

# Assessing Quality in Complementary and Alternative Medicine

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# CAM practices: “Pervasive, appealing, rapidly growing”

- 36% Americans use CAM
  - 62% when prayer included
- > \$27 billion in out-of-pocket expenses
- 67% HMOs offer CAM options

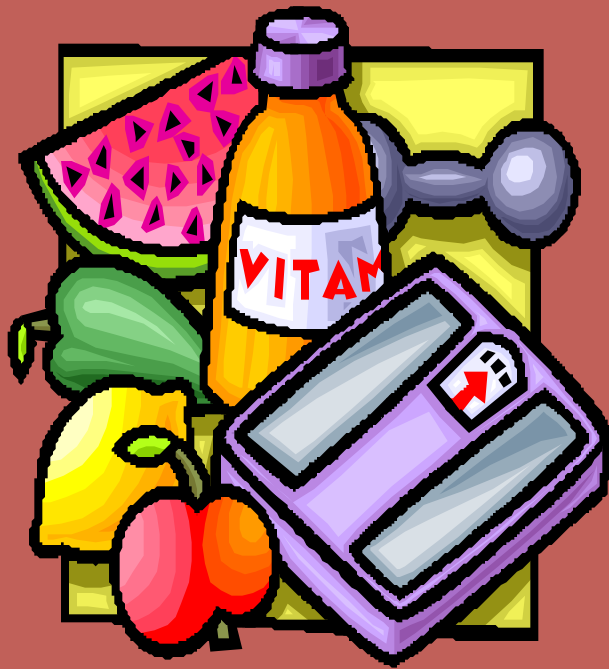
■ <http://hccam.nih.gov/pastmeetings/051401/strauss>



# Quality Assessment Literature

- What areas of quality assessment have been described?
- What is the “state of the art” in quality assessment for CAM?
- In what context (or what type of framework) do we determine quality of care?

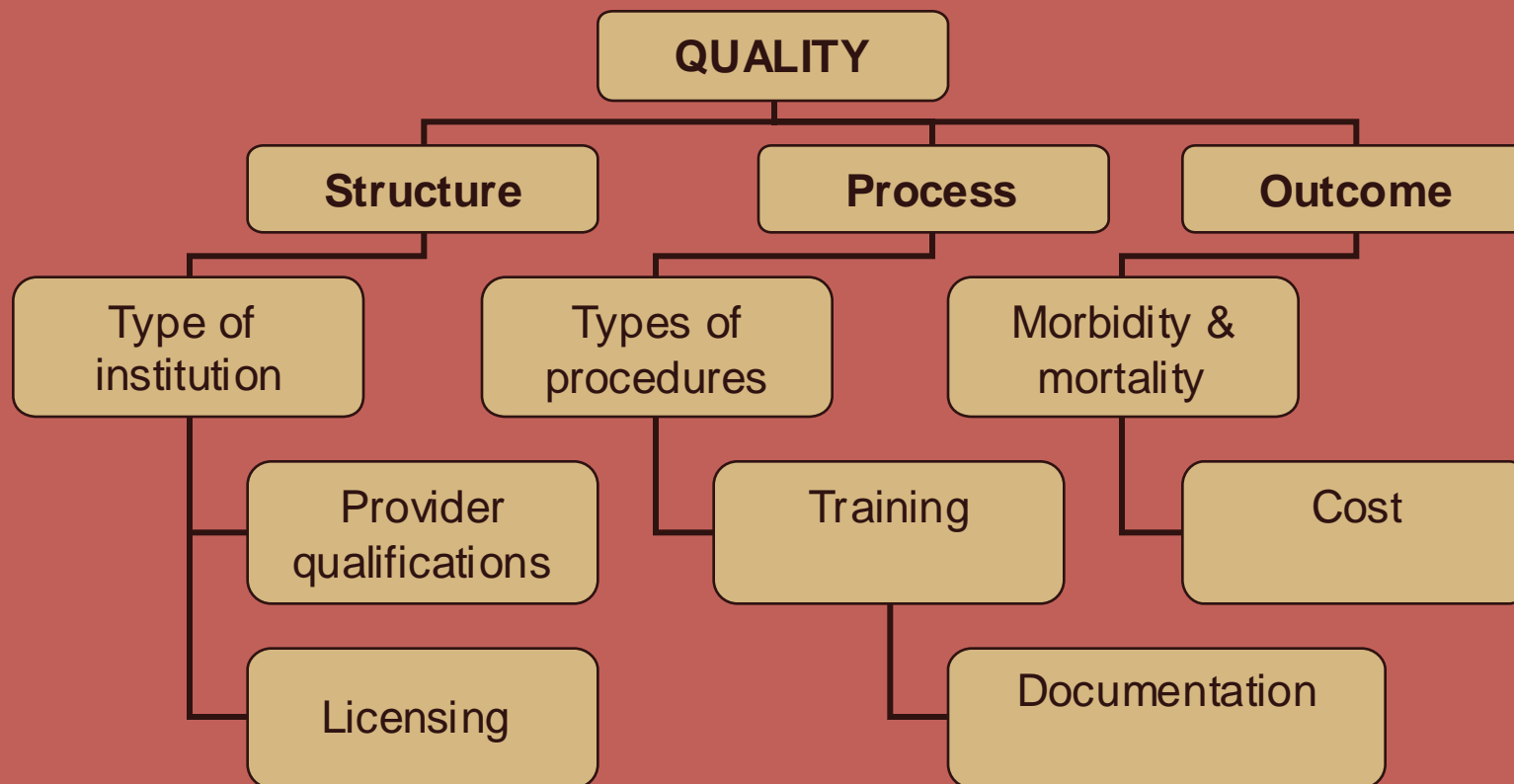
# Frameworks developed by Donabedian (1966) and Stiles and Mick (1994)



