



Welcome to Today's Webinar!

- Housekeeping reminders:
 - ▣ The Century Link web platform will allow you to visually follow the presentation
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National Quality Partners™ 2020 Leadership Consortium

NQF Members-Only Webinar

December 9, 2020

Welcome and Opening Remarks



Shantanu Agrawal, MD, MPhil
President and CEO
National Quality Forum



NQP Leadership Consortium

- Serves as an active forum for NQF members to connect, collaborate, and offer insights on quality improvement strategies to achieve national health and healthcare quality goals
- Offers a key opportunity for NQF Members to get engaged and provide thought leadership on the nation's highest priority healthcare issues
- Provides strategic guidance and sets the direction for future priorities and initiatives



2020 NQP Leadership Consortium

- AdventHealth
- Agency for Healthcare Research and Quality*
- American Association for Physician Leadership
- American College of Medical Quality
- American Heart Association
- American Physical Therapy Association
- America's Physician Groups
- Association of American Medical Colleges
- BlueCross BlueShield Association
- Centers for Disease Control and Prevention*
- Centers for Medicare & Medicaid Services*
- Coalition to Transform Advanced Care (C-TAC)
- Council of Medical Specialty Societies
- CVP
- Encompass Health Corporation
- General Dynamics Information Technology
- Health Resources and Services Administration*
- Heron Therapeutics
- Homewatch CareGivers, LLC
- Humana Inc.
- IBM Watson Health
- Intermountain Healthcare
- National Hospice and Palliative Care Organization
- Nursing Alliance for Quality Care
- Optum
- Partners Health Management
- Pharmacy Quality Alliance
- Teladoc Health, Inc
- Telligent
- UPMC Health Plan
- University of Texas-MD Anderson Cancer Center
- URAC
- Veterans Health Administration*
- Vizient, Inc.

**ex-officio, non-voting*

NQP Leadership Consortium Chair and Vice Chair



Robert Dean, DO, MBA
Chair, NQP Leadership
Consortium
Senior Vice President,
Performance Management
Vizient, Inc.



**Amy Nguyen Howell, MD,
MBA, FAAFP**
Vice Chair, NQP Leadership
Consortium
Senior National Medical
Director
Optum

Meeting Objectives

- Discuss Leadership Consortium 2021 Priorities for Action
- Highlight 2020 NQP Leadership Consortium Initiatives
- Review Statement of Interest Process for the 2021 Leadership Consortium

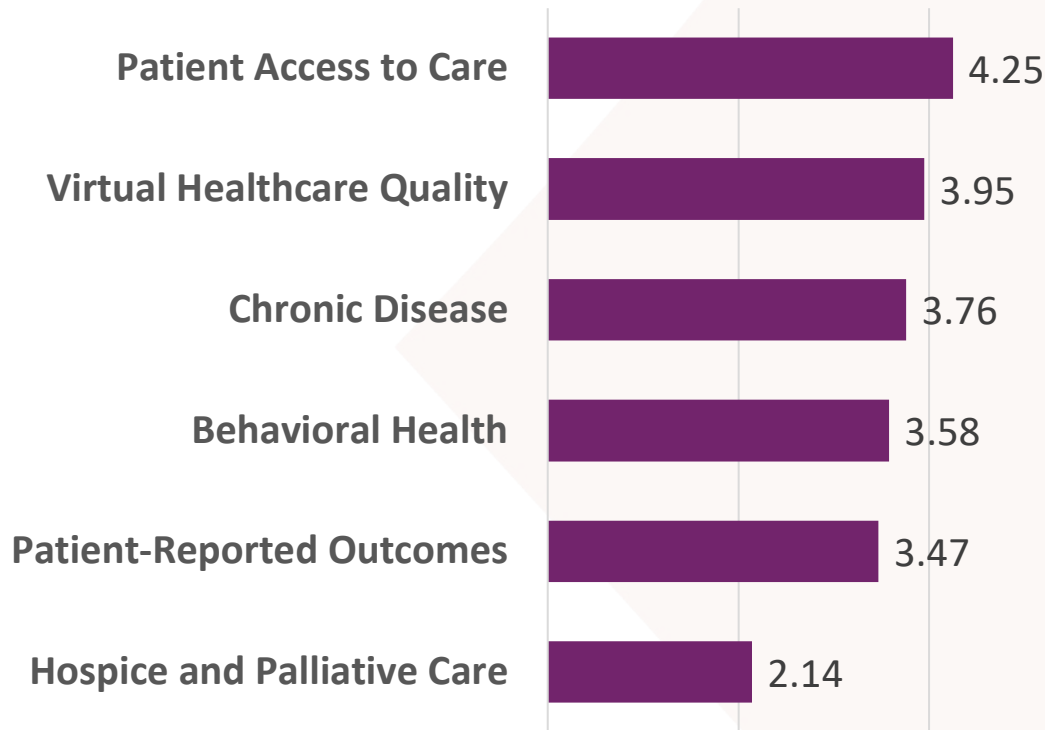
Leadership Consortium 2021 Priorities for Action

NQF Member Organization Survey

- Survey fielded with all NQF Member Organizations from July 21-31, after the Leadership Consortium began talking about topics but before they were prioritized
- Approximately a quarter (25%) of NQF Member Organizations responded
- Respondents were asked to:
 - ▣ Rank the six topics in order of priority
 - ▣ Indicate whether they would be interested in participating in initiatives that may be launched in 2021, and
 - ▣ Indicate which topics they would be most interested in

NQF Member Organization Survey Results

Prioritization Rank Score:



Interested in participating in a potential initiative in 2021?

Yes: 69 (75%)

No: 23 (25%)

If yes, which topics most interested in?

