7 NEW DIRECTIONS IN DEFINING AND MEASURING THE QUALITY OF HEALTH CARE

Payer/Insurer — Quality of care — 7 — Patient/Insuree — Provider — Government regulation (1, 2, 3, 4, 5, 6)
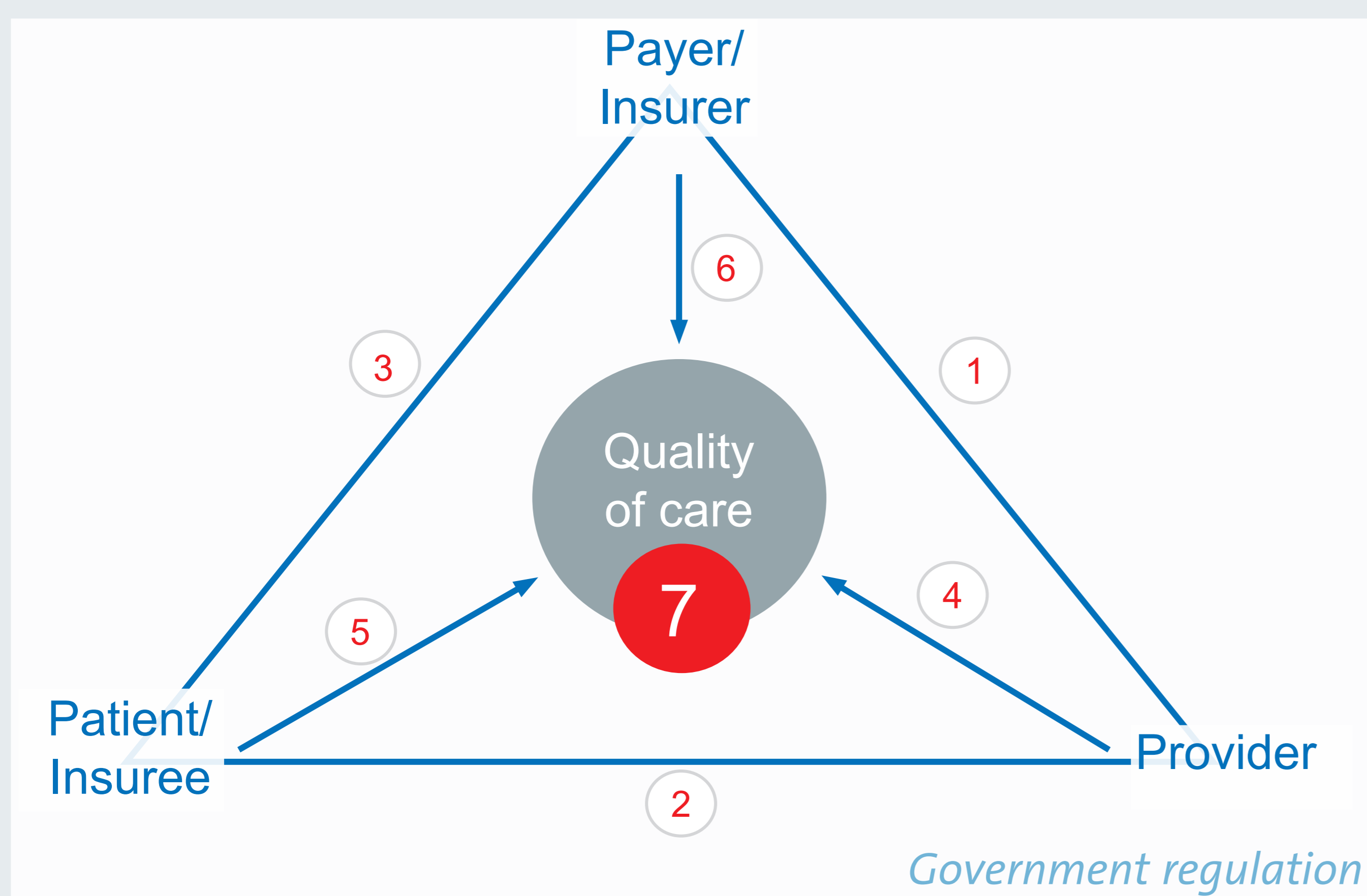
Aim:

■ Developing set of **quality criteria** capturing **different perspectives**, such as patient satisfaction, provider satisfaction, social care costs and population health

■ Understanding the **drivers of quality** of health care

Methods:

■ **Mixed-methods design** (literature review, choice experiment, MCDA, synthesis and validation with stakeholders)

■ Empirical analysis of the drivers of quality of health care using (interpretable) **machine learning** utilizing administrative data (CAHPS, etc.)

Contribution

■ Multi-dimensional/multi-perspective measurement of quality of care

■ Accounting for changes in med-tech progress, patient preferences and care provider experience in measuring quality of care

■ Discovery of drivers of health care quality in high-dimensional and complex data sets with novel methods, with focus on quantification of the involved uncertainty

PIs and interdisciplinary integration

Expertise in mixed-methods design and measuring quality of health

Expertise in measurement of quality of life and health care

Expertise in machine learning

Expertise in choice experiments and empirical analysis

Potential dissertation topics:

■ Who should define quality of care? A multiple-criteria decision analysis (MCDA) approach to defining and measuring quality of health care from multiple perspectives

■ Predicting quality of care with machine learning techniques - an interpretable ML approach