



NATIONAL  
QUALITY FORUM

# Chief Complaint-Based Quality of Emergency Care

Committee Orientation Web Meeting

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# Welcome and Introductions

# National Quality Forum Project Staff

- Ashlie Wilbon, Senior Director
- Jean-Luc Tilly, Senior Project Manager
- Kirsten Reed, Project Manager
- Ameera Chaudhry, Project Analyst
- Jesse Pines, Consultant

# Standing Committee

- Margaret Samuels-Kalow, MD, MPhil, MSHP (Co-Chair)
- Arjun Venkatesh, MD, MBA, MHS (Co-Chair)
- Nishant “Shaun” Anand, MD, FACEP
- Jennifer Bacani McKenney, MD, FAAFP
- Stephen Cantrill, MD
- Emily Carrier, MD, MSc
- Patrick Dolan, MD
- Richard Griffey, MD, MPH, FACEP
- Helen Haskell, MA
- Steven Horng, MD, MMSc, FACEP
- John Keats, MD, CPE, CPPS, FACOG, FAAPL
- Naghma Khan, MD
- Kevin Klauer, DO, EJD, FACEP
- Joseph Kunisch, PhD, RN-BC Informatics, CPHQ
- Jamie Lehner, MBA, CAPM
- Michelle Lin, MD, MPH, MS
- James McClay, MD, MS, FACEP
- Abhishek Mehrotra, MD, MBA, FACEP
- Gregg Miller, MD, FACEP
- Sofie Morgan, MD, MBA
- David Morrill
- David Newman-Toker, MD, PhD
- David Thompson, MD, FACEP
- Anita Vashi, MD, MPH, MHS
- Andrew Zinkel, MD, MBA

# Agenda

- Introductions
- Overview of NQF
- Overview of Project
- Introduction to Environmental Scan
- Committee Discussion
- SharePoint Overview
- Opportunity for Public Comment
- Next Steps
- Questions

# 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

# Roles of the Committee & Co-Chairs

- Serve as experts working with NQF staff to achieve the goals of the project
- Engage in meeting discussions and provide feedback on project deliverables
- Co-Chairs:
  - ▣ *Group leaders of the Committee*
  - ▣ *Assist in facilitating Committee meetings and bringing the group consensus on decisions and recommendations*
  - ▣ *Keep the Committee on track to meet project goals without hindering critical discussion/input*
  - ▣ *Assist NQF staff in identifying key issues for Committee discussion*

# NQF Project Team Staff

## **Work with the Committee to achieve project goals:**

- Organize staff meetings and conference calls
- Guide the Committee according to NQF process and to meet the project goals
- Ensure communication and collaboration among all project participants and external stakeholders
- Respond to NQF member and public queries about the project
- Maintain documentation of project activities, including drafting and editing reports and preparing project and meeting materials

# 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 Committee through public commenting periods
- Participating in web meetings and in-person meetings during opportunities for public comment

# Chief Complaint-Based Measurement in the ED

# Current Landscape of Chief Complaint-Based Performance Measurement

- Why is this important?
  - ▣ *Implications for insurance payment/reimbursement*
  - ▣ *Need for measures within the specialty that accurately measure quality based on how the plan of care is determined*
  - ▣ *Very few chief complaint-based measures, most ED measures are based on diagnosis of specific conditions*
- Challenges
  - ▣ *Chief complaint information collected from patients is usually recorded in a free-text field of the EMR*
  - ▣ *Lack of consensus on nomenclature and/or approach to standardize chief complaint data collected in the ED*
  - ▣ *Most EMRs lack the capability to standardize chief complaint data that can be aggregated for measurement*

