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# Leveraging Electronic Health Record (EHR) Sourced Measures to Improve Care Communication and Coordination

## *Web Meeting 1*

March 9, 2021

*This project is funded by the Centers for Medicare & Medicaid Services under Task Order  
75FCMC20F00054– Leveraging EHR Sourced Measures to Improve Care Coordination*

# Welcoming Remarks



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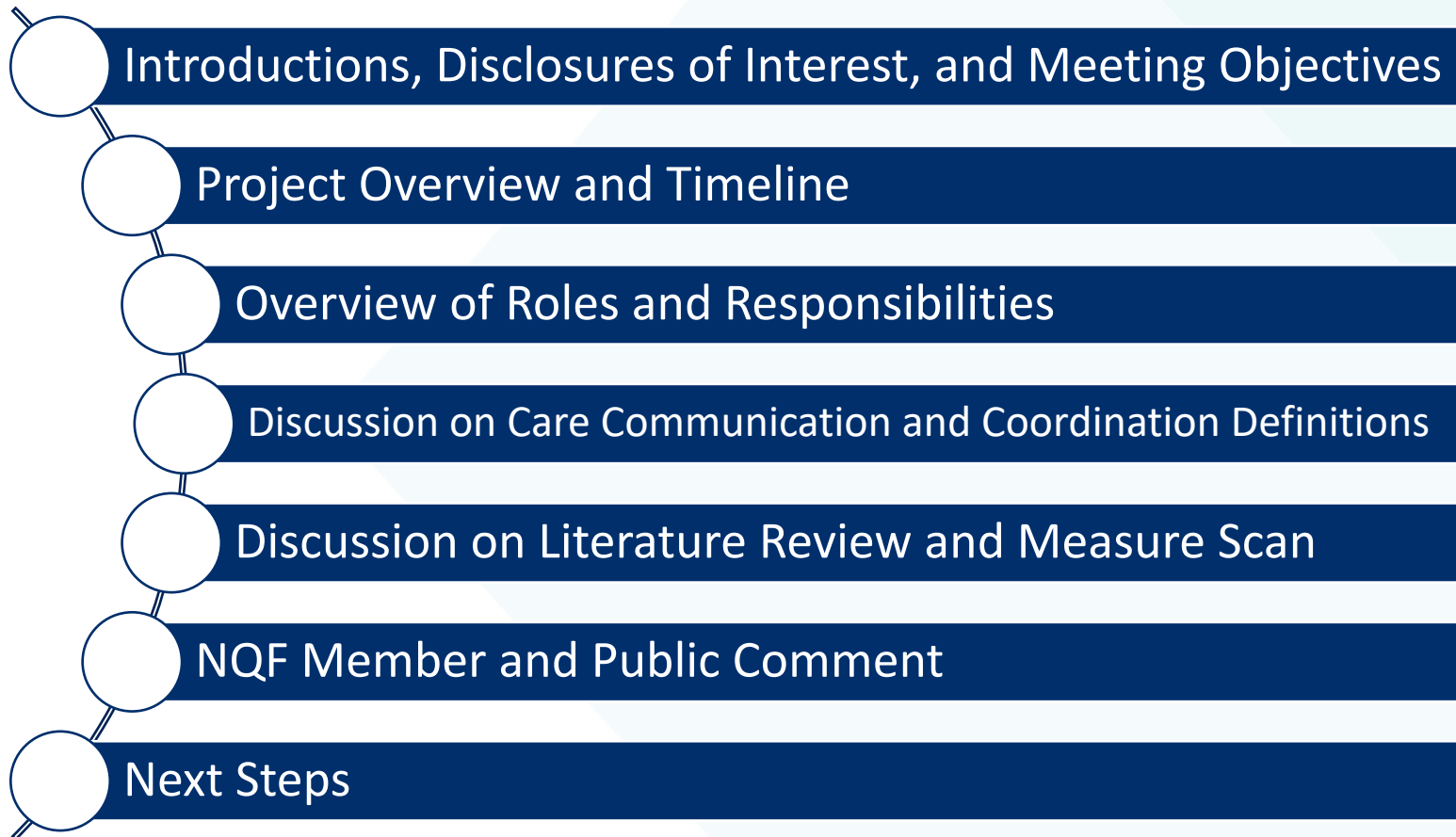
# Welcome



