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Leveraging Electronic Health Record (EHR) - Sourced Measures to Improve Care Communication and Coordination Option Year

Web Meeting 6

August 9, 2022

This project is funded by the Centers for Medicare & Medicaid Services (CMS) under contract HHSM-500-2017-00060I-75FCMC20F0004–Leveraging EHR Sourced Measures to Improve Care Communication and Coordination

Welcoming Remarks

Richard Antonelli, EHR Care Coordination Committee Co-chair

Gerri Lamb, EHR Care Coordination Committee Co-chair

Agenda

- Welcoming Remarks, Meeting Objectives, and Attendance
- Overview of Final Recommendations Reports
- Discussion of Public Comments, Committee Feedback, and Potential Modifications
- Discussion of Future Steps
- Opportunity for NQF Member and Public Comment
- Next Steps

Review of Meeting Objectives and Attendance

Chelsea Lynch, Director, NQF

Debbie Olawuyi, Analyst, NQF

Project Timeline



*WM = Web Meeting

Meeting Objectives

- Review and discuss public comments, Committee feedback, and related modifications to the:
 - ▣ Final Recommendations Report
 - ▣ Shortened Final Recommendations Report
- Review future steps and conclude the project

Roster

- **Richard Antonelli, MD, MS (Co-Chair)**
- **Gerri Lamb, PhD, RN, FAAN (Co-Chair)**
- Kathleen Balestracci, PhD, MSW
- David Burianek
- Brian Buys, RN, MBA
- Sherri Costa, MS, RN, AOCNS
- Cynthia Cullen, MS, MBA, PMP
- Keith Horvath, MD
- 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, MPH
- Suellen Shea, MSN, RN, LSSGB, CPHQ, CPPS
- 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
- **Kyle Cobb, MS**, Office of the National Coordinator for Health Information Technology
- **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
- **Francine Sandrow, MD, MSSM, FAMIA**, Department of Veterans Affairs
- **Kenneth P. Yale, DDS, JD**, Department of Defense

NQF Project Staff

- **Chelsea Lynch**, MPH, MSN, RN, CIC, Director, Emerging Initiatives
- **Udara Perera**, DrPHc, MPH, Senior Manager, Emerging Initiatives
- **Monika Harvey**, MBA, PMP, Project Manager, Program Operations
- **Debbie Olawuyi**, MPH, Analyst, Emerging Initiatives
- **Jesse Pines**, MD, MBA, NQF Consultant
- **Alejandra Herr**, MPH, Senior Managing Director, Emerging Initiatives

Additional Support:

- **Chuck Amos**, MBA, Senior Director, Emerging Initiatives
- **Carol Sieck**, PhD, RN, Director, Emerging Initiatives
- **Maura Walsh**, Manager, Program Operations

CMS Staff

- **Kimberly Rawlings**, TO COR, CCSQ, CMS
- **Gequincia Polk**, IDIQ COR, Interim TO COR, CCSQ, CMS

