



November 2011 - International Issue

Quality Connection



World-renowned Researcher Returns to QualityMetric

We are thrilled to announce the return of [Jakob Bue Bjorner](#), MD, PhD, to QualityMetric, joining us as Chief Science Officer. In his new role, Dr. Bjorner will continue the development of QualityMetric's [DYNHA](#)® software and drive the development of new product offerings for life sciences companies. He will also serve as a scientific consultant to clients in the areas of population health and life sciences to support patient-reported outcome (PRO) strategy, instrument development, and advanced analytics and interpretation. Jakob will be working from his home base of Copenhagen, Denmark.

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Where in the World is QualityMetric?

Many of our executives and scientists have a packed travel schedule this fall. They are traveling around the world to various conferences to present their work, spread the word on PROs, and seek business opportunities. Here's the fall 2011 conference schedule overview:

The 7th World Alliance for Risk Factor Surveillance (WARFS) Global Conference

October 16-19, 2011
Toronto, Canada

QualityMetric recently co-presented at the [WARFS](#) conference with Alberta Health Services (AHS) on the company's use of QualityMetric's Smart Measurement™ System to administer the [SF-12v2](#)® Health Survey in its diabetes and obesity programs. To assess the level of health burden and health risk of patients enrolled in the diabetes and obesity programs, QualityMetric collected normative data from the general Edmonton population in order to develop norms and disease-specific benchmarks.



[Mark Kosinski](#), MA, QualityMetric scientist, and Crispin Kontz, AHS care manager of support and clinical systems, presented results of the normative study, with a specific focus on identifying the most prevalent conditions in the general population and the conditions with the greatest physical and mental health burden in the population.

ISPOR 14th Annual European Congress

November 5-8, 2011
Madrid, Spain

[Regina Rendas-Baum](#), MS, QualityMetric scientist, has co-authored a poster that she will be presenting this year at [ISPOR](#). The poster is based on a study that focuses on examining two fundamental questions:

- 1) Does the presence of mental co-morbid conditions affect physical health?
- 2) Does the presence of physical co-morbid conditions affect mental health?

These questions were empirically tested in a previous study conducted with QualityMetric's 2009 U.S. Norms data (poster presented at ISPOR North America 2011). The findings from that study indicated that indeed, both physical and mental health were affected by the presence of either a mental or physical comorbidity. In the current study, these same questions were examined using data from the European Health and Wellness Study from five different countries: France, Germany, Italy, Spain, and the United Kingdom. Overall, the European study findings were in agreement with findings from the U.S., and underscore the complexity of managing patients with multiple conditions and the need to screen patients with a physical condition for co-occurring mental health conditions.

To learn more, be sure to check out our [Resource Library](#) in November, where the poster will be added once it has been presented.

1st Patient Relations Symposium

November 21-22, 2011
Riyadh, Kingdom of Saudi Arabia

[Gus Gardner](#), QualityMetric President and Chief Operating Officer, will be presenting at this [conference](#) on how to improve health care quality by using PRO health surveys to incorporate the patient's voice. He will highlight

a case study in which QualityMetric's SF-12v2 Health Survey was used via our Smart Measurement System in patients with diabetes or obesity enrolled in education and disease-management programs for Alberta Health Services, the provincial health authority in Alberta Canada. Gus will also discuss how PROs can prove value, inspire change, and contribute to success on the triple aims of care, cost, and health outcomes.

New Version of Smart Measurement System Released

On October 5, QualityMetric released the newest version of our [Smart Measurement](#)™ System. This release brings many improvements to the data collection process, allowing for the most efficient capture and interpretation of health survey data to date.

Features available to all system users *immediately*:

- Improved navigation
 - Pop-up windows
 - Complete tasks easier with fewer clicks
- Enhanced audit trail (i.e., track user activity)
- Increased length of Member fields
 - Email, First Name, Last Name, and Address fields now 100 or 255 characters
- New "Member Survey History" page
 - Tabular view
 - Sort, filter, and query
- Various reporting improvements
 - Age/gender cut points
 - Ability to generate a report if any score is missing (applies to certain surveys)
- New "Forgot My Login Name" functionality

Features available *upon request*:

- Addition of 2009 Norms for [SF](#)™ health surveys
- New administrative capabilities
 - Edit/delete submitted surveys
 - Delete Members
- Professional alerts (via email)
 - Know if a patient's functional health status has changed before reviewing health survey results

To learn more about the latest version of the Smart

Measurement System, view our brand new system [FAQs](#).

QualityMetric is Expanding

The end of 2011 may be in sight, but QualityMetric is showing no signs of slowing down. We have welcomed six new members to our team in recent months and are currently hiring for several positions on our Consulting/Science, Sales, and IT teams:

- Proposal Writer
- Senior Outcomes Research Analyst
- IT Project Coordinator
- Client Service Support Representative
- Business Development Associate/Inside Sales Associate - Pharmaceutical

To apply or view position descriptions, visit the UHG [careers](#) page. Note: This page is updated often, so be sure to check back if you don't see a position on the site that we've listed here.

New Edition of the SF-36v2 Health Survey Manual Available

The User's Manual for the SF-36v2 Health Survey, 3rd Edition is now available.

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

- Chronicles the history and development of the SF-36[®] Health Survey, the first of the Short Form instruments.
- Documents the survey improvements that led to the development of the [SF-36v2[®]](#) Health Survey.
- 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.

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

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