- Patient Access to Care (37)
- PROs (32)
- Virtual Healthcare Quality (31)
- Chronic Disease (31)
- Behavioral Health (27)
- Hospice and Palliative Care (14)

Leadership Consortium Prioritization Process

Leadership Consortium members:

- Met on August 11 and 12 to review potential priorities in detail
- 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
- Deliberation and voting resulted in top three priorities for action



2021 Priorities for Action

1

Virtual healthcare quality

2

Patient access to care

3

Patient-reported outcomes

Moderated Discussion



Robert Dean

Senior Vice President, Performance Management, Vizient, Inc., and 2019 NQP Leadership Consortium Chair



Jennifer Atkins

Vice President, Network Solutions, BlueCross BlueShield Association



Mike Woodruff

Interim Chief Patient Experience Officer, Intermountain Healthcare and Co-Chair of the NQP Patient-Centered Co-Design Action Team



Misty Roberts

Associate Vice President, Clinical Quality Officer, Humana Inc.



Peter Angood

CEO and President, American Association for Physician Leadership, and Co-Chair of the NQP Preventing Healthcare Workplace Violence Action Team



Shawn Griffin

Chief Executive Officer and President, URAC



Priority for Action: Virtual Healthcare Quality

Problem: The massive and rapid expansion of virtual healthcare in recent years has spurred a need to ensure virtual healthcare delivery is high quality.

NQP Opportunity for Action: Develop a resource highlighting exemplars of quality virtual care and outlining opportunities and challenges to measuring virtual healthcare quality.



Priority for Action: Patient Access to Care

Problem: In today's healthcare system, barriers to accessing high quality care exist for far too many individuals.

NQP Opportunity for Action: Convene multistakeholder experts to advance quality measurement and improvement to access high quality healthcare.



Priority for Action: Patient-Reported Outcomes

Problem: Although proven to be an extremely valuable driver in care improvement, patient-reported outcomes are not yet implemented and utilized across all healthcare settings.

NQP Opportunity for Action: Lead initiatives to disseminate education around best practices for implementing PROs in all settings.

Joining an NQP Initiative

- When NQP initiatives launch, NQF member-organizations will be notified via email, social media, and posts on the NQF website and [MemberConnect](#)
- NQF accepts Statements of Interest for participation
- Accepted individuals are notified via email
 - ▣ More information, including frequently asked questions, is available on the NQP website
 - ▣ Contact qualityinnovation@qualityforum.org with any additional questions

Update on 2020 Initiatives



Update on 2020 Initiatives



Mike Woodruff

Interim Chief Patient Experience Officer,
Intermountain Healthcare and Co-Chair of
the NQP Patient-Centered Co-Design
Action Team



Peter Angood

CEO and President, American Association
for Physician Leadership, and Co-Chair of
the NQP Preventing Healthcare Workplace
Violence Action Team

Co-Designing Patient-Centered Health Systems

- The NQP Action Team to Co-Design Patient-Centered Health Systems kicked off in November 2019 and concluded with a Capstone Webinar in July 2020
- Over seven meetings, Action Team members were able to:
 - ▣ Share best practices from their own organizations
 - ▣ Learn from others facing similar “pain points” or challenges
 - ▣ Discuss new and innovative approaches
- The work of the Action Team culminated in an [Issue Brief](#) that covered the barriers and solutions to improve patient-centered co-design



Issue Brief Recommendations

Prioritize and invest in co-design

- Embed co-design into the goals, vision, mission, values, policies, and procedures of the organization

Educate and expand awareness to foster successful and sustainable co-design initiatives

- Involve all levels of health system staff in co-design initiatives

Recruit and include diverse, representative patient voices

- Offer compensation for patients, families, and caregivers

Measure and share organizational impacts of co-design

- Use a combination of process, structure, and outcome measures to understand the impact of co-design

Preventing Healthcare Workplace Violence

- NQF launched the NQP Action to Prevent Healthcare Workplace Violence in October 2019 and concluded with a Capstone Webinar in June 2020
- The Action Team included 27 diverse member organizations with the goal of collaborating and sharing strategies on preventing, reporting, and rooting out healthcare workplace violence across the nation
- Summarized and disseminated in an [Issue Brief](#), the group identified four key strategies that healthcare organizations, community stakeholders, and other leaders in healthcare can take



Issue Brief Recommendations

Standardize Definitions and Data Collection

- Develop a definition, implement simple internal reporting, and create a national reporting repository

Analyze and Share Data

- Share stories; engage patients, families, and caregivers; use data to inform follow-up activities; and invest in research

Invest in Safety

- Support evidence-based research to advance policies, engage quality committees, implement engineering controls

Collaborate and Scale Efforts

- Identify + engage stakeholders, educate communities, communicate + engage internal security departments, and collaborate with communities

Call for Statements of Interest for 2021 Leadership Consortium

Process for Renewing Participation or Joining the Leadership Consortium

- NQF is accepting Statements of Interest for participation on the 2021 Leadership Consortium through December 21
- The Leadership Consortium:
 - ▣ Is seated annually
 - ▣ Meets quarterly
 - ▣ Provides an opportunity for NQF member-organizations to help set priorities for the upcoming year of work
 - ▣ Limits participation to approximately 30 NQF member-organizations
 - ▣ Has no additional participation fees for the 2021 term



2021 Leadership Consortium

- **Submit a Statement of Interest by December 21**
 - ▣ *More information is available on the [project webpage](#)*
 - ▣ *Contact nationalqualitypartners@qualityforum.org with any additional questions*

Next Steps

- Review 2021 Leadership Consortium Priorities for Action Document
- Submit a Statement of Interest for the 2021 Leadership Consortium
- Submit a Statement of Interest for NQF Action Team: Patient-Centered Medication Safety

Please email nationalqualitypartners@qualityforum.org with any questions

THANK YOU.

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