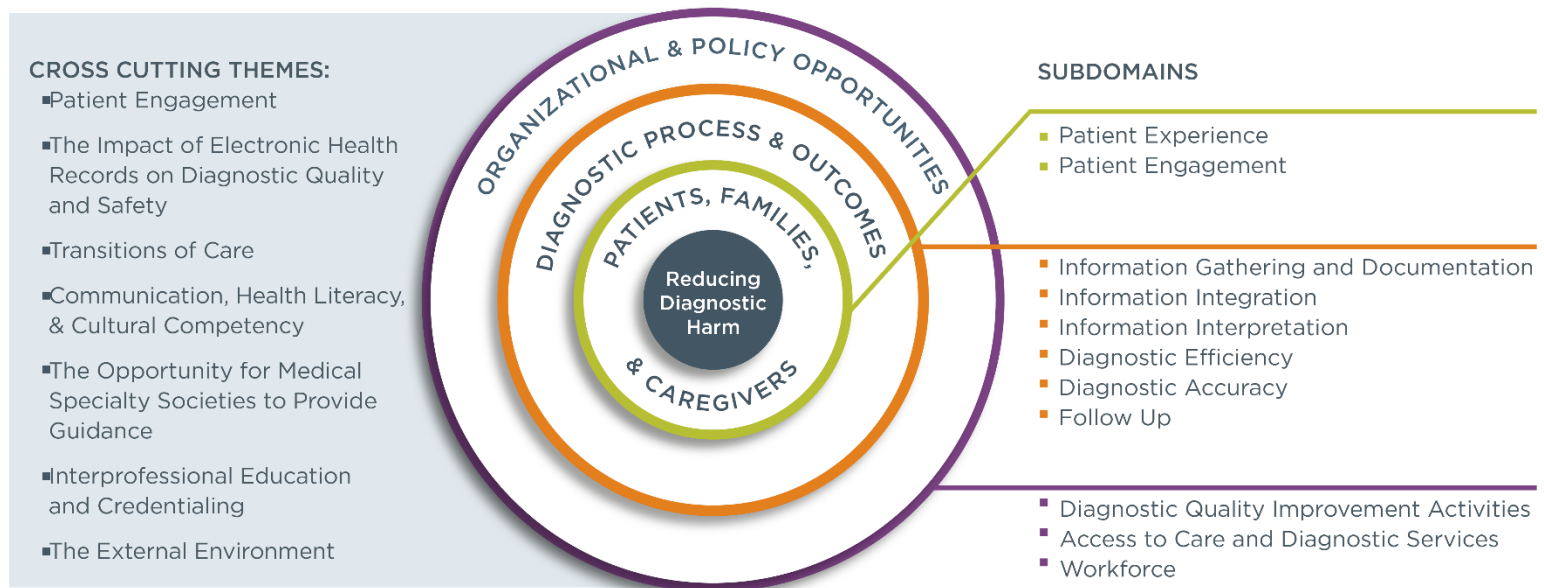
# Prior Related NQF Work:

## ED Transitions of Care Framework

- The framework's domains are organized into four interrelated components that are essential to a quality transition of care:
  - ▣ *Provider information exchange;*
  - ▣ *Patient, family, and caregiver information exchange;*
  - ▣ *Engagement of broader community; and*
  - ▣ *Achievement of outcomes.*
- Each domain includes a definition and a series of subdomains such as:
  - ▣ *Accessibility of services*
  - ▣ *Shared decision making*
  - ▣ *Connection and alignment*
  - ▣ *Care coordination*
  - ▣ *Information sharing/communication*

# Prior Related NQF Work: Diagnostic Accuracy Framework

## Diagnostic Quality and Safety Framework





# Chief Complaint Project Overview and Scope

- Assess the current landscape of quality measures and measure concepts focused on chief complaints
- Evaluate the current approaches for standardizing chief complaint nomenclature
- Assess the strengths and weaknesses of various data sources for developing chief complaint-based eMeasures as well as data that incorporate the patient's perspective
- Develop a framework for chief complaint-based measurement
- Provide recommendations for a path forward based on findings of the environmental scan and literature review

# Approach

- Literature Review
- Environmental scan for measures & classification systems
- Key Informant Interviews
- Convene Expert Steering Committee
- Draft report

# Project Deliverables

- Environmental Scan

- ▣ *Catalogue of chief complaint measures and concepts*
- ▣ *Catalogue of chief complaint classification systems and approaches to standardizing chief complaint data*
- ▣ *Literature findings*

- Report

- ▣ *Assessment and prioritization of measurement gaps*
- ▣ *Framework for approaching measurement of chief complaint-based care in the ED*
- ▣ *Assessment of mechanisms for standardizing the collection of chief complaints for performance measurement*
- ▣ *Recommendations for a path forward*

# Project Timeline

Activity	Date/Time
Web Meeting #2	November 28, 2018, 12-2pm ET
In-Person Meeting	January 28-29, 2019
Web Meeting #3	February 20, 2019, 12-2pm ET
30-Day Comment Period	March 29-April 29, 2019
Web Meeting #4	May 22, 2019, 12-2pm ET
Final Report	June 24, 2019

# Environmental Scan

# Environmental Scan

## Measure Scan

Focus on top 10 chief complaints based on 2015 CDC NHAMC Survey

1. Stomach and abdominal pain, cramps and spasms
2. Chest pain and related symptoms
3. Fever
4. Cough
5. Headache, pain in head
6. Back symptoms
7. Shortness of breath
8. Pain, site not referable to a specific body system
9. Vomiting
10. Symptoms referable to throat

