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Nota di contenuto	Measuring the Quality of Health Care -- Copyright -- Preface and Acknowledgments -- ORGANIZATION OF THIS STATEMENT -- Contents -- Measuring the Quality of Health Care -- CAN QUALITY OF CARE BE DEFINED? -- Terms in the Definition -- What Is the Relationship Between Quality and Resource Constraints? -- WHERE DO QUALITY-OF-CARE CONCERNS LIE? -- Too Much Care: Unnecessary or Inappropriate Care -- Too Little Care: Underuse of Needed, Effective, and Appropriate Care -- Misuse: Shortcomings in Technical and Interpersonal Aspects of Care -- The Burden of Poor Quality -- WHAT ARE THE MAJOR APPROACHES TO QUALITY MEASUREMENT? -- Structural Measures of Quality -- Process Measures of Quality -- Outcomes Measurement -- The Importance of Linking Structure, Process, Outcomes, and Cost --

Measurement as a Continuous Process that Serves Multiple Purposes -- ADVANCES IN QUALITY MEASUREMENT -- Applying Research Methods to Address Real-World Quality Problems -- Combining Quality Measurement and Improvement to Reduce Adverse Drug Events -- Translating Clinical Guidelines into Useful Quality Measures -- The Development of Patient-Reported Measure of Quality -- Beginnings of Quality Measurement in Integrated Systems -- Amassing and Accessing the Burgeoning Toolkit of Quality Measures -- Infrastructure for the Development and Use of Measures -- Public-and Private-Sector Responsibilities -- Dissemination and Updating -- CHALLENGES -- Evaluating Measures -- Data Systems -- The Evidence Base of Medicine and Health Care -- Common Definitions and Measurement Methods -- Risk Adjustment -- Ensuring the Accuracy of Public Reporting -- Confidentiality -- The Cost of Quality Measurement, Improvement, and Poor Quality -- Who Is Responsible for Performance? -- CONCLUDING THOUGHTS -- References -- Committee Biographies.

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#### Sommario/riassunto

The National Roundtable on Health Care Quality was established in 1995 by the Institute of Medicine. The Roundtable consists of experts formally appointed through procedures of the National Research Council (NRC) who represent both public and private-sector perspectives and appropriate areas of substantive expertise (not organizations). From the public sector, heads of appropriate Federal agencies serve. It offers a unique, nonadversarial environment to explore ongoing rapid changes in the medical marketplace and the implications of these changes for the quality of health and health care in this nation. The Roundtable has a liaison panel focused on quality of care in managed care organizations. The Roundtable convenes nationally prominent representatives of the private and public sector (regional, state and federal), academia, patients, and the health media to analyze unfolding issues concerning quality, to hold workshops and commission papers on significant topics, and when appropriate, to produce periodic statements for the nation on quality of care matters. By providing a structured opportunity for regular communication and interaction, the Roundtable fosters candid discussion among individuals who represent various sides of a given issue.

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