



Measure Feedback Loops

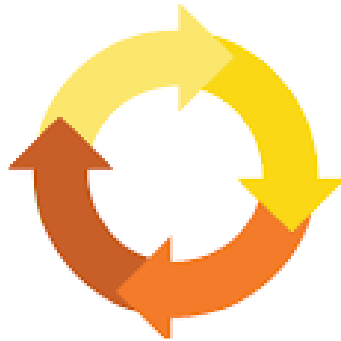
CSAC Informational Update

April 23, 2019

Project Team

- Ashlie Wilbon, MS, MPH, FNP-C, Senior Director
- Kate McQueston, MPH, Senior Project Manager
- Jean-Luc Tilly, Senior Manager, Data Analytics
- Madison Jung, Project Manager
- Navya Kumar, MPH, Project Analyst

Measure Feedback Loop



Objective

- Understand how a measure actually performs when in use
- Identify possible issues or risks that may be associated with measure implementation
- Determine whether measures are having their intended effects on improving quality of care and health outcomes
- Identify unintended consequences in using measures

Measure Feedback Loop

Feedback Loop

- Refers to the process by which feedback from the measure is relayed back to the multistakeholder standing committee members who recommended the measure to be (re-) endorsed or selected for program use.
- Standing committee members have expressed the need for updates on how a measure has performed after endorsement. Especially for measures that are contentious or have a chance of impacting certain stakeholders negatively.

Feedback

- Refers to information about measure performance that could be based on quantitative data or qualitative information

Measure Feedback Loop Committee

- **Rose Baez, RN, MSN, CPHQ, CPPS** (Co-chair)
- **Edison Machado, MD, MBA** (Co-chair)
- Constance Anderson, BSN, MBA
- Robert Centor, MD, MACP
- Elvia Chavarria, MPH
- Dan Culica, MD, PhD
- Melody Danko Holsomback
- Anne Deutsch, RN, PhD
- Tricia Elliott, MBA, CPHQ
- Lee Fleisher, MD
- Mark E. Huang, MD
- Joseph Kunisch, PhD, RN-BC, CPHQ
- Claire Noel-Miller, MPA, PhD
- Ekta Punwani, MHA
- Koryn Rubin, MHA
- Elizabeth (Beth) Rubinstein
- Sue Sheridan, MIM, MBA, DHL
- Jill Shuemaker, RN, CPHIMS
- Heather Smith, PT, MPH
- Deborah Struth, MSN, RN, PhD(c)
- Sara Toomey, MD, MPhil, MPH, MSc

Report Deliverables

Environmental Scan Report

- *A current and comprehensive view of what data/information is currently available and how often updates are made available*

Consensus Development Process (CDP) Use and Usability Report

- *A comprehensive view of current efforts to inform CDP standing committees on how measure feedback is gathered and evaluated within the process*

Options for Piloting the Measure Feedback Loop Paper

- *Design more than one option for measure feedback pilots and recommend a novel approach for providing valuable feedback to the CDP standing committees on measure use*

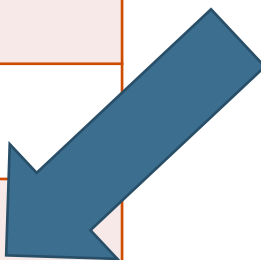
Implementation Plan

- *Develop an implementation plan for the feedback loop pilot. The plan will address potential barriers and solutions and include a monitoring and evaluation plan to track pilot performance*

Overview of Meeting Timeline

NQF will hold nine web meetings (seven 2-hour meetings and two 3-hour meetings), and up to nine conference calls to accomplish this Task Order's objectives.

Meeting	Date
Web Meeting #1: Introduction and Orientation for the Committee [2 hours]	January 22, 2019, 2-4 pm ET
Web Meeting #2: Environmental Scan Report on Measure Performance Data [2 hours]	February 19, 2019, 2-4 pm ET
Web Meeting #3 and #4: Measure Feedback and the NQF CDP Process, Part 1 and 2 [3 hours each]	April 30, 2019, 2-5 pm ET May 7, 2019, 2-5 pm ET
Web Meeting #5: Options for Piloting the Measure Feedback Loop, Part 1 [2 hours]	July 24, 2019, 1-3 pm ET
Web Meeting #6 and #7: Options for Piloting the Measure Feedback Loop, Parts 2 and 3 [2 hours each]	September 3, 2019, 2-4 pm ET September 5, 2019, 2-4 pm ET
Web Meeting #8: Implementation Plan [2 hours]	November 19, 2019, 2-4 pm ET
Web Meeting #9: Project Wrap-Up [2 hours]	January 16, 2020, 1-3 pm ET



Environmental Scan Report

Draft Report for Comment posted from March 11-March 25th

Feedback Derived from NQF Processes

- Public comments received during the Measure Applications Partnership (MAP)
- Public comments received during the CDP
- Usability and Use section of endorsement measure submission form
- NQF feedback tool

Feedback Derived from Centers for Medicare and Medicaid Services (CMS) Processes

- Public comments received during the Rulemaking Process
- Impact assessment of CMS quality and efficiency measures report
- Quality Rating System (QRS) and Qualified Health Plan (QHP) Enrollee Experience Survey (QHP Enrollee Survey) results
- CMS data directories
- JIRA database

Other Sources of Performance Data

- Performance data from quality clinical data registries
- Performance data from measure developers

Environmental Scan Report

Additional themes and gaps identified through the environmental scan:

*Pre- and Post-
Implementation
Measure
Feedback*

*Dashboards and
Visualizations*

*Clinician
Feedback and
Perspectives
Performance
Measures*

*Patients and
Family Caregivers
Feedback and
Perspectives on
Performance
Measures*

CDP Use and Usability Report

- NQF will develop a Use and Usability deliverable that provides HHS and the Measure Feedback Committee a comprehensive view of current efforts to inform CDP standing committees on how measure feedback is gathered and evaluated within the process.
- The document will also identify any data/information gaps that would be helpful to inform the CDP, and include lessons learned from NQF staff, CDP standing committee members, measure developers, and HHS staff.

Additional Information

- Email address: measurefeedback@qualityforum.org
- Project webpage: [https://www.qualityforum.org/Measure Feedback Loop .aspx](https://www.qualityforum.org/Measure_Feedback_Loop.aspx)

CSAC Discussion Questions

- What have been your experiences with the Use and Usability section of the measure submission?
- What current information provided in the Use and Usability section of the measure submission do you find most helpful?
- Is there other information that isn't currently provided that would be helpful?