January 2, 2020

CCHF President Opposes “Quality” Measurement at HHS Quality Summit

I was one of 18 health care leaders selected to participate in the Quality Summit at the Department of Health and Human Services in Washington, D.C. I took the position that the federal quality measurement enterprise needs to go away.

I shared stories and statistics making it clear that measuring the “quality” of doctors has diminished quality of care as doctors and nurses are forced to spend hours entering data into a computer to prove compliance with so-called “quality of care” metrics. For example, the cost to doctors is $15.4 billion each year, and one recently retired nurse told me she spent 85 - 90 percent of her time behind the computer every day. This is not quality.