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Systems for Monitoring Quality of Community Healthcare in Israeli Health Plans and US Managed-Care Organizations

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RESEARCH REPORT

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Executive Summary

This study compares the quality-monitoring systems in Israeli health plans and managed-care organizations (MCOs) in the US. The Israeli system has been in place since 2000; the US system – since 1996.

The study relied on the annual reports of the National Quality Measures Program (NQMP) in Israel and of the National Committee for Quality Assurance (NCQA) in the US, on additional information available on the projects' websites, and on interviews with professionals involved in the development and operation of the monitoring systems.

The main findings were:

- ◆ The programs are similar in their focus on the quality of community care for common health problems and their reliance on inclusive steering committees and auditing processes.
- ◆ Participation in both programs was initially voluntary, and continues to be fully so in Israel and largely so in the US.
- ◆ The Israeli system provides assessments of the quality of care of the entire population of Israel, while the US system covers only about one-third of the US population.
- ◆ The Israeli system provides a more detailed scrutiny of the care of patients with diabetes mellitus and cardiovascular diseases, while the US system includes a wider range of measurement areas.
- ◆ The Israeli system is based exclusively on computerized data while, for many of the measures, the US system utilizes claims data and paper chart reviews.
- ◆ In the U.S., plan-specific performance data are released to the general public. In Israel only the national aggregate data are released to the public.

It is recommended that consideration be given to (a) expanding monitoring over a broader range of measurements in Israel and over more health plans in the US, and (b) exploring the actions that health plans in Israel and the US have initiated to improve quality in response to the findings of their monitoring systems.

The study was unique in that the study team included professionals who have been involved in leading the quality-monitoring efforts in the two countries.

Table of Contents

- 1. Introduction1
- 2. Background2
- 3. Methodology2
- 4. Main Findings3
- 5. Discussion9
- Bibliography.....11
- Table 1: Quality Control Measures Used in the 2007 Reports of the National
Quality Measures Program (NQMP) in Israel and of the US National
Committee for Quality Assurance (NCQA)..... 7