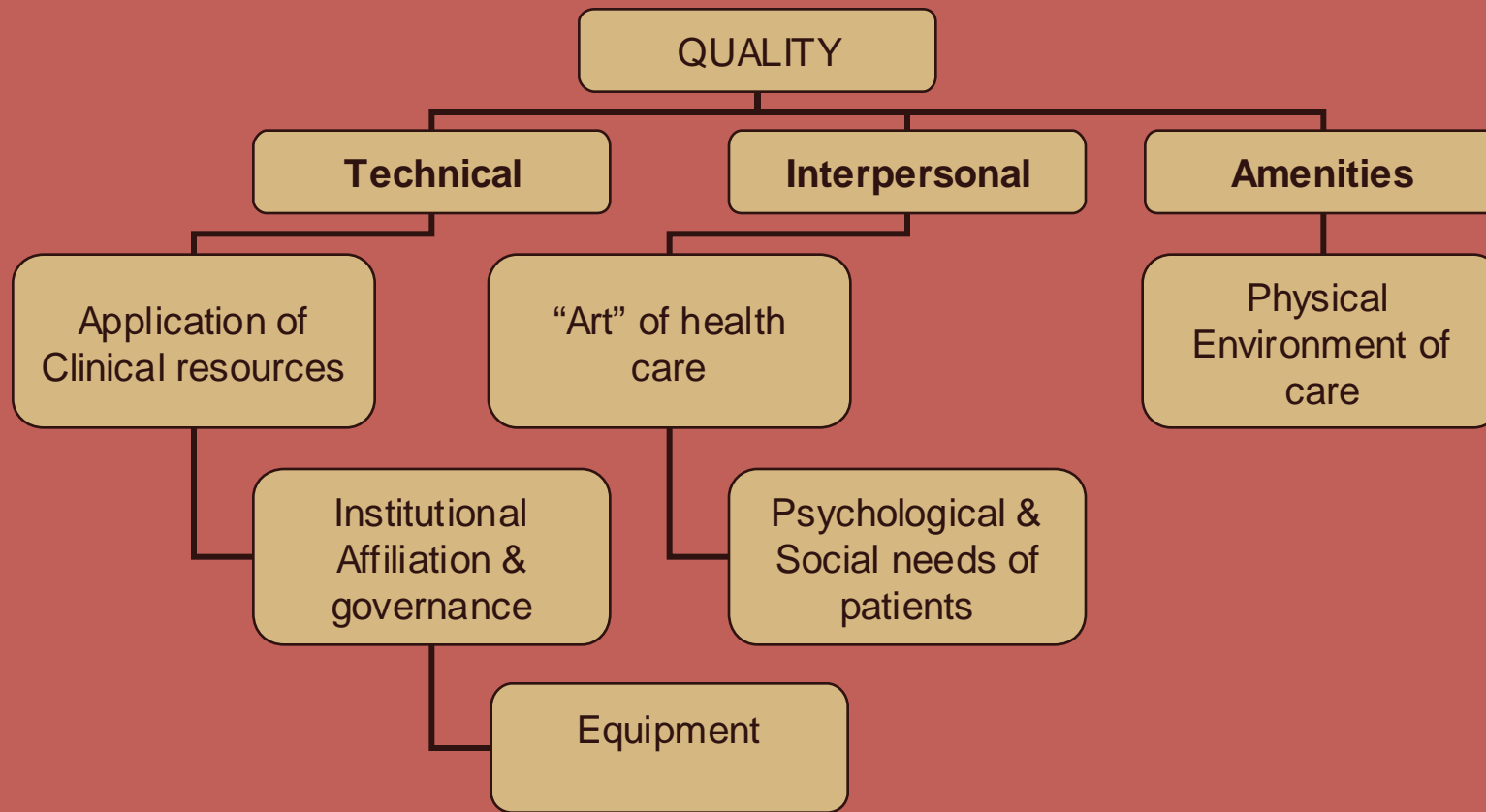
Quality indicators based on the following aspects of care:

