

Quality Connection



The Results Are In

We are pleased to announce the availability of results from the QualityMetric 2009 Norming Study.

In 2009, QualityMetric commissioned a survey of 8,000 people in the U.S. population that was completed in two waves in the spring (June-July) and fall (September-October). Its primary purpose was to update the norms for the SF™ health surveys as well as develop norms for the Pain Impact Questionnaire™ (PIQ-6™), MOS Sleep Scale-Revised (MOS Sleep-R), Premenstrual Symptoms Impact Survey™ (PMSIS™), and the MOS Cognitive Functioning Scale-Revised (MOS COG-R).

What are survey norms and why are they important?

Generally speaking, a norm is a standard of average performance. In the world of patient-reported outcomes (PROs), norms are empirical benchmarks based on scores obtained from a representative sample of the general population. Norms provide valuable context for interpreting survey results for an individual or group and can be segmented by age, gender, and age-by-gender. And as a result of the QualityMetric 2009 Norming Study, we now also have condition-specific norms for 40 self-reported conditions. These condition-specific norms in particular are significant because they allow for a more accurate understanding of an individual's functional health and well-being, such as how a person is faring compared to others with the same condition. For example, instead of comparing the health status of someone with diabetes to the norm of the general population, the individual can now be compared to the norm of those within the population that report having diabetes.

Other Important Results and Outputs

Another key component of the QualityMetric 2009 Norming Study was the collection of norms for both standard (4-week recall) and acute (1-week recall) forms of the SF-36v2, SF-12v2, and SF-8 Health Surveys. And for the first time, norms for the 24-hour recall form of the SF-8 were collected. Taking into consideration the

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Events

QualityMetric representatives will be spreading the word on PROs at the following conference next week:

- June 19-23
[DIA](#) 47th Annual Meeting
Chicago, IL
Visit us at booth #403.

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emerging interest in ePRO solutions for collecting PRO data, the QualityMetric 2009 Norming Study also investigated the effects of single item administration versus survey grid format. It was found that the single item administration of SF health survey items resulted in psychometrically comparable data to the grid format, providing empirical support for the use of ePRO solutions in the administration of SF items.

The 2009 norms will be available via our scoring software and consulting work by the end of June. Please [contact](#) a QualityMetric Account Executive in the interim with any questions.

Note: Two posters presented by QualityMetric experts at ISPOR's 16th Annual International Meeting were developed with data from this norming study. See our ISPOR story for more information.

QualityMetric Is Now Part of OptumInsight

You may have heard that QualityMetric's parent company, UnitedHealth Group, recently rebranded its health services businesses as Optum. Optum is an information and technology-enabled health services business platform serving the broad health marketplace, including care providers, plan sponsors, life sciences companies, and consumers. Its business units - OptumInsight, OptumHealth, and OptumRx - employ more than 30,000 people worldwide.

QualityMetric is thrilled to be part of such a diverse, forward-thinking, and resource-rich organization. It opens up a world of opportunities for QualityMetric, patient-reported outcomes, and ultimately and most importantly, our clients. We look forward to talking with each of you about the future of outcomes measurement throughout health care.

Visit the new [Optum](#) website for more information.

2011 Products & Services Catalog

We're thrilled to announce the availability of QualityMetric's first-ever Products & Services Catalog!

Here are some highlights:

- **QualityMetric Surveys at a Glance** - a comprehensive chart of all important information related to each of our surveys
- **Color-coded Tabs** - for each section for easy reference
- **Available Survey Translations** - a detailed listing of all translations and recall periods available for each survey. We actively develop new translations, so keep in mind that this listing is intended to be just a snapshot in time. You can always obtain an up-to-date listing from our [website](#).
- **QR Codes** - for all health survey descriptions. Scan the code and view that product's web page immediately to learn more.

Access the interactive online catalog [here](#), where you can also learn more and find out how to request a hard copy version.

FAQs Now Available

Do you have any burning questions for QualityMetric? Well, they may already be answered in the new [Frequently Asked Questions](#) section of our website.

We field many great questions from customers because of the science-based nature of our products and services. So we recently compiled some of the most common questions and posted them to our website. They are all housed within our Forum, where you'll find answers to a variety of questions spanning outcomes measurement and the use of QualityMetric's health surveys.

Here are some examples:

- Can changing the survey form cause any problems?
- What do I do if survey questions do not pertain to the population being studied? Do I still ask the patient all of the questions?

- Are the SF health surveys comparable in different languages?

We'll be adding more FAQs to the site over time, so be sure to check back often.

QualityMetric Well Represented at ISPOR's 16th Annual International Meeting

From May 21-25, QualityMetric [scientists](#) presented six posters at [ISPOR](#) in Baltimore, MD. Poster topics included the quality of life of patients with chronic conditions, the comparability of ways to administer the [SF-36v2](#)[®] Health Survey, and ulcerative colitis.

Poster Presentations:

- Bayliss MS, Rendas-Baum R, White MK, Maruish ME, Bjorner J
Health-related Quality of Life (HRQOL) of Patients with Chronic Conditions: Excess Burden of Comorbid Physical and Mental Chronic Conditions
- Jolly M, Kosinski M, Garris CP, Jhingran PM, Mikolaitis RA, Dennis G, Wallace DJ, Clark A, Parke A, Dooley MA, Strand V, Alarcon GS
Development of the Lupus Impact Tracker: A Tool for Patients and Physicians to Access and Monitor the Impact of Systemic Lupus Erythmatosis
- Jolly M, Kosinski M, Garris CP, Jhingran PM, Mikolaitis RA, Dennis G, Wallace DJ, Clark A, Parke A, Dooley MA, Strand V, Alarcon GS
Validation of the Lupus Impact Tracker
- Smith KJ, Kosinski M
*Psychometric Comparability of Single Item and Grid Form Administration of the SF-36v2 Health Survey**
- Yaras A, Yen L, Hodgkins P
*Health-related Quality of Life in Patients with Mild-to-Moderate Ulcerative Colitis Before and After 8 Weeks' Treatment with Multi-Matrix Mesalamine: Comparison with 2009 U.S. General Population Norms**

- Yen L, Yarlas A, Hodgkins P
*Concordance Among Multiple Health Outcomes Measures in Responsiveness to Multi-Matrix Mesalamine Maintenance Treatment for Patients with Quiescent Ulcerative Colitis***

*These posters were developed with data from the QualityMetric 2009 Norming Study.

**This poster was a finalist for an ISPOR Research Presentation Podium and Poster Award, which means it was in the 20% of 100 nominees that were considered for an award.

View some of the posters [here](#).

Recently Published

- QualityMetric is home to a talented team of world-renowned scientists. In addition to their roles here, many of our experts are published authors. Regina Rendas-Baum, MS, QualityMetric scientist, recently co-authored an article titled "Cost-effectiveness Analysis of Treatments for Premenstrual Dysphoric Disorder." Read the [abstract](#).
- Bill Gwinn, MBA, QualityMetric Vice President of Clinical Informatics Solutions, has authored an [article](#) published in the June 2011 issue of *PharmaVOICE* magazine titled, "Metrics for Faster Clinical Trials."

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