Ground Rules

No rank in the room

Participate

Share your experiences

Be respectful

Refrain from political
comments

Learn from others

Overview of Final Recommendations Reports

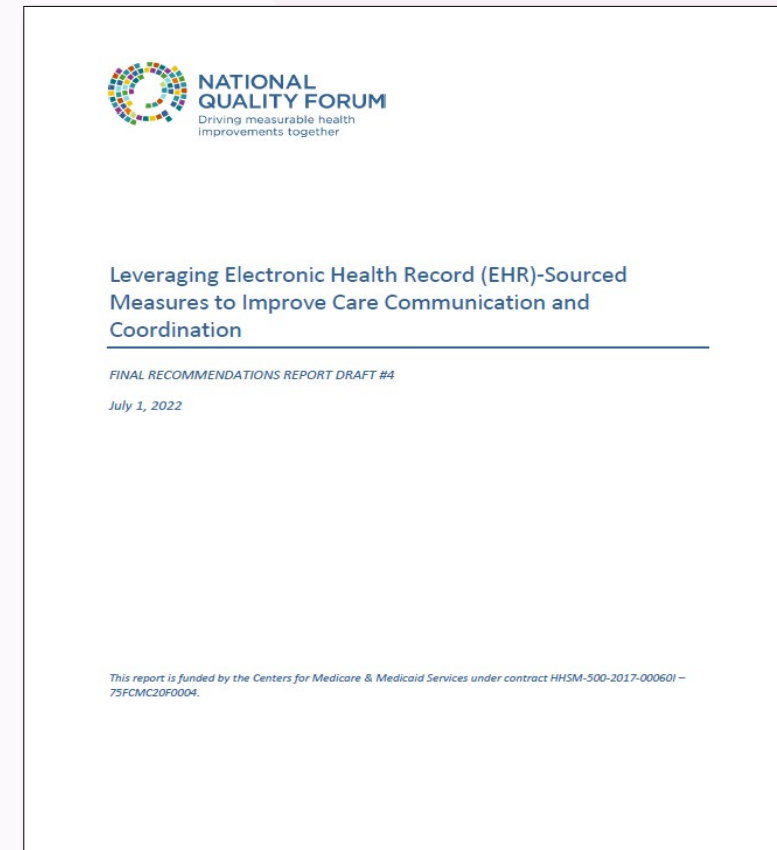
Chelsea Lynch

Final Recommendations Reports Timeline

- **August 9:** Web Meeting 6 – Committee discusses public comments and potential modifications to the reports
- **September 14:** Final Recommendations Reports will be submitted to CMS
- **September 19:** Final Reports will be posted on NQF Website

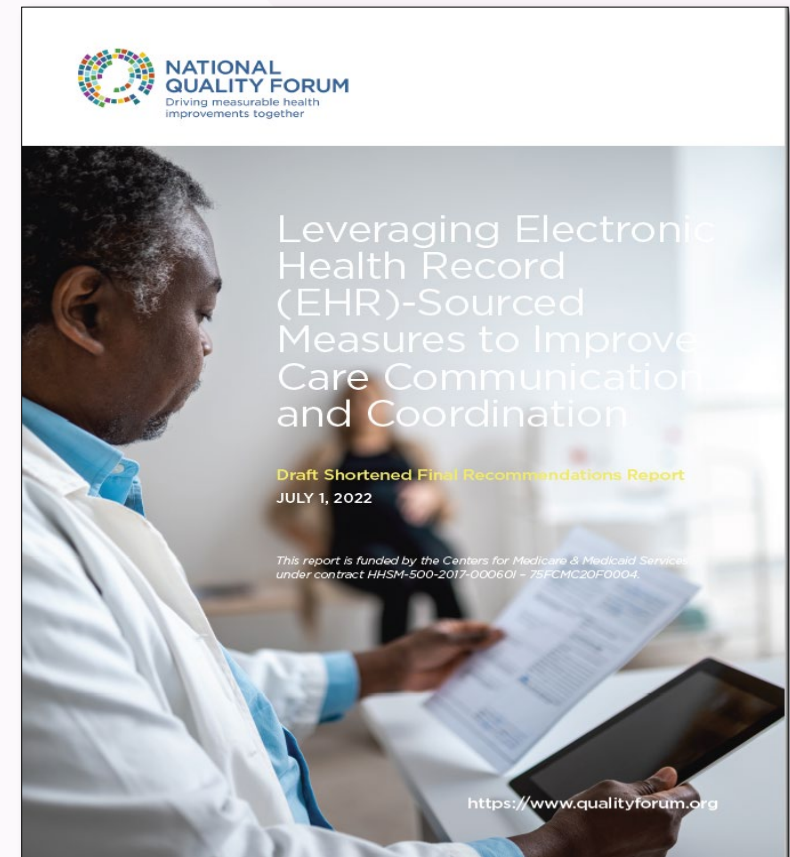
Overview of Final Recommendations Report

- **Intent:** To support the evolution of EHR-based care communication and care coordination and performance measurement to drive quality improvement and equitable health outcomes
- **Audience:** Measure developers, EHR vendors, healthcare providers, and other quality measurement stakeholders
- **Format:** Technical, detailed report



Overview of Shortened Final Recommendations Report

- **Intent:** Educate a broad audience of individuals who may or may not have healthcare expertise about the importance of the topic area and the recommendations
- **Audience:** Changemakers, policy and legislative professionals, healthcare executives, nontechnical healthcare professionals
- **Format:** Less technical, visually appealing, with an engaging tone



Discussion of Public Comments, Committee Feedback, and Potential Modifications

Chelsea Lynch

Public Comment

- The Final Recommendations Report and Shortened Final Recommendations Report were posted for a 21-day review and public commenting period on July 1.
- Prompts:
 - ▣ The Shortened Final Recommendations Report is intended to convey the Committee's recommendations to an audience of change-makers, policy and legislative professionals, and healthcare executives. Please provide any general feedback on this report.
 - ▣ The Final Recommendations Report is intended to convey the Committee's recommendations to measure developers, EHR vendors, and other technical stakeholders. Please provide any general feedback on this report.
 - ▣ Please provide any comments or general feedback on the recommendations related to effectively facilitating care communication and care coordination with EHRs.
 - ▣ Please provide any general feedback on the recommendations related to leveraging EHR-sourced measures to improve care communication and care coordination.
 - ▣ Please provide any comments or general feedback on the additional considerations for advancing EHR-sourced measurement.