**Sheri Winsper, RN, MSN, MSHA**  
Senior Vice President, Quality Measurement



## Agenda



# Introduction, Disclosures of Interest, and Meeting Objectives



## NQF Staff

- **Chelsea Lynch, MPH, MSN, RN, CIC**, Director, Quality Measurement
- **Terra C. Greene, MSN, RN**, Director Quality Measurement
- **Bejier Edwards, MBA, PMP**, Project Manager, Quality Measurement
- **Erin Buchanan, MPH**, Manager, Quality Measurement
- **Beth Flashner, MHA**, Manger, Quality Measurement
- **Udobi Onyeuku, MSHA**, Analyst, Quality Measurement
- **Jesse Pines, MD, MBA**, NQF Consultant
- **Maha Taylor, MHA, PMP**, Managing Director, Quality Measurement

## Roster

- **Richard Antonelli, MD, MS**  
**(Co-Chair)**
- **Gerri Lamb, PhD, RN, FAAN**  
**(Co-Chair)**
- Kathleen Balestracci, PhD, MSW
- David Buriank
- Brian Buys, RN, MBA
- Sherri Costa, MS, RN, AOCNS
- Cynthia Cullen, MS, MBA, PMP
- Keith Horvath, MD
- David Key
- Joseph Kunisch, PhD, RN-BC, CPHQ
- Russell Leftwich, MD
- Michael Lieberman, MD, MS
- Brent Peery, DMin
- Rebecca Perez, MSN, RN, CCM
- Ann Polich, MD, MPH, MBA
- Walter Rosenberg, MSW, MHSM, LCSW
- Stacie Schilling
- Suellen Shea, MSN
- Colleen Skau, PhD
- Alexis Snyder
- Maurine Stuart
- Jason Wiesner, MD, MBA
- Dorothy Winningham
- Kim Yu, MD, FAAFP
- Andrew Zinkel, MD, MBA





## Federal Liaisons

- **Joel Andress, PhD**, Centers for Medicare & Medicaid Services
- **Tiffany Gillis Brown, JD**, Health Resources and Services Administration
- **Chris Dymek, EdD**, Agency for Healthcare Research and Quality
- **Tara McMullen, PhD, MPH**, Department of Veterans Affairs
- **Carly Medosch, MBA, PMP**, Centers for Medicare & Medicaid Services
- **Thomas Novak**, Office of National Coordinator for Health Information Technology
- **Francine Sandrow, MD, MSSM, FAMIA**, Department of Veterans Affairs
- **Kenneth P. Yale, DDS, JD**, Department of Defense

## Meeting Objectives

- Orient the Committee on the background, objectives, and timeline of the project
- Gather feedback on the Environmental Scan search strategy
- Review Draft 2 of the literature review and measure inventory
- Review existing definitions of care communication and coordination



## Ground Rules



No rank in the  
room



Stay respectful and  
engaged



Participate



Refrain from  
political comments



Share your  
experiences



Learn from others

# Project Overview and Timeline

## The National Quality Forum: A Unique Role

- **History:** Established in 1999, NQF is a nonprofit, nonpartisan, membership-based organization.
- **Consensus-Based Entity (CBE):** NQF 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 be the trusted voice driving measurable health improvements
- **Vision:** Every person experiences high value care and optimal health outcomes

## Project Overview

- Identify best practices to leverage EHR sourced measures to improve care communication and coordination quality measurement in an all-payer, cross-setting, fully electronic manner
- Create an engaging, high-level Environmental Scan Report (Base Year)
- Develop a series of recommendations about how to advance the field of EHR-sourced measures for care communication and coordination (Option Year)

## NQF's Approach

- **Convene a multistakeholder Committee** that represents diverse perspectives—including patients, clinicians, measure developers, and health IT specialists—on care communication and coordination and EHR-sourced measures
- **Identify federal liaisons** from diverse federal agencies who can speak to the agencies' use of EHR-sourced measures and/or care communication and coordination
- **Host 2-hour web meetings** where the Committee discusses pertinent topics and provides guidance
- **Facilitate supplemental means of gathering information**, including expert interviews, surveys, and focus groups, as needed
- **Develop reports and recommendations**

## Web Meeting Timeline – Base Year

- **Web Meeting 1: March 9, 2021 12pm to 2pm ET**
  - ▣ Committee Orientation
  - ▣ Provide feedback and input on the:
    - » Environmental Scan strategy
    - » Literature review and measure inventory
    - » Review existing definitions of care communication and coordination
- **Web Meeting 2: April 12, 2021 2:30pm to 4:30pm ET**
  - ▣ Achieve consensus on definition of care communication and coordination
  - ▣ Provide feedback on updates to the literature review and measure inventory and begin to prioritize findings as related to development of the Environmental Scan report
  - ▣ Review themes and provide feedback from the expert interviews
  - ▣ Provide focused feedback on existing EHR-sourced tools and measures for care communication and coordination



