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
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.

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

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

<table>
<thead>
<tr>
<th>Feedback Derived from NQF Processes</th>
<th>Feedback Derived from Centers for Medicare and Medicaid Services (CMS) Processes</th>
<th>Other Sources of Performance Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Public comments received during the Measure Applications Partnership (MAP)</td>
<td>• Public comments received during the Rulemaking Process</td>
<td>• Performance data from quality clinical data registries</td>
</tr>
<tr>
<td>• Public comments received during the CDP</td>
<td>• Impact assessment of CMS quality and efficiency measures report</td>
<td>• Performance data from measure developers</td>
</tr>
<tr>
<td>• Usability and Use section of endorsement measure submission form</td>
<td>• Quality Rating System (QRS) and Qualified Health Plan (QHP) Enrollee Experience Survey (QHP Enrollee Survey) results</td>
<td></td>
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<tr>
<td>• NQF feedback tool</td>
<td>• CMS data directories</td>
<td></td>
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<td></td>
<td>• JIRA database</td>
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</tbody>
</table>
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
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?