- Structure
- Process
- Outcome
  
- Technical
- Interpersonal
- Amenities

# Donabedian Framework



# Stiles and Mick Framework



# Quality matrix

|                | Structure                            | Process                   | Outcome  |
|----------------|--------------------------------------|---------------------------|--|
| Technical      | Provider credentialing               | Treatment planning        | Change in health status                              |
| Inter-personal | Availability of chaplains, advocates | Caregivers' team approach | Patient satisfaction:<br>Communication with provider |
| Amenities      | Conveniences                         | Short waiting periods     | Patient satisfaction:<br>Comfort of experience       |

# Literature search: Quality of care in complementary and alternative medicine

## ■ Search engines used

- National Library of Health, PubMed

## ■ Key words and phrases

- “quality assessment”; “outcomes”; “process indicators”; “adverse events”; “CAM”; “integrative medicine”; “complementary and alternative health”

## ■ Findings

- Structural issues: 42 articles
- Process-related topics: 31 articles
- Outcomes: 170





# Types of Outcomes reported on:

 Adverse events (65%)

 Malpractice (5%)

Patient satisfaction surveys (20%)

Changes in health or functional status  
(10%)

Provider surveys (5%)

# Types of Quality-related Process measures reported on:

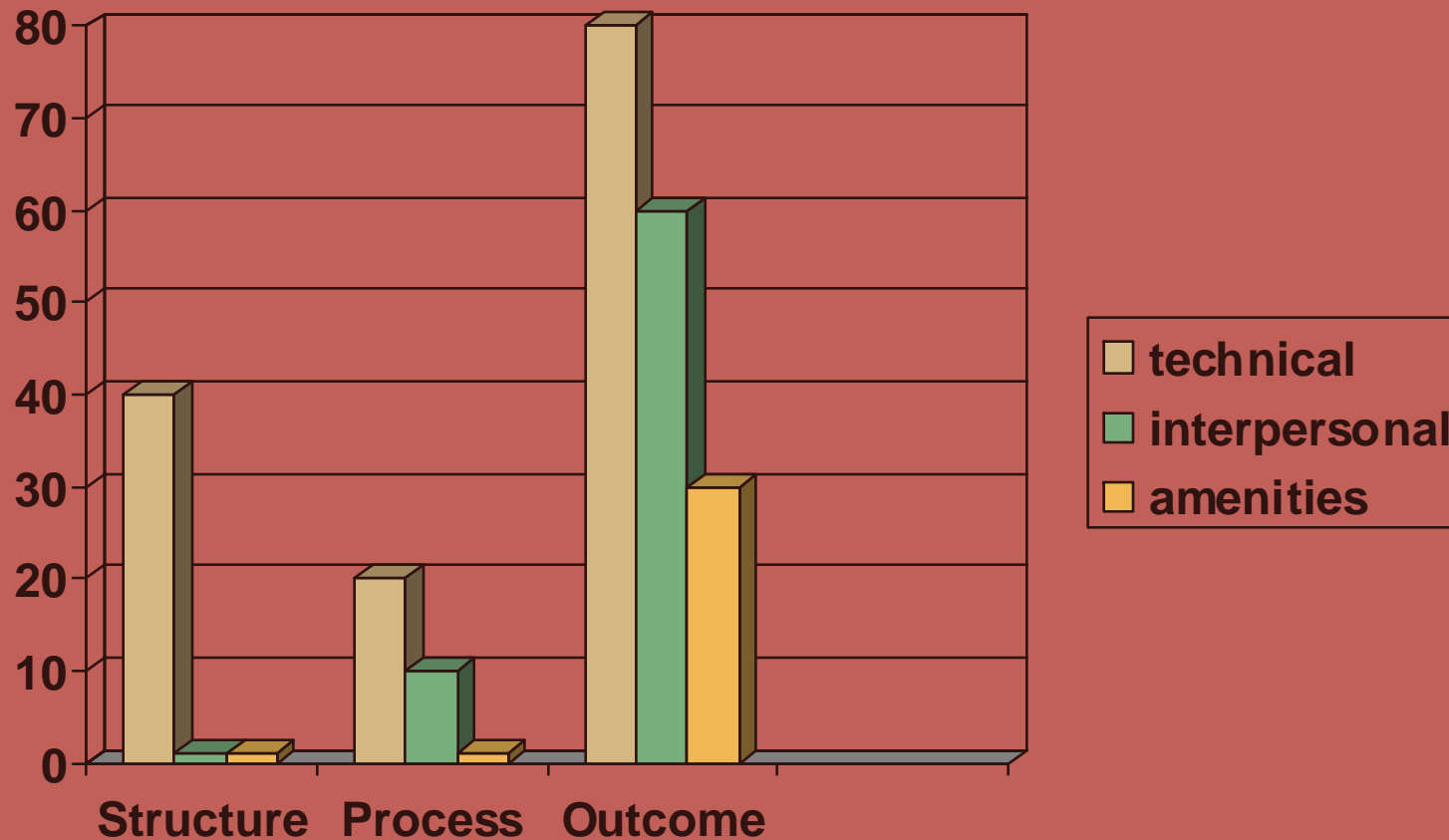
- Quality assessment (50%)
  - Diagnostic accuracy, treatment planning, team approach
- Practice guidelines (40%)
  - Scope of practice for different modalities
- Record-keeping (9%)
- Provider profiling (1%)