## Web Meeting Timeline – Base Year, Continued

- **Web Meeting 3: May 27, 2021 12pm to 2pm ET**
  - ▣ Review and discuss results of additional updates to the literature review and measure inventory as well as a draft of the Environmental Scan report
  - ▣ Provide focused feedback on existing clinical quality measures (CQMs) that may be useful for development within EHRs
  - ▣ Identify additional sources of information on best practices in electronic clinical quality measures (eCQMs) and care coordination
  - ▣ Review any new themes from the expert interviews and provide feedback
  - ▣ Finalize a consensus definition of care communication and coordination if not finalized in Web Meeting #2
  - ▣ Identify additional sources of information and ideas that are useful to improve the work product
  - ▣ Provide general feedback on how existing information from the scan may be prioritized



## Web Meeting Timeline – Base Year, Continued

- **Web Meeting 4: August 17, 2021 1pm to 3pm ET**
  - ▣ Review and discuss additional updates to the Environmental Scan Report, which integrates public feedback as well as any final feedback from CMS
  - ▣ Review the plan for the option year (if awarded) and any next steps

## Deliverables (Base Year)

- Environmental Scan Report
  - ▣ Engaging, high-level, easy to understand report of no more than 10 pages to include:
    - » Definition of care communication and coordination
    - » Explanation of how care coordination impacts health outcomes
    - » Explanation of social determinates of health and how they can impact care coordination
    - » Description of why measurement of care coordination is important
    - » Explanation of challenges and opportunities with measuring care coordination
  - ▣ More detailed literature review and measure inventory in appendices

## Deliverables (Option Year)

- Recommendation reports (long and short versions) that generate new knowledge and guidance for measure developers on leveraging EHR-sourced measures for care communication and coordination, including:
  - ▣ How EHRs and EHR-sourced measures can better facilitate care communication and coordination
  - ▣ What methodology measure developers, EHR vendors, and other stakeholders can use to assess existing CQMs that are well-suited for development into EHR-sourced care coordination measures
  - ▣ Generate and prioritize a short list of novel measure concepts for EHR-sourced measures for care coordination

# Overview of Roles and Responsibilities

## Roles of the Committee

- Serve as experts working with NQF staff to achieve the project goals
- Review meeting materials in advance and engage in four, 2-hour web meetings during 2021, with the possibility of an additional four to six 2-hour web meetings afterwards
- Steer development of project deliverables by reviewing drafts and providing guidance
- Participate in supplemental information gathering activities as needed, e.g., expert interviews, surveys, and focus groups
- Respond to public comments submitted during the review period
- Provide additional feedback and input as needed



## Providing Input

- **How to provide input during the web meetings?** Provide timely input on major deliverables during facilitated discussion in the Committee meetings, either verbally to the Committee or by messaging the project team (via chat box)
- **How to provide input outside of the meetings?**
  - ▣ Submit requested input via offline survey questions (as applicable)
  - ▣ Provide written comments on draft deliverables during Committee review
  - ▣ Participate in interviews and/or focus groups (as applicable)
  - ▣ Submit additional input on major deliverables through the project inbox

## Roles of the Co-chairs

- Group leaders and facilitators of the Committee
- Assist in facilitating Committee meetings by driving the Committee to consensus on guidance and outlining potential path forward for areas where consensus cannot be reached
- Keep the Committee focused and on track to meet project goals without hindering critical discussion/input
- Assist NQF staff in identifying key issues for Committee discussion





## Roles of the Federal Liaisons

- Serve as a resource to supplement Committee discussions, providing input on important topics such as federal program details, statutory requirements, practical consideration of data needs, ongoing challenges confronting federal programs, etc.
- Provide reviews and evaluations of project deliverables (i.e., factual accuracy of technical descriptions of how quality measures are used in specific federal programs)



## Roles of the NQF Staff

- Serve as a neutral convener of multistakeholder representatives
- Work with the Committee to facilitate consensus development and to achieve project goals
- Organize 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 reports

## Roles of CMS

- Funder of this project under the Task Order 75FCMC20F0004 – Leveraging Electronic Health Record (EHR) Sourced Measures to Improve Care Communication and Coordination
- Provide input and feedback on project deliverables for completeness and accuracy while supporting the independence of the Committee and their recommendations
- Coordinate federal agencies' engagement
- Work with the NQF staff to forecast potential risks and create risk mitigation strategies

# Discussion on Care Communication and Coordination Definitions

## Definitions of Care Coordination

Citation	Definition
AHRQ/Stanford, 2007	Care coordination is the deliberate organization of patient care activities between two or more participants (including the patient) involved in a patient's care to facilitate the appropriate delivery of health care services. Organizing care involves the marshalling of personnel and other resources needed to carry out all required patient care activities, and is often managed by the exchange of information among participants responsible for different aspects of care.
NEJM Catalyst, 2018	Care coordination synchronizes the delivery of a patient's health care from multiple providers and specialists.
Families USA, 2019	At its core, care coordination is just what the name implies: a mechanism through which teams of health care professionals work together to ensure that their patients' health needs are being met and that the right care is being delivered in the right place, at the right time, and by the right person.
World Health Organization, 2018	A proactive approach to bringing together care professionals and providers to meet the needs of service users to ensure that they receive integrated, person-focused care across various settings.

