

Performance Measurement: Quality Dimensions and Indicators

QUALITY DIMENSIONS	QUALITY INDICATORS
Access to Care	<ul style="list-style-type: none"> • Informed choice of Health Care Provider • Informed choice of procedures and treatments • Timely availability of appropriate information to assist with provider and treatment selection • Health care provider refusal to treat a workers' compensation case • Needs of vulnerable populations, especially language (translation, multilingual providers), culture, age, marginally employed • Impact of PPN and medical gates/employer directed care
Appropriate Clinical Care	<ul style="list-style-type: none"> • Assessment of usage of MAB Protocols (i.e., jurisdictional standards) • Impact of MAB Protocols on quality and cost • Timely utilization of Evidence-Based Practice (Best Practices) for diagnostics and treatment • Timely identification of factors/"red flags" that put case at risk
Injured Worker Satisfaction	<ul style="list-style-type: none"> • Perception of quality of health care received • Perception of clinical outcome • Perception of impact of injury on quality of life • Knowledge about and expectations of health care experience within the Workers' Compensation system
Timeliness	<ul style="list-style-type: none"> • Length of time to assessment of problem • Length of time to initiation of treatment • Length of time to issuance of reports • Time to RTW grouped by treatment type and grouped by type of injury
Work-Related Outcome	<ul style="list-style-type: none"> • Timely and appropriate, RTW • Rate of RTW grouped by level of work (full or modified) by Employer (same or different), by treatment type and by injury type • Employment status at key points (e.g., 6 months after RTW; 1 year after RTW) • Impact of Vocational Rehab Plan on RTW • Employer-Employee relationship after RTW (e.g., is relationship good, are restrictions followed etc.) • What type of health care occurs after RTW, for how long and at what cost • Impact of factors thought to influence RTW: case management, ergonomic intervention, vulnerable populations, MD viewing job site or video of job • Impact of non-injury related influences (e.g., worker does not like supervisor, personal problems, job satisfaction) • Use of proper RTW form or at least specific documentation