



PQA Quality Connection

*A Bi-Monthly Briefing on PQA Initiatives
and Broader News about High Quality
Healthcare Issues*

PQA Member Spotlight

Welcome to PQA's inaugural "Member Spotlight" piece! Through a regularly featured article in the Quality Connections newsletter, we aim to acknowledge the work and perspectives of our diverse membership. We look forward to highlighting various members and encouraging partnership between member organizations that share similar interests.

***Meet Eleanor Perfetto, PhD, MS from
The National Health Council & The University of Maryland***

Q: Tell us a little about yourself, your background, and how you came into your current position at PQA.

I was first trained as a pharmacist, and worked in that role before attending graduate school for health policy research. Since then I have held roles in government, industry, and (currently) academia, conducting research in pharmaceutical health policy. In addition, I have for a number of years served as a patient advocate for individuals suffering from chronic traumatic encephalopathy and neurological disorders as a result of traumatic brain injury. Now, in addition to working in academia, I also work for the National Health Council and get to combine my experience in health policy research and my personal passion for patient advocacy work.



Q: Tell me a little about your current and past involvement with PQA Measure Development Teams, Advisory Panels, or Task Forces?

I have been active in PQA since it was founded in 2006. At the time, I worked in industry and was very fortunate to work for a company that prioritized adapting to the changing dynamics in quality. At PQA, I served as one of the co-chairs for the Research Coordinating Committee (RCC) where we got a lot of the foundational projects off the ground. From there, I served on the Board of Directors and on various committees. I was the Chair of the Board last year and subsequently I am the Immediate Past Chair this year and in that role I am working as the Board liaison to the PQA Patient & Caregiver Advisory Panel.

Q: For your current position, how does your work influence the changing healthcare system as we continue to transition from volume to value?

For us to really understand value, we need to understand it from the patient perspective. We can be conducting lots of studies, assessments, quality measurements, et cetera, and be looking at completely wrong endpoints. If the patients don't want X, Y, or Z, why would we do it? We need to have patients engaged and get them involved in their healthcare. And that is what PQA is doing. We now have patients and caregivers involved in our measure development process. They provide different but valuable insights. Their questions and concerns can really stop us in our tracks and make think differently.

Q: You have been a part of setting up the CER Collaborative program with the National Pharmaceutical Council and the University of Maryland. Please highlight the opportunities you have had to impact healthcare quality.

This initiative was started by the Academy of Managed Care Pharmacy (AMCP), the International Society for Pharmacoeconomics and Outcomes Research (ISPOR), and the National Pharmaceutical Council (NPC). The CER Collaborative created the tools, and together we created a 19-credit hour certificate program to help pharmacists and other professionals use the CER Collaborative tools to understand and evaluate the comparative effectiveness research (CER) literature.

Additionally, we constructed an online quality program to give clinicians a

background on the quality movement – who are key players, how are measures developed and used, and implications for practice.

Q: How does your organization keep focused on the patient and/or include the patient in the discussion, especially in regard to your Standards of Excellence?

National Health Council (NHC) is a multi-stakeholder organization, which represents the 133 million people with chronic diseases and disabilities in the US. The NHC serves as a place where all the voices come together. Patient advocacy groups make up largest component of our memberships, most of which you have heard of – the American Heart Association, Arthritis Foundation, Alzheimer's Association, et cetera. Professional associations, not-for-profit healthcare organizations, pharma, and professional and trade organizations are all active members. We bring all the voices together to hear the patient community's needs and to work collaboratively to solve issues to meet those needs. It is vital to have all stakeholders at the table in order to come up with the best solutions.

Q: For you, what do you gain by your engagement with PQA?

We are all working toward making health care better. For me personally, it's about how I can have some role in moving health care forward and improving care and quality.

I would encourage health care professionals to be a part of the quality movement. Network with individuals who share similar passions, who can motivate others to get more involved with improving care to improve patients' lives.