Overview of Public Comments Received

- 15 public comments were submitted from five individuals from two identified organizations:
 - ▣ America's Health Insurance Plans
 - ▣ Boston Children's Hospital
 - ▣ Three commenters did not identify an organization

Themes from Public Comments

- Important role of patient portals in patient communication
- Lack of data sharing requirements with health insurance providers
- Importance of incentives to advance the recommendations
- Additional emphasis on data capture:
 - From non-EHR digital devices
 - For standardized patient reports outcomes and functional status measures
- Consider related topics for future steps including the following:
 - [Adapting Clinical Guidelines for the Digital Age](#) initiative from the Centers for Disease Control and Prevention (CDC)
 - [Trusted Exchange Framework and Common Agreement](#) (TEFCA) initiative from the Office of the National Coordinator for Health Information Technology (ONC) to improve nationwide interoperability

Discussion Question 1 for Public Comments

What considerations, if any, does the Committee want to include regarding the lack of data sharing requirements for health insurance providers in interoperability incentives?

Discussion Question 2 for Public Comments

What considerations, if any, does the Committee want to include regarding incentives to advance the recommendations?

Discussion Question 3 for Public Comments

What considerations, if any, does the Committee want to include regarding the initiatives?

- Adapting Clinical Guidelines for the Digital Age initiative from the CDC
 - An integrated process to develop and implement narrative and computable guidance using Fast Healthcare Interoperability Resources (FHIR) to improve how clinical guidance is used in practice and can be disseminated through Clinical Decision Support systems
- Trusted Exchange Framework and Common Agreement initiative from ONC
 - Establishes a universal floor for interoperability nationwide by creating the infrastructure model and governing approach for users in different networks to share basic clinical information

Discussion Question 4 for Public Comments

What additional public comments should the Committee discuss? Should any additional detail be included in the draft proposed responses?

Overview and Themes from Committee Feedback

- 6 Committee members provided feedback on these versions of the draft Final Recommendations Reports
- Themes:
 - ▣ Highlight the opportunity and urgency for improving care communication and care coordination
 - ▣ Present the recommendations in both reports consistently
 - ▣ Clarify the differences between the second and third recommendations in the Shortened Final Recommendations Report as they seem redundant
 - ▣ Strengthen the language on the importance of patient trust as a barrier
 - ▣ Strengthen the language about shared-decision making in the Shortened Final Recommendations Report

Discussion Questions

1. What are your overall reactions to the reports?
2. What general feedback do you have for the reports?

Simplified Definitions

NQF used simplified definitions for care communication and care coordination in the Shortened Final Recommendations Report:

- Care coordination denotes organizing patient care activities and information to meet patient and family needs and preferences for healthcare and related services.
- Care communication is the transfer of information for care, a critical component of care coordination.

Discussion Question

1. Do these simplified definitions adequately represent care communication and care coordination for the intended audience?

Categorization of Recommendations

NQF highlighted three categories of Committee recommendations in the Shortened Final Recommendations Report:

- Recommendation 1: Optimize EHR functionalities for care communication and care coordination
- Recommendation 2: Advance EHR data elements related to care communication and care coordination
- Recommendation 3: Leverage EHR data to fill care communication and care coordination measurement gaps

Discussion Questions:

1. Should the recommendation categories be presented consistently in both reports?
2. Do the titles of these categories effectively portray the intent of the recommendations?
3. How do we better differentiate Recommendation 2 and Recommendation 3?

Potential Updated Recommendation Categories

Original Recommendation Category	Potential Updated Recommendation Category
Optimize EHR functionalities for care communication and care coordination	Optimize EHR functionalities necessary to improve care coordination and care communication
Advance EHR data elements related to care communication and care coordination	Expand the set of EHR data elements available to measure core care coordination and care communication processes and outcomes
Leverage EHR data to fill care communication and care coordination measurement gaps	Leverage the potential of EHR-sourced data to fill high priority care communication and care coordination measurement gaps by developing new EHR-sourced measures and improving current measures

Identified Priority Areas

The Shortened Final Recommendations Report highlights these as top priorities areas for advancing the use of EHR data for quality measurement:

- Develop an EHR-sources measure that identifies specific patient-oriented goals and whether they are being achieved.
- Develop an EHR-based social determinants of health measure.
- Improve the specificity of existing measures related to downstream care after an index visit.

Discussion Questions

1. Are these the correct priorities to highