



Care Coordination Standing Committee October 2016 Off-Cycle Quarterly Webinar

The National Quality Forum (NQF) convened a public webinar for the Care Coordination Standing Committee on Tuesday October 11, 2016. An archived recording of the webinar is available for playback.

Welcome, Introductions, and Review of Webinar Objectives

Rachel Roiland, Senior Project Manager with NQF, and Dr. Gerri Lamb, Standing Committee co-chair, began by welcoming participants to the webinar. Dr. Lamb provided opening remarks and emphasized the opportunity this webinar presents to have a discussion on how to best prepare for the Committee's upcoming consensus development process (CDP) project and how this project can be leveraged to further develop the Committee's full portfolio of work. Dr. Roiland then reviewed the meeting objectives:

- Discuss how the Committee's portfolio of work can inform upcoming measure review work
 - Review the contents of the Committee's current Portfolio of Work
 - Discuss the portfolio's strengths and identify opportunities for additional portfolio development

Upcoming Measure Review Work

Dr. Roiland provided an overview of the upcoming Care Coordination 2016-2017 Project. This CDP work will involve the review of 6 maintenance measures, as well as any newly submitted measures. A new project team (listed below) will lead this effort.

- Senior Director, Margaret (Peg) Terry
- Senior Project Manager, Katie Streeter
- Project Analyst, Yetunde Ogungbemi

Review of the Care Coordination Portfolio of Work

Dr. Roiland provided an overview of the Care Coordination Standing Committee's portfolio of work. This overview began with a summary of the definition and framework for care coordination endorsed by NQF in 2006. This initial framework identified the following domains as important to care coordination performance measurement: healthcare "home", proactive plan of care and follow-up, communication, information systems, and transitions or handoffs. Dr. Roiland then provided an overview of the 2010 NQF Report, *Preferred Practices and Performance Measures for Measuring and Reporting Care Coordination: A Consensus Report*. This report expanded upon the 2006 framework and described 25 preferred practices developed and endorsed by the Committee. These preferred practices were meant to be applied and generalized across multiple care settings, diverse patient populations, including parents and guardians when appropriate, and a broad spectrum of providers.

Next, Dr. Roiland provided an overview of the 2014 NQF report, *Priority Setting for Healthcare Performance Measurement: Addressing Performance Measure Gaps in Care Coordination*. This report contained a revised definition of care coordination designed to specifically reflect care coordination between primary care and community services. This new iteration of the measurement framework identified eight measure domains belonging to one of three overarching categories – joint creation of a person-centered plan of care, utilization of the health neighborhood to execute the plan of care, and

achievement of outcomes. Dr. Roiland also reviewed the performance measure gaps identified in this report - linkages and synchronization, progression toward goals, comprehensive assessment, and shared accountability – and provided a summary of the Committee’s recommendations for advancing performance measurement in care coordination. These recommendations were to:

- build the evidence base on effective care coordination practices;
- accelerate health workforce culture change in pursuit of partnerships and team-based care;
- implement more rapid standardization of care plan data;
- adjust the nature and intensity of care coordination to respond to individuals’ needs; and
- carefully consider the interplay between measurement and payment incentives.

Dr. Roiland concluded this section of the webinar by providing a high-level overview of the measures previously review by the Standing Committee and summarizing the Committee’s off-cycle work, including a review of lessons learned with respect to care coordination performance measurement and the Committee’s off-cycle recommendations for how to clarify and strengthen the Committee’s role within NQF as the steward of the care coordination portfolio of work.

Committee Discussion

After review of the Standing Committee’s portfolio of work, Dr. Lamb facilitated a discussion among webinar participants using the discussion questions listed below. These questions were shared with the Committee members prior the webinar.

1. How can the Committee prepare for the measure review process?
2. What are the strengths of the portfolio?
3. What opportunities are there for further developing the portfolio during this upcoming project?
 - a. Where are the most significant measurement gaps?
 - b. What are possible strategies to address these gaps during the upcoming project?
4. How can we operationalize the Committee’s off-cycle recommendations?

In response to discussion question related to preparing for upcoming CDP work, the Committee discussed:

- the value of the preparatory calls (e.g., Committee Orientation call; Measure Question & Answer call) NQF staff facilitate prior the Committee’s in-person meeting;
- the importance of setting the context within which measures related to care coordination might be utilized, particularly as they relate to the implementation of the Medicare Access & CHIP Reauthorization Act (MACRA) of 2015;
- the need to solicit new measure submissions given the limited number of new measures submitted to previous CDP projects; and
- the need to ensure the appropriate stakeholders are involved in the review process, including individuals involved with the administration of state Medicaid programs or the development and implementation of accountable care organizations and accountable communities.

In response to the second and third discussion questions, the Committee agreed the portfolio lays a strong conceptual foundation for care coordination performance measurement, but performance measure gaps persist in many key areas. With respect to these gaps, the Committee discussed ways to ensure the measure gaps discussion at the in-person meeting is meaningful and provides greater direction to measure developers, measure implementers, and other key stakeholders. The idea to

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develop thought questions that could guide the Committee's gap discussion and analysis was proposed and supported by the Committee. Four Committee members - Terrance O'Malley, Richard Antonelli, Ellen Schultz, and Dawn Hohl – volunteered to take the lead on drafting initial questions and will circulate those to the group prior to the Committee's Orientation call in January 2017.

For the final discussion question, the Committee discussed the need for a full review of the measure portfolio and encouraged NQF to establish internal processes for keeping the Committee updated on the status of all measures within the portfolio and the submission of new measures related to care coordination. Dr. Roiland informed the group that they would be receiving a more detailed overview of the care coordination portfolio of measures during one of their meetings with the new project team. In response to the request for regular updates, Dr. Roiland stated the NQF is working on developing the internal process for regular updates to Committees regarding measures related to a Committee's topic area.

Opportunity for Public Comment

Dr. Roiland then opened the call up to the public for comment. No public comments were offered.

In closing, Drs. Lamb and Roiland thanked webinar attendees for their participation. Dr. Roiland informed the Committee that she would be following up with the new project staff to ensure there is a smooth transition to the new measure review project.