



Ambulatory Care Patient Safety Orientation Web Meeting

November 29, 2017

WELCOME

TO NATIONAL QUALITY FORUM

Over 420 Members Strong

Agenda

- Overview of NQF
- Overview of Project
- Environmental Scan
- Advisory Group Discussion
- SharePoint Overview and Next Steps
- Opportunity for Public Comment

NQF Project Staff

- Andrew Lyzenga, MPP, Senior Director
- Andrew Anderson, MHA, Senior Director
- Christy Skipper, MS, Project Manager
- Vanessa Moy, MPH, Project Analyst

Advisory Group

- **Peter Brawer, PhD**
 - *Vice President, Quality and Safety, Mercy Health*
- **Sonali Desai, MD, MPH**
 - *Medical Director of Ambulatory Patient Safety, Brigham and Women's Hospital*
- **Richard Roberts, MD, JD**
 - *Professor of Family Medicine; Family Physician, University of Wisconsin School of Medicine & Public Health; Belleville Family Medicine*
- **Urmimala Sarkar, MD, MPH**
 - *Associate Professor, University of California, San Francisco (UCSF)*
- **Kevin Sheahan, MD**
 - *Chief of Nemours duPont Pediatrics, Nemours Children's Health System*
- **Saul Weingart, MD**
 - *CMO and SVP Medical Affairs, Tufts Medical Center*

Federal Liaisons (Non-Voting Committee Representatives)

- Centers for Medicare & Medicaid Services
 - *Brendan Loughran, MA*
- Agency for Healthcare Research and Quality
 - *Barbara Bartman, MD, MPH*

Overview of National Quality Forum

National Quality Forum: A Unique Role

Established in 1999, NQF is a nonprofit, nonpartisan, membership-based organization that brings together public- and private-sector stakeholders to reach consensus on healthcare performance measurement. The goal is to make healthcare in the U.S. better, safer, and more affordable.

Mission: To lead national collaboration to improve health and healthcare quality through measurement

- An Essential Forum
- Gold Standard for Quality Measurement
- Leadership in Quality

NQF Mission



Activities in Multiple Measurement Areas

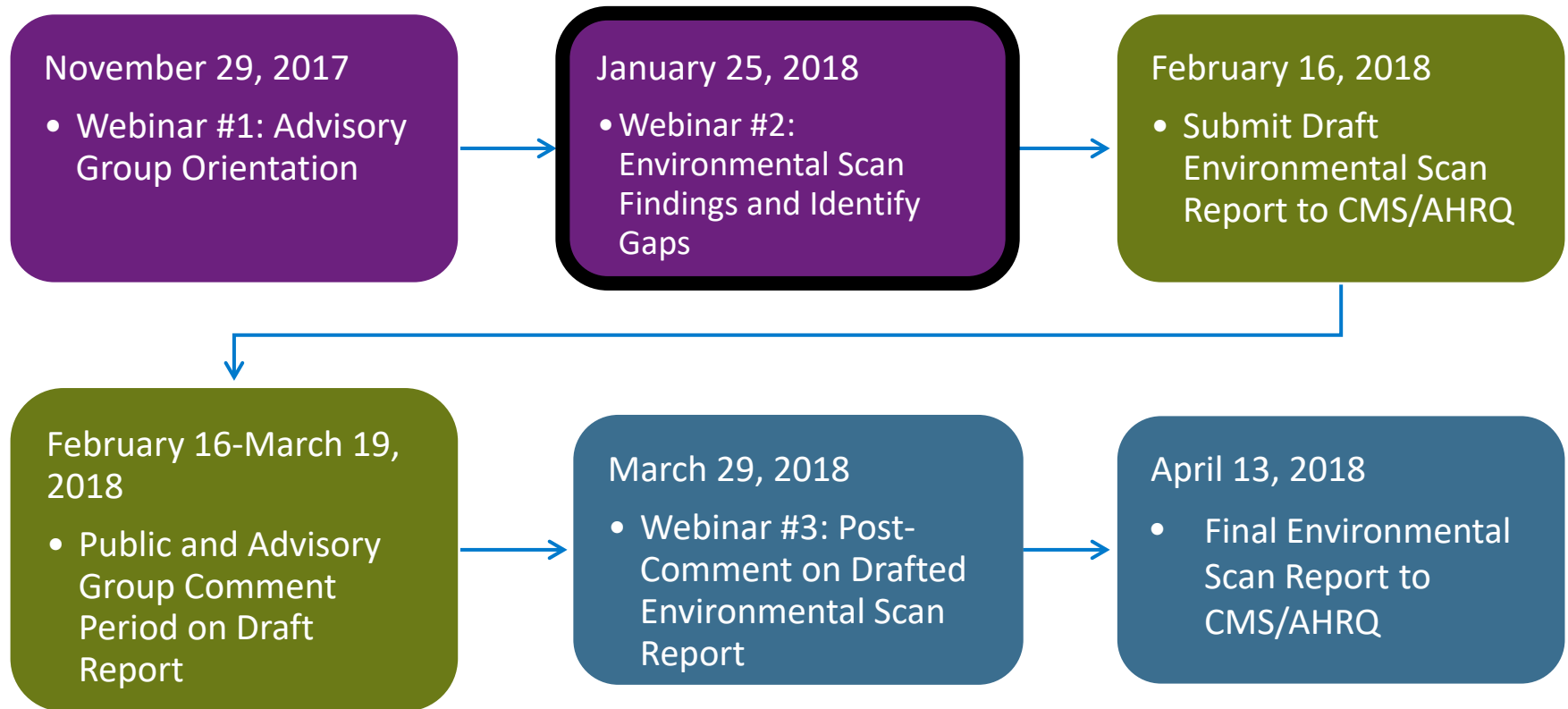
- Performance Measure Endorsement
 - *600+ NQF-endorsed measures across multiple clinical areas*
 - *15 empaneled standing expert committees*
- Measure Applications Partnership (MAP)
 - *Advises HHS on selecting measures for 20+ federal programs, Medicaid, and health exchanges*
- National Quality Partners
 - *Convenes stakeholders around critical health and healthcare topics*
 - *Spurs action on patient safety, early elective deliveries, and other issues*
- Measurement Science
 - *Convenes private and public sector leaders to reach consensus on complex issues in healthcare performance measurement such as attribution, alignment, sociodemographic status (SDS) adjustment*

Overview of Ambulatory Care Patient Safety Project

Project Objectives

- Convene a multistakeholder advisory group to guide and provide input on the direction and findings of the environmental scan;
- Conduct an environmental scan of relevant measures, measures in development, testing, and use, and measure concepts related to ambulatory care patient safety in the non-elderly population; and
- Develop a written report summarizing the findings of the environmental scan and highlights gaps in measurement

Project Timeline



Roles of the Advisory Group & NQF Staff

Advisory Group

- Serve as experts working with NQF staff to achieve the goals of the project
- Review meeting materials and participate in all meetings
- Guide and provide input on:
 - *Environmental Scan (e.g., key words, measure concepts, etc.)*
 - *Identification of measures or measure concepts related to ambulatory care patient safety*
 - *Identification of measurement gaps and high-priority measurement areas*
 - *Draft Environmental Scan Report*
- Provide recommendations for future activities related to ambulatory care patient safety

NQF Project Team Staff

- **Work with the advisory group to achieve project goals:**
 - ▣ *Organize and staff meetings and conference calls*
 - ▣ *Ensure communication among all project participants*
 - ▣ *Facilitate necessary communication and collaboration between different NQF projects and external stakeholders*
 - ▣ *Respond to NQF member and public queries about the project*
 - ▣ *Maintain documentation of project activities*
 - ▣ *Draft and edit reports and project materials*
 - ▣ *Publish final project report*

NQF Members and the Public at Large

- NQF membership and the public will engage in the work by:
 - *Reviewing the draft reports and providing feedback to NQF and the advisory group*
 - *Participating during opportunities for public comment*

Environmental Scan

Environmental Scan Overview

- The environmental scan will identify:
 - *Measures*
 - *Measure concepts*
 - *Gaps in measurement*
 - *Themes and challenges related to measure development*
- Identify peer-reviewed journals, effective interventions, tools, and conceptual frameworks related to food insecurity and housing instability.
- Information sources:
 - *PubMed*
 - » *Medline*
 - *Academic Search Complete*
 - *Grey Literature (i.e., academic or policy literature that is not commercially published)*
 - » *Government publications (e.g., federal or state agency reports, rules and regulations, etc.)*
 - » *Reports or publications from foundations, associations, or non-profit groups*
 - » *Conference papers, abstracts, or proceedings*
 - » *Key informant interviews*

Project Scope

- Ambulatory care includes: care provided in physician offices, nurse practitioner, clinic, and urgent care centers
- Does not include: emergency departments, physical, speech or occupational therapy, home health, hospice, community based care, outpatient surgery, radiology, gastroenterology, chemotherapy or dialysis

Definitions

- **Performance measure** - a fully developed metric that includes detailed specifications and may have undergone scientific testing
- **Measure concept** - an idea for a measure that includes at least a description of the measure, ideally including planned target and population
- **Patient safety measures** - measures related to the prevention and mitigation of healthcare-associated harm caused by errors of omission or commission, or involving the establishment of operational systems and processes that minimize the likelihood of errors and maximize the likelihood of intercepting them when they occur

Research Questions

- What measures and/or measure concepts are currently in use for ACPS?
- What measures are currently in development for ACPS?
- What are the measurement gaps related to ACPS?
- What are emerging topics and themes in ACPS measurement?
- What are priority measures of patient safety in the ambulatory care setting for the nonelderly population?

Search Terms

For the environmental scan of measures, these terms are combined with terms like “measure,” “survey,” “scale,” etc.

