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

Web Meeting

May 27, 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



Agenda

Introductions and Meeting Objectives

Overview and Discussion of the Draft Environmental Scan Report

Discussion on Clinical Quality Measures (CQMs) and EHR-Based Tools for EHR-Sourced Measure Development

NQF Member and Public Comment

Next Steps

Introductions and Meeting Objectives



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Roster

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Federal Liaisons

- Joel Andress, PhD, Centers for Medicare & Medicaid Services
- Tiffany Gillis Brown, JD, Health Resources and Services Administration
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- Carly Medosch, MBA, PMP, Centers for Medicare & Medicaid Services
- Francine Sandrow, MD, MSSM, FAMIA, Department of Veterans Affairs
- Kenneth P. Yale, DDS, JD, Department of Defense



Meeting Objectives

- Discuss and provide feedback on updates to the Literature Review and the Environmental Scan Report
 - Finalize a consensus definition of care communication and coordination
 - Review themes from the Expert Interviews
 - Provide feedback on how existing information from the Literature Review can be prioritized in the Environmental Scan Report
- Obtain focused feedback on existing clinical quality measures (CQMs) and electronic health record (EHR)-based tools that may be useful for measure re-specification within EHRs



Ground Rules



No rank in the room



Stay respectful and engaged





Refrain from political comments





Learn from others

Overview and Discussion of the Draft Environmental Scan Report



Environmental Scan Report Timeline

- March: Committee reviews Draft 2 of Literature Review and Measure Scan
- May: Committee reviews Draft 2 of the Environmental Scan Report and Draft 3 of Literature Review and Measure Scan
- June to July: NQF incorporates Committee feedback to develop a combined Draft 4 Environmental Scan Report including the visual layout
- July 12 to August 10: Draft 4 of the Environmental Scan Report posted for Public Comment
- August 17: Web Meeting 4 Committee discusses public comments
- September 8: Final Report submitted to CMS
- September 24: Final Report posted on NQF Website



Overview of Draft Environmental Scan Report

- Goal of the Environmental Scan Report is to be a non-technical, educational document to raise awareness about care communication and coordination and how EHRs can help measure and improve it
- The audience for the Report includes:
 - Patients, caregivers, and families
 - Policy makers, regulators, payers, and measure developers
 - Healthcare administrators and clinicians
 - EHR vendors
- Format:
 - The final Report will be about 15 pages, visually appealing, and reader friendly with hyperlinks to additional resources like the Literature Review and Measure Scan



Draft Environmental Scan Report Content

- The Report includes high-level descriptions of:
 - Definitions of care communication, care coordination, EHRs, related EHRbased tools, and examples
 - Overview of how care communication and coordination can lead to improved outcomes
 - Challenges in measuring care communication and coordination
 - Leveraging EHRs to measure care communication and coordination
 - Impact of social determinants of health (SDOH) on care communication and coordination measurement
- Committee feedback will inform the content of the Report and can be provided:
 - By May 28th to inform the draft posted for public comment
 - During Public Comment (July 12 August 10)
 - During Web Meeting 4 (August 17th) to consider public comments received and inform final Report



Consensus Definition of Care Communication and Coordination

Care communication refers to the transfer of information about an individual's care.

Care coordination is the deliberate synchronization of activities and information to improve health outcomes and ensures that patients' and families' needs and preferences for healthcare and community services are met during acute medical issues and over the course of their care. (NQF, 2014)

*Updates to the definitions are in bold.



Care Communication and Coordination Activities

- Improving patient and caregiver engagement
- Implementing a care plan
- Enhancing transitions of care
- Promoting cross disciplinary coordination
- Utilizing closed-loop communication
- Deploying risk assessments and stratification
- Participating in case management
- Encouraging patient navigation and advocacy



Figure 1. Relationship between Care Communication and Care Coordination (Draft)

Care Communication

Care Coordination

Care communication and Coordination Activities include:

- •Improving patient and caregiver engagement
- •Implementing a care plan
- •Enhancing transitions of care
- Promoting cross disciplinary coordination
- •Utilizing Closed-Loop Communication
- •Deploying risk assessments and stratification
- •Participating in case management
- Encouraging patient navigation and advocacy



Figure 2. Relationship between Care Communication and Care Coordination (Draft)

Care Coordination

Care communication and Coordination Activities include:

•Improving patient and caregiver engagement

•Implementing a care plan

•Enhancing transitions of care

• Promoting cross disciplinary coordination

•Utilizing Closed-Loop Communication

• Deploying risk assessments and stratification

• Participating in case management

•Encouraging patient navigation and advocacy

Care Communication



Figure 3. Relationship between Care Communication and Care Coordination (Draft)

Care Communication Care Coordination

Care communication and Coordination Activities include:

Improving patient and caregiver engagement Implementing a care plan Enhancing transitions of care Promoting cross disciplinary coordination Utilizing closed-loop communication Deploying risk assessments and stratification Participating in case management Encouraging patient navigation and advocacy



