in informing and ensuring that improvements in health care quality occur.

The PHDS complements and enhances measurement and improvement activities by achieving the following:

- **Content focus on aspects of care that matter to the consumer.** A key component of the development of the PHDS was focus groups and interviews with consumers about what clinically recommended aspects of care matter the most to them. Using the PHDS helps ensure that measurement and improvement efforts are focused on areas of care that matter to consumers.
- **An involved consumer.** By completing the PHDS, the parent is part of the measurement process. This provides users with an opportunity to partner with parents not only to measure quality of care, but also to help improve the care provided. Step 6 provides examples of how the PHDS findings can be reported back to parents in a way that informs them about questions and issues they can raise during their child's well-child visit so that recommended topics are discussed.

As the focus and emphasis on quality measurement and improvement increases, it is valuable to consider how a consumer-centered approach such as the PHDS can enhance and maximize such efforts.

Example 1.2: Potential for the PHDS to Be Used in Maintenance of Provider Certification

The American Board of Pediatrics (ABP) recently enhanced their certification process with a section on measurement and improvement in the practice. Part IV of the ABP certification requires providers to report CAHPS or other peer survey data and to demonstrate participation in quality improvement efforts. The PHDS can enhance and complement providers' efforts related to Part IV of the certification. Figure 1.2 below highlights opportunities for using the PHDS for this purpose.

Figure 1.2: Opportunities for Using the PHDS for Maintenance of Provider Certification