# Types of Structure-related measures reported on:

- Qualifications, licensing (80%)
- Architecture and design of facilities (15%)
  - Design of healing environments
- Amenities (5%)
  - Patient satisfaction



# Aspects of CAM Quality Assessment identified in literature



# Review: an exemplary article

■ Quality Profiling for Complementary Medicine: the example of a hospital for Traditional Chinese Medicine

■ Melchart D, Weidenhammer W, Linde K, Saller R.

■ Journal of Alternative and Complementary Medicine. 2003;9(2):193-206



# Description of article

- Hospital for Traditional Chinese Medicine –  
Kotzting, Germany
- 76 beds
- Collaboration of Chinese and German  
physicians
- Diagnoses
  - ICD-9 codes
  - Traditional Chinese Medicine assessments
- Referrals by primary care physicians
- Public health insurance covers treatment
  - Only if treatments/outcomes assessed



# High-lights of article

- Organized and detailed areas of structure, process and outcome
- Inclusive profile of infrastructure
- Quality assurance routinely performed
- Routine quality of life assessment
- Follow-up done < 1 year post-discharge



# Summary

- Literature contains articles relevant to all areas of quality assessment in CAM
- Articles usually “unidimensional”
  - Only one aspect of quality matrix examined
- Emphasis on outcome-related indicators



# Recommendations

- Research on quality in CAM should continue to develop
  - NCCAM 5-year Strategic Plan includes increased health services research, including quality evaluation
- Researchers should consider taking wholistic approach to evaluation
  - Use of quality frameworks



# Thanks and Acknowledgements to Boston University School of Public Health

