

# Complex Care Startup Toolkit

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## Data and process improvements: **Metrics**

This document is part of the Complex Care Startup Toolkit, a practical collection of guides, templates, and other tools to launch and grow a new complex care program. Find the full toolkit at [www.nationalcomplex.care/startup-toolkit](https://www.nationalcomplex.care/startup-toolkit).

A comprehensive, ongoing evaluation mechanism for complex care programs is essential to maintain efficient and effective operations and demonstrate value and impact to populations served and financial partners. Diverse metrics that describe operational, financial, utilization, quality, and participant/provider experience/story outcomes will enable programs to remain responsive, transparent, and accountable to internal and external stakeholders. Continual feedback of outcomes to program staff and stakeholders is best practice to foster a culture of continuous quality and performance improvement.

### Key considerations

1. What is your target population? What operational, clinical, and financial data sources does your program track and have access to for the purpose of ongoing evaluations? How do these data sources map to your key metrics?
2. What is your plan to track participant and provider experience of care and their stories?
3. Programs are better suited to capitalize on emerging alternative payment methodologies such as value-based care and pay for performance if they have strong process and outcome reporting and improvement procedures in place and integrated into program operations.

Below, find resources you can use as you work through each of these key considerations.



## Resources

**Key consideration # 1:** What is your target population? What operational, clinical, and financial data sources does your program track and have access to for the purpose of ongoing evaluations? How do these data sources map to your key metrics?

- **Four quadrant measurement framework**

This framework helps you to structure the use of claims and programmatic data focused measures.

- **Healthcare data 101**

This guide helps non-health sector professionals to understand healthcare data. Questions include: Who collects and uses healthcare data? What are some common types of healthcare data? How is healthcare data stored and what systems are used to store it? What are typical uses of healthcare data? How can different organizations access healthcare data? What data are available in my local community?

- **Measuring complexity: Moving toward standardized quality measures for the field of complex care**

This report helps you to inform quality measurement collection in the context of complex care across four areas: 1) defining the population, 2) data availability and potential sources, 3) measure domains, and 4) measures and measure concepts.

- **Metrics frequently used by home-based palliative care programs**

These examples of measures used in palliative care programs help you to inform the metrics you collect.

- **Guide to evaluating collective impact**

This guide helps you to plan for and implement effective performance measurement and evaluation activities in the context of collective impact.

**Key consideration # 2:** What is your plan to track participant and provider experience of care and their stories?

- **Collecting patient experience stories**

This guide helps you to plan and implement story collection.

- **Assessing patient experience**

This article helps you to plan to track participant experiences of care.

- **Patient satisfaction survey**

This survey helps you to track participant experiences of care.

- **Assessing the impact of complex care models: Opportunities to fill in the gaps New!**

This brief helps you assess patient and provider experiences using the advancing integrated care models initiative measures. You can find tables of the measures in the appendix of the brief.



**Key consideration # 3:** Programs are better suited to capitalize on emerging alternative payment methodologies such as value-based care and pay for performance if they have strong process and outcome reporting and improvement procedures in place and integrated into program operations.

- **Rethinking value: Perspectives on the benefits of cross-sector collaboratives serving populations with complex health and social needs** **New!**

This evaluation explores how different organizations and community members define and measure the value of cross-sector collaboration in the context of complex care. The evaluation led to the identification of four underlying dimensions that contribute to participants' understanding of "value": intrinsic benefits, community engagement, outcomes, and sustainable system-level change.

- **Building the value case for complex care** **New!**

This toolkit guides you through the steps of making the case for the value of your complex care program.

## About the Camden Coalition

We are a multidisciplinary nonprofit working to improve care for people with complex health and social needs in Camden, NJ, and across the country. The Camden Coalition works to advance the field of **complex care** by implementing person-centered programs and piloting new models that address chronic illness and social barriers to health and well-being. Supported by a robust data infrastructure, cross-sector convening, and shared learning, our community-based programs deliver better care to the most vulnerable individuals **in Camden and regionally**.

The **National Center for Complex Health and Social Needs** (National Center), an initiative of the Camden Coalition, connects complex care practitioners with each other and supports the field with tools and resources that move complex care forward. The National Center's founding sponsors are the Atlantic Philanthropies, the Robert Wood Johnson Foundation, and AARP.