

E-Consult Core Evaluation Metrics (UCSF)

Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Definition	Why measure this?
CORE METRICS							
Financial	X		X	# specialty touches/population referred to specialty care	eCR platform & health system metrics	in-person specialty visits or eConsults (all back-and-forth included in one eConsult)/# of patients for whom a specialty referral was ordered	indirect measure for business case; access to specialty care; look at trends and whether supply induces demand for consults
Population Health	X			Time to third next available new in-person appt for eConsult specialties	health system metrics	third next available new patient appointment if patient calls to make appointment	access to specialty care; direct measure of impact
Population Health			X	Demographics of the population served	health system metrics	insurance status of patients for whom a referral was ordered	generalizability
Population Health			X	Demographics of patients who received an eConsult	eCR platform & health metrics	insurance status of patients who received at least one eConsult	Program reach; impact on equity

Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Definition	Why measure this?
CORE METRICS							
Population Health	X	X	X	% of patients who received specialty expertise via eConsult	eCR platform & health metrics	number of patients who had an eConsult (regardless of management strategy)/total referred patients	Program reach
Population Health			X	PCP ability to manage eConsult specialty conditions	PCP survey	% of PCPs who self-report satisfaction with the program on a survey	effectiveness of eConsult; indirect measure of program impact
Population Health	X	X	X	eConsult management	eCR platform	% of eConsults that result in in-person visit/total eConsults (per specialty); % of eConsult that are never scheduled/total eConsults (per specialty)	effectiveness of eConsult; direct measure of impact
Population Health			X	# of specialties offering eConsult and what they are	eCR platform	raw number of specialties offering eConsult	Access to specialty care; direct measure of impact

Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Definition	Why measure this?
CORE METRICS							
Population Health	X		X	Unclosed loop by PCP	eCR platform	# of specialist responses that are not read by PCP/total number of specialist responses via eConsult	patient safety; unanticipated impact
Population Health			X	Unclosed loop by specialist	eCR platform	# of eConsults that did not receive a specialist response/total number of eConsults	patient safety; unanticipated impact
Population Health	X		X	Average time to eConsult response	eCR platform	average lapsed number of days between time eConsult was generated and time specialist responded	Access to specialty care
Care team experience			X	PCP satisfaction/dissatisfaction	survey	% of PCPs who report satisfaction with the program on a survey distributed 6 months after eConsult initiation (survey topics include questions about work flow, eConsult process, educational materials, eConsult templates)	program sustainability

Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Definition	Why measure this?
CORE METRICS							
Care team experience			X	Specialist satisfaction/dissatisfaction	survey	% of specialists who report satisfaction with the program on a survey distributed 6 months after eConsult initiation (survey topics include questions about work flow, eConsult process, educational materials, eConsult templates)	program sustainability
Care team experience			X	MEA/RN/referral coordinator satisfaction/dissatisfaction	survey	% of non-MD team primary care team members who report satisfaction with the program on a survey distributed 6 months after eConsult initiation (survey topics include: eConsult work flow, process, eConsult templates)	program sustainability
SUPPLEMENTARY METRICS							

Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Definition	Why measure this?
CORE METRICS							
Patient experience	X		X	Satisfaction (vs. dissatisfaction) with access to specialty care in general	focus groups	patient self-report	Generalizability
Patient experience				Concern re: limitations in care			
Patient experience				Patient acceptability of having an eConsult			
Patient experience	X			Travel/time saved by patients for avoided clinic visits			

** All systems should report on health system characteristics:

Characteristics of the health delivery system and clinics:

PCP turnover

Salaried vs. FFS specialist providers

Existence of referral coordinating center or referral

Demographics (MD vs. NP) of providers in the system

Characteristics of PCP affiliation with specialists

Baseline PCP referral rates/standardized panel size

After Peer Review

Arm of the Quadruple Aim	Measure	Definition	Rationale
Financial	eConsult management	Percentage of eConsults that avoid a face-to-face visit in the ensuing 12 months/Total number of eConsults per year	Can calculate the number of avoided face-to-face visits
Financial	Out of network specialty care requests	Number of out-of-network specialty care requests/Total number of specialty care requests	Can examine changes in out-of-network specialty care visits
Population Health	Time to third next available new in-person appt for eConsult specialties	Third next available new patient appointment if patient calls to make appointment	Direct measure of impact on specialty care access
Population Health	Demographics of patients who received an eConsult	Insurance status of patients who received at least one eConsult/Insurance status of all patients who received	Program reach
			Impact on equity
Population Health	PCP capacity	Percentage of PCPs who self-report educational value of the e-consult program on a survey	Effectiveness of eConsult
Population Health	Number of specialties offering eConsult and what they are	Raw number of specialties offering eConsult	Measure of adoption
Population Health	Unclosed loop by PCP	Number of specialist responses that are not read by PCP per year/Total number of specialist responses via eConsult per year	Patient safety; unanticipated impact
Population Health	Unclosed loop by Specialist	Number of eConsults that did not receive a specialist response per year/total number of eConsults per year	Patient safety; unanticipated impact
Population Health	Average time to eConsult response	Average lapsed number of days between time eConsult was generated and time specialist responded	Access to specialty care

Arm of the Quadruple Aim	Measure	Definition	Rationale
Care team experience	PCP satisfaction/dissatisfaction	Percentage of PCPs who report satisfaction with the program on a survey	Program sustainability
Care team experience	Specialist satisfaction/dissatisfaction	Percentage of specialists who report satisfaction with the program	Program sustainability
Care team experience	Medical Assistant/Nurse/Referral Coordinator satisfaction/dissatisfaction	Percentage of non-MD team primary care team members who report satisfaction with the program	Program sustainability
Patient experience	Satisfaction (vs. dissatisfaction) with access to specialty care in general	Percentage of patients who report satisfaction with access to specialty care pre- and post-implementation.	Program sustainability
Patient experience	Concerns about limitations in care	Focus group data	
Patient experience	Patient acceptability of having an e-consult	Focus group data	
Patient experience	Travel/time saved by patients for avoided clinic visits	Number of hours that patients must forgoe for each in-person visit	Business case for managed care plans