



**NATIONAL
QUALITY FORUM**
Driving measurable health
improvements together

<https://www.qualityforum.org>

A Conversation with the National Quality Forum's 2021 Leadership Consortium

NQF Members-Only Webinar

December 7, 2021

Welcome

National Quality Forum Welcome



Dana Gelb Safran, Sc.D
President & CEO, National Quality Forum

About the Leadership Consortium

The Leadership Consortium:

Provides strategic guidance and helps set the direction for future initiatives	Serves as a voice of our membership	Seeks to influence meaningful and lasting change by identifying their top three priorities for NQF action	Includes approximately 30 NQF member organizations, each with one identified representative to participate in the initiative	Is selected annually each calendar year, and meets quarterly via web meetings	Announces the top priorities via a members-only webinar at the end of the calendar year
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2021 Leadership Consortium Members

- American Association for Physician Leadership
- American College of Physicians
- Agency for Healthcare Research and Quality*
- American College of Lifestyle Medicine
- American College of Medical Quality
- American College of Midwives
- American Heart Association
- Battelle
- BlueCross BlueShield Association
- Cleveland Clinic
- Centers for Medicare & Medicaid Services*
- Coalition to Transform Advanced Care (C-TAC)
- Covered California
- Encompass Health Corporation
- Geisinger
- General Dynamics Information Technology
- Health Resources and Services Administration*
- Humana Inc.
- Intermountain Healthcare
- Mayo Clinic
- National Coalition for Cancer Survivorship
- National Hospice and Palliative Care Organization
- Novartis
- Nursing Alliance for Quality Care
- Optum
- Society to Improve Diagnosis in Medicine
- Teladoc Health, Inc.
- Telligen
- Texas Health and Human Services Commission
- University of Texas-MD Anderson Cancer Center
- URAC
- Vizient, Inc.

*ex officio non-voting

2021 Leadership Consortium Chair



Amy Nguyen Howell, MD, MBA, FAAFP

Chair, Leadership Consortium, and
Senior National Medical Director, Chief of
the Office for Provider Advancement,
Optum

Leadership Consortium 2022 Priorities for Action

Leadership Consortium Prioritization Process

- Leadership Consortium members:
 - ▣ Convened virtually over the year 2021 to review and select priorities for action
 - ▣ Discussed and scored potential priorities by key factors:
 - » Urgency and potential for impact
 - » Improvability/actionability
 - » Alignment opportunities with other efforts
 - » NQF Member Organization engagement potential
 - » Funding potential
 - ▣ Deliberated and voted to identify top three priorities for action

Topics Identified as Topics of Interest



2022 Priorities for Action



Moderated Discussion



Peter Angood

CEO and President, American Association for
Physician Leadership, and Leadership
Consortium Vice-Chair



Padmaja Patel

Board Member, American College of Lifestyle
Medicine, Vice President of the Midland Quality
Alliance



Mary Ellen DeBardebelen

National Director, Quality, Encompass Health
Corporation



Ravi B. Parikh

Member and Senior Clinical Advisor, C-TAC Board of
Directors, Assistant Professor in the Department of
Medical Ethics and Health Policy and Medicine at
the University of Pennsylvania




Moderated by Amy Nguyen Howell

Senior National Medical Director, Chief of the
Office for Provider Advancement, Optum and
NQF Leadership Consortium Chair

Priority for Action: SDOH Data Collection

Problem: Today's delivery of healthcare inadequately addresses SDOH and social needs for patients and communities

- Understanding data on SDOH, such as income, educational level, employment, and housing status, can help entities focus their efforts to improve the health of individuals and their communities



Opportunity for Action: Convene multistakeholder experts to promote the efforts of organizations that are successfully collecting and using SDOH data

Priority for Action: Promoting Clinician and Care Team Well-Being

Problem: Clinician and care team burnout has been a growing problem in recent decades, and the COVID-19 pandemic has intensified the physical and mental exhaustion of healthcare workers



Opportunity for Action: Convene multistakeholder experts to identify measure concepts to assess and improve clinician and care team well-being

Priority for Action: Measurement of Patient-Centered Care

Problem: Today's delivery of healthcare inadequately addresses SDOH and social needs for patients and communities



Opportunity for Action: Convene multistakeholder experts to identify opportunities to assess the success of person-centered care

Audience Q&A

Audience Q&A



Update on 2021 Initiatives

Action Team on Person-Centered Medication Safety

- The Action Team on Person-Centered Medication Safety launched in April 2021 and met through November 2021
- The Action Team included 26 diverse member organizations representing nearly every sector of healthcare, including patient and caregiver advocates
- The Action Team developed an issue brief that identified challenges and actionable strategies that healthcare organizations can use to improve medication safety

Action Team goal: Identify actionable strategies and practices that individuals and organizations can use to promote medication safety across the continuum of care

Action Team on Person-Centered Medication Safety Members

- American College of Medical Quality
- American Geriatrics Society
- American Occupational Therapy Association
- American Society of Health-System Pharmacists
- Children's Hospital Association
- Consumers Advancing Patient Safety
- Compassus
- CVS-Aetna
- Genentech, Inc.
- Greenway Health
- **Health Resources and Services Administration**
- Hospital for Special Surgery
- **Humana**
- **Intermountain Healthcare**
- Jefferson Health
- Memorial Sloan-Kettering Cancer Center
- Molina Healthcare
- Mothers Against Medical Error
- National Committee for Quality Assurance
- National Patient Advocate Foundation
- Partners Behavioral Health Management
- Patient & Family Centered Care Partners, Inc.
- Pharmacy Quality Alliance
- Teladoc Health, Inc.
- Telligent, Inc.
- Vizient, Inc.