Expert Interview Themes

- Health information exchanges (HIEs) and interoperability are valuable for treating complex patients, but are not always available
- Coordination with community services is growing, including resources to assist with housing, food insecurity, public safety and Emergency Medical Services (EMS), educational needs, and correctional needs (e.g., release planning)
- Data collected in post-acute care and long-term care varies by setting and patient type
- EHRs are shifting from existing as a record to a collaboration tool that includes secure talk, text, and voice messaging and could potentially replace fax
- Additional interviews are being scheduled with an ONC official, a patient advocate, a Chief Medical Information Officer (CMIO), and Chief Nursing Information Officer (CNIO)



Discussion Questions

- In general, does the Report convey the importance of our topic?
 - Will the Report resonate with the intended audience? If not, what needs to be revised, added, or removed to best engage and educate this audience?
 - Are any major concepts missing or not explained well in the Report?
 - Do any additional terms need to be defined?
 - Are there extraneous topics that should be removed or replaced?
- Does the definition of care communication and coordination resonate with you? Which visualization of the definition represents the relationship appropriately?
- Should we incorporate any additional examples (stories) into the Report to illustrate how EHRs could be used to measure and improve care communication and coordination?
- Did the themes from the Expert Interviews related to care communication and coordination and EHR-sourced measures resonate with you?

Discussion on CQMs and EHR-Based Tools for EHR-Sourced Measure Development



Definitions

- Clinical Quality Measure (CQM): Tools that help measure and monitor the quality of healthcare and the contribution of those healthcare services towards improved health outcomes.¹
- Electronic Clinical Quality Measure (eCQM): Tools that use data electronically extracted from EHRs and/or health information technology systems to measure the quality of healthcare provided. The Centers for Medicare & Medicaid Services (CMS) use eCQMs in a variety of quality reporting and value-based purchasing programs.²



Definitions

- EHR-Sourced Measure: Quality measures that rely on data that originally comes from an electronic health record. Note EHR sourced measures may be evaluated outside of the original EHR system where the data was collected. EHR-sourced measures may be evaluated in the EHR system, registry, data warehouse, or other separate system.³
- EHR-Based Tool: Specialized modules within EHRs designed to facilitate patient care, communication, clinical decision making, workflow, or ordering of tests, etc.



Existing CQMs and eCQMs

NQF #0326 Advance Care Plan

Percentage of patients aged 65 years and older who have an advance care plan or surrogate decision maker documented in the medical record or documentation in the medical record that an advance care plan was discussed but the patient did not wish or was not able to name a surrogate decision maker or provide an advance care plan.

Questions:

- How can this claims-based measure be re-specified to use EHR data?
- What EHR care plan tools exist that could be used for measurement?
- How could care plans already housed in EHRs be leveraged for this measure?



Existing CQMs and eCQMs

NQF #3188 30-Day Unplanned Readmission for Cancer Patients

Rate at which all adult cancer patients covered as Fee-for-Service Medicare beneficiaries have an unplanned readmission within 30 days of discharge from an acute care hospital.

Questions:

How could this measure be re-specified to use EHR data while still considering that readmissions can be influenced by many factors?



EHR-Based Tools and eCQMs

- How can EHR-based care communication and coordination tools be used for development of eCQMs?
 - Tool examples:
 - » Decision support
 - » Patient portals
 - » Integration with secondary/community level data sources (e.g., food deserts, census data) to assess risk/need for interventions



EHR Care Coordination Tools and Measures Discussion

- How can EHRs be used to improve eCQMs?
- Are there care coordination measures that could be respecified as eCQMs?
- How can these tools be automated through EHRs and be used for measurement?
- What additional 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 data are needed to support development and testing of EHR-sourced measures for care coordination and communication?
- What are the barriers that have prevented development of EHR-sourced measures for care 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 4: Tuesday, August 17th 1p-3p ET
- Please review and send feedback on the Draft Environmental Scan and Draft Literature Review on or before May 28, 2021.
- Share any recommended resources (e.g., peer-reviewed articles, white papers, potential Expert Interviewees), measures, or EHR tools for the literature review and measure scan by emailing <u>EHRCareCoordination@qualityforum.org</u>
- An updated version of the draft Environmental Scan will be posted for Public Comment July 12 though August 10.
- Contact <u>EHRCareCoordination@qualityforum.org</u> with any questions

THANK YOU.

NATIONAL QUALITY FORUM http://www.qualityforum.org



References

- National Quality Forum. NQF Health Information Technology Glossary: A Guide to HIT Jargon. <u>https://www.qualityforum.org/Measuring_Performance/HIT_Glossary.aspx</u> . Last accessed March 2021.
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- 3. Office of the National Coordinator. *eCQMs.* <u>https://ecqi.healthit.gov/ecqms</u>. Last accessed March 2021.