## Proposed Definition of Care Communication and Coordination

Citation	Definition
NQF, 2014	Care Coordination is a multidimensional concept that encompasses the effective communication between patients and their families, caregivers, and healthcare providers; safe care transitions; a longitudinal view of care that considers the past, while monitoring delivery of care in the present and anticipating the needs of the future; and the facilitation of linkages between communities and the healthcare system to address medical, social, educational, and other support needs, in alignment with patient goals



## Discussion Questions

- What elements of care communication and coordination, if any, are missing from the proposed definition?
- What other topics around care communication and coordination should be defined in this report?
- Does this definition lend itself to measuring care communication and coordination?
- Are there any definitions that should be included in this list?

# Discussion on Literature Review and Measure Scan



## Overview of Environmental Scan Strategy

- The Environmental Scan strategy consists of:
  - ▣ **The Literature Review** included searches in structured searches in PubMed and additional searches using Google for grey literature such as government documents, non-profit and commercial reports and other information found online
  - ▣ **The Measure Scan** of existing measures related to care communication and coordination
    - » Initial search was broad and includes measures both directly and indirectly related to care communication and coordination
  - ▣ **Expert Interviews**
    - » Context on details on care coordination measurement efforts
    - » Completed two of up to nine individual interviews
  - ▣ **Committee Deliberations and Input**

## Literature Review Findings

- **Outcomes:** Care coordination can lead to reduced hospital readmissions and healthcare utilization, as well as facilitates medication reconciliation
- **EHR Use:** EHRs can assist with facilitating improved communication across settings
- **Social Determinants of Health (SDOH):** SDOH are not often captured in EHRs despite being a useful part of coordinating care
- **Interoperability:** Limited financial incentives for vendors to develop collaborative platforms
- **Standards:** Lack of industry-wide standardization of data elements (structured or unstructured) and implementation guidelines

## Measure Scan Findings

- 210 measures identified
- Measure Type
  - ▣ Outcome: 71
  - ▣ Patient Report Outcome-Performance Measure: 13
  - ▣ Process: 117
  - ▣ Structure: 7
  - ▣ Composite: 2
- Measure Classification
  - ▣ Clinical Quality Measure: 204
  - ▣ Electronic Clinical Quality Measure (eCQM): 6
- NQF Endorsement Status
  - ▣ Currently Endorsed: 136
  - ▣ Endorsement Removed: 31
  - ▣ Never Endorsed: 43

## Measure Scan Findings, Continued

- Directly Measures a Care Coordination Activity or Outcome: 109
  - ▣ Examples: Care Plans, Medication Review/Reconciliation, Health Information Sharing, Communication Documentation, Referrals
- Indirectly Measures a Care Coordination Activity or Outcome: 101
  - ▣ Examples: Admissions, Readmissions, Unplanned Hospital Visits, Mortality
- Used in Federal Programs: 133
- EHR Data Source Used: 45



## Discussion Questions

- How have you measured care communication and coordination?
- What are some examples of effective ways that EHRs have been used to measure care communication and coordination?
- What EHR tools exist that have a positive impact on care communication and coordination?
- What evidence-based methods or promising practices are being used to measure care communication and coordination?
- What conceptual or measurement gaps exist with respect to care communication and coordination?

# NQF Member and Public Comment

# Next Steps



## Next Steps

- Save the date for future web meetings:
  - ▣ **Web Meeting 2:** Monday, April 12th 2:30p-4:30p ET
  - ▣ **Web Meeting 3:** Thursday, May 27th 12p-2p ET
  - ▣ **Web Meeting 4:** Tuesday, August 17th 1p-3p ET
- Share any recommended resources (e.g., peer-reviewed articles, white papers, potential Expert Interviewees) or measures for the literature review and measure scan by emailing [EHRCareCoordination@qualityforum.org](mailto:EHRCareCoordination@qualityforum.org)
- Contact [EHRCareCoordination@qualityforum.org](mailto:EHRCareCoordination@qualityforum.org) with any questions



# THANK YOU.

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