



August 2011 - Technology Issue

# Quality Connection



## Smart Measurement Equals Smart Health Care

Welcome to QualityMetric's technology issue. QualityMetric was founded 14 years ago to apply the latest technologies to scientifically valid [health surveys](#). We are continually working to improve current technologies and create new ones. This issue is a glimpse into our technology - and other QualityMetric news of course. Read on to learn more about our current products, those in the pipeline, and their role in health care.

## Secure, Adaptable, and Scalable

These are all desirable product traits, especially when referring to technology within the dynamic health outcomes field. QualityMetric's [Smart Measurement™](#) System consists of these qualities and more. It is our Internet-based data collection service which uses the latest technologies to capture and interpret health survey data. With our latest release, the Smart Measurement System is now compliant with [FDA 21 CFR Part 11](#) regulations for electronic record storage.

In the last six years, the Smart Measurement System has grown in use and now supports over 600 customers all utilizing its services in a variety of ways but with one common purpose - to effectively measure health status in a secure, reliable, and scalable method.

Let's break down some Smart Measurement System metrics (as of June 30, 2011):

- Total customers/sponsors: 683
- Total sites: 32,524
- Total individuals: 1,195,885

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## Events

QualityMetric representatives will be spreading the word on PROs at the following conferences soon:

- September 7-9  
[The Forum 2011](#): 13th Annual Meeting of the Care Continuum Alliance  
San Francisco, CA  
Visit us at booth #316/318.
- October 16-19  
The 7th World Alliance for Risk Factor Surveillance  
[\(WARES\)](#) Global Conference  
Toronto, Canada  
Visit us at booth #3.

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- Survey administrations per month 30,000 (average)

The system's flexibility allows administrators to configure the system to suit their needs when monitoring a group or population. The tiered architecture provides the customer/sponsor the ability to control and define "groups," and below them, "sites" to which individuals are assigned.

These groups and sites are typically used to monitor a specific condition, trial, hospital/clinic, treatment, etc. The Smart Measurement System allows administrators to assign measurement tools to specific sites for use.

Total survey completions for 2010 alone were 247,224. And we estimate total survey completions for 2011 will exceed 360,000 - paving the way for a potential growth of 142%.

So what do all of these numbers prove, exactly? Well, longevity for one. But most important is the ability of patient-reported outcomes and technology to be fully integrated with remarkable - and measurable - success. Now that's smart measurement.



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## Coming Soon: Promote Your Brand the "Smart" Way with QualityMetric's New Smart Phone Apps

Put your brand in the hands of doctors and patients with new QualityMetric smart phone apps. QualityMetric's health survey apps provide you with an innovative way to promote your brand while helping doctors deliver better care. When you make QualityMetric's [SF™](#) health surveys available to doctors and their patients via these easy-to-use apps - branded with your logo - you create far-reaching benefits across markets. [Learn more.](#)

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## The Mother of Invention

QualityMetric's President and COO, [Gus Gardner](#), has authored a new blog post. It touches on the origination of new products and ideas, and how they evolve to become universal - something he believes our health surveys will one day be. [Read](#) it now.

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## Monitor Change in Health Status More Closely with Professional Alerts

Before even reviewing health survey results, wouldn't it be great to know if a patient's functional health status has changed? Now you can - with QualityMetric's new professional alerts. These automated email alerts have been developed for a variety of our health surveys, which can gauge changes in an individual's health if taken over time.

Alerts are sent via email from our [Smart Measurement](#) System. Administrators can set up specific monitoring criteria which look for changes in an individual's scores and will alert the professional when an "alert condition" has been met. There is no need for security concerns because no personal health information is included. Instead, the email contains a link to the system where the professional can log in for more detail, including access to reports that show what specifically triggered the alert.

Our health surveys measure both physical and mental health, so the professional can choose to receive an alert for a particular domain. This can be monitored in percentage or other value (e.g., physical health increases or decreases by more than 10% or five points). So what causes an alert to be generated? This is determined based on what the professional has chosen to monitor, which can include comparing a single assessment, current to baseline assessment, or current to previous assessment.

Our professional alerts provide powerful information much earlier than usual. This allows professionals to monitor patients more closely and intervene sooner if necessary, improving overall care. [Contact](#) an Account Executive to learn more.

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## Publications

QualityMetric publishes a user guide to accompany each health survey that we develop. Here's our most recent publication:

- **User's Manual for the SF-36v2 Health Survey, 3rd Edition (Coming this fall)**

This manual is an update to the second edition of the manual and serves three main purposes:

- 1) Chronicles the history and development of the SF-36<sup>®</sup> Health Survey, the first of the Short Form instruments.
- 2) Documents the survey improvements that led to the development of the [SF-36v2<sup>®</sup>](#) Health Survey.
- 3) Describes the QualityMetric 2009 Norming Study - its purpose, design, and demographic characteristics of normative samples. Note: The actual resulting norms are not part of this manual.

We also develop Quick Start Guides intended to provide provide users with the basic information necessary to familiarize themselves with a particular QualityMetric health survey. These guides cover information about the development and psychometric characteristics of the survey, its applications, and guidelines about how to use the instrument properly. Here are two newly released guides:

- **Quick Start Guide for the [SF-8<sup>™</sup>](#) Health Survey**
- **Quick Start Guide for the Hepatitis Quality of Life Questionnaire, Version 2 ([HQLQv2<sup>™</sup>](#))**

[Contact](#) an Account Executive to place an order or learn more.

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QualityMetric eNewsletter Editor: [Kristin Wysteppek](#)

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