- Patient safety
- Ambulatory care
- Ambulatory settings
- Ambulatory facilities
- Outpatient
- Outpatient care
- Outpatient settings
- Outpatient facilities
- Primary Care
- Safety culture
- Medication safety
- Safety outcomes
- Diagnosis
- Care transitions (among and between ambulatory care providers)
- Referrals
- Test result
- Organizational approaches (to patient safety)

Key Informant Interviews

- To supplement the information and data found within the literature review, we will also conduct a series of key informant interviews to obtain information and details on ambulatory care patient safety we could not obtain through the literature.
- We welcome your suggestions for potential interviewees.
- NQF will identify a list of candidates and contact them to arrange an hour interview in winter 2018.

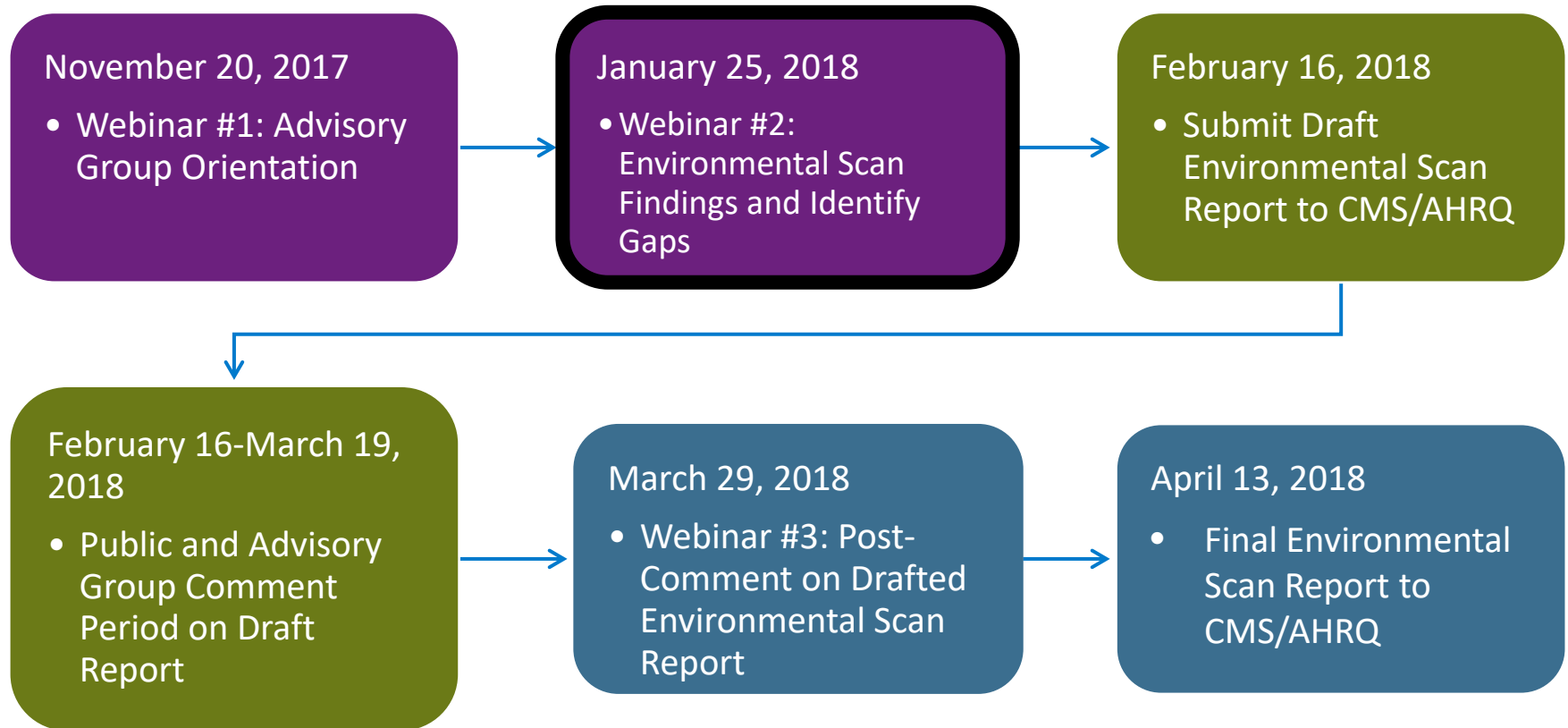
Advisory Group Discussion

Public Comment

SharePoint Overview

Next Steps

Project Timeline



Project Contact Info

- Email: ambulatorycareps@qualityforum.org
- NQF Phone: 202-783-1300
- Project page:
http://www.qualityforum.org/Ambulatory_Care_Patient_Safety_2017-2018.aspx
- SharePoint:
<http://share.qualityforum.org/Projects/Ambulatory%20Care%20Patient%20Safety/SitePages/Home.aspx>

Questions?

Thank you.