# Environmental Scan

- Measure Scan Sources
  - ▣ *Peer-reviewed literature and grey literature*
  - ▣ *Specific measure inventories*
    - CMS Measures Inventory*
  - ▣ *NQF Measure Databases (CDP, MAP)*
    - » NQF-endorsed measures
    - » AHRQ National Quality Measures Clearinghouse and National Guidelines Clearinghouse
    - » Health Indicators Warehouse
    - » CMS Measures Inventory
    - » HEDIS (NCQA)
- Classification System Scan
  - ▣ *Informatics Journals, other literature*
- Literature Review
  - ▣ *Terms include natural-language processing, pre-processing, prospective analysis, diagnostic accuracy/uncertainty, chief complaint, classification system*

# Environmental Scan

- Summary of results to date
  - ▣ 36 measures, 14 measure concepts
    - » Stomach and abdominal pain, cramps and spasms - 4
    - » Chest pain and related symptoms - 32
    - » Fever - 3
    - » Headache, pain in head - 6
    - » Back symptoms - 3
    - » Shortness of breath - 2
    - » None for cough, pain (unspecified), vomiting, or symptoms related to throat
- 20+ classification systems



# Committee Review of Environmental Scan

- Are there any additional complaints that should be included in the scan?
- Are there other sources we should search for chief complaint-based measures or concepts?
  - ▣ *Organizations or health systems?*
  - ▣ *Regional collaboratives or initiatives?*
- Are there additional chief complaint classification systems or approaches to standardizing chief complaint data that should be included?

# Committee Review of Environmental Scan

- Additional complaints for consideration
  - ▣ *Nausea*
  - ▣ *Problems in pregnancy*
  - ▣ *Injury, other and unspecified type-head, neck and face*
  - ▣ *Other symptoms or problems relating to physiological and mental disorders*
  - ▣ *Skin rash*
  - ▣ *Vertigo, dizziness*
  - ▣ *Accident, unspecified*
  - ▣ *Syncope, fainting*
  - ▣ *Laceration or cut of upper extremity*
  - ▣ *Leg symptoms*
  - ▣ *Symptoms of teeth and gums*
  - ▣ *General weakness*

# Key Informant Interviews

- Up to 9 interviews with various experts to inform Committee deliberations
  - ▣ *Seeking input:*
    - » To help frame the key issues for Committee discussion
    - » On the environmental scan results
    - » From experts with unique perspectives
    - » On the draft report
  - ▣ *Clinicians, informaticists, measurement specialists*
  - ▣ *Experience with chief complaint measurement*
    - » Barriers, facilitators, IT approaches
  - ▣ *One-hour guided interviews*

# Committee Discussion of Key Informant Interviews

- Are there individuals you would recommend we consider for a key informant interview?
- Are there certain types of expertise or perspectives that should be represented in the interviews (that may not be captured on the Committee)?
- What key questions or topics should be addressed in the interviews?

# SharePoint Overview

# SharePoint Overview

- Accessing SharePoint
- Meeting and Call Documents
- Committee Roster
- Calendar of Meetings
- Reference Materials

# SharePoint Overview

## ■ Screenshot of Homepage

Site Actions · Browse Page Ameera Chaudhry

**NATIONAL QUALITY FORUM** [Chief Complaint-Based Quality Emergency Care](#) > Home

I Like It Tags & Notes

NQF Share Intranet Projects HHS CSAC All Sites

Workgroups Archives

**Lists**  
CCBQEC Gantt Chart

**Committee Home**

- \* Committee Calendar
- \* Committee Links
- \* Committee Roster
- \* Staff Contacts

**Staff Home**  
Staff Documents

Recycle Bin  
All Site Content

## Chief Complaint-Based Quality Emergency Care

### General Documents

<input type="checkbox"/> Type	Name	Modified	<input type="checkbox"/> Modified By
There are no items to show in this view of the "Committee Documents" document library. To add a new item, click "New" or "Upload".			
<a href="#">Add document</a>			

### Meeting Documents

<input type="checkbox"/> Type	Name	Modified	<input type="checkbox"/> Modified By
There are no items to show in this view of the "Committee Documents" document library. To add a new item, click "New" or "Upload".			
<a href="#">Add document</a>			

# Public Comment



# Next Steps

- Finish review of background materials
- Send NQF staff any feedback on environmental scan and key informant interviews
- Web-Meeting #2: November 28, 2018, 12:00pm-2:00pm ET

# Questions?

# Project Contact Info

- Email: [ChiefComplaint@qualityforum.org](mailto:ChiefComplaint@qualityforum.org)
- NQF Phone: 202-783-1300
- Project page:  
[http://www.qualityforum.org/Chief Complaint-Based Quality for Emergency Care.aspx](http://www.qualityforum.org/Chief_Complaint-Based_Quality_for_Emergency_Care.aspx)
- SharePoint:  
<http://share.qualityforum.org/Projects/ChiefComplaint-BasedQualityEmergencyCare/SitePages/Home.aspx>

# Thank you.