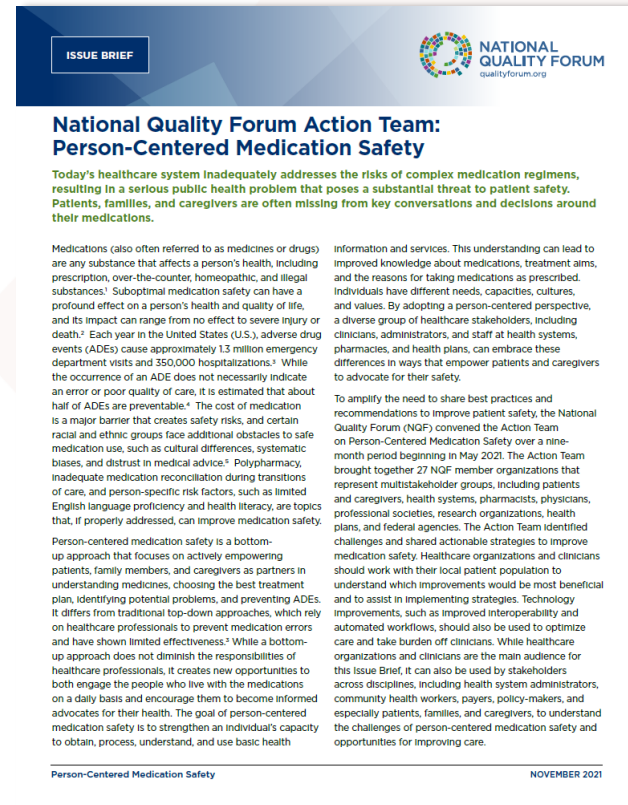
Issue Brief Recommendations

To support the improvements of person-centered medication safety, the Action Team recommends that healthcare organizations, community stakeholders, and patients, families, and caregiver partners together to:

- Build an accurate, beneficial, and comprehensive medication list
- Provide clear, readable, and understandable medication instructions
- Educate and empower patients and caregivers to be partners in their care
- Prioritize and invest in person-centered medication safety

Action Team on Person-Centered Medication Safety Issue Brief is Available Now!

- Download and share the Action Team Person-Centered Medication Safety Issue Brief on the [NQF Website](https://www.qualityforum.org/Action_Team_Person-Centered_Medication_Safety_Issue_Brief)



Action Team on Virtual Healthcare Quality

- The Action Team Virtual Healthcare Quality launched in June 2021 and will meet through January 2022
- The Action Team includes 30 diverse member organizations representing nearly every sector of healthcare, including patient and caregiver advocates
- To learn about the Action Team's Issue Brief, attend the capstone webinar that is scheduled for January 26, 2022 from 2 – 3 pm ET

Action Team goal: Identify actionable strategies and practices that individuals and organizations can use to advance high quality virtual care

NQF gratefully acknowledges support from the following organizations towards the Action Team on Virtual Healthcare Quality: Nursing Alliance for Quality Care, Silver Sponsor; Compassus, General Sponsor

Action Team on Virtual Healthcare Quality Members

- Academy of Nutrition and Dietetics
- American College of Cardiology
- American Geriatrics Society
- **American Heart Association**
- American Occupational Therapy Association
- American Psychiatric Nurses Association
- AmeriHealth Caritas
- **Cleveland Clinic**
- City of Hope
- Consumers Advancing Patient Safety
- CVS-Aetna
- Dialysis Patient Citizens
- **General Dynamics Information Technology**
- Hazel Health
- **Health Resources and Services Administration**
- Hospital for Special Surgery
- **Intermountain Healthcare**
- **Mayo Clinic**
- Merck & Co., Inc.
- **National Coalition for Cancer Survivorship**
- National Committee for Quality Assurance
- **National Hospice and Palliative Care Organization**
- National Rural Health Association
- New Jersey Health Care Quality Institute
- **Nursing Alliance for Quality Care**
- Purposeful Concepts LLC
- **Teladoc Health, Inc.**
- The Joint Commission
- VA Office of Connected Care
- Virginia Mason Medical Center

Organizations listed in green currently serve as members of the Leadership Consortium

Draft Issue Brief Recommendations

To support virtual healthcare quality, the Action Team recommends that stakeholders across disciplines partner together to accomplish the following objectives:

- 1 Measure the quality of virtual care
- 2 Develop a national strategy on virtual healthcare use and reimbursement
- 3 Seamlessly share virtual healthcare information across care teams and organizations
- 4 Expand access to care while reducing clinical burden

Next Steps

Thank you to our NQF
Members for the continued
support



NQF MEMBERSHIP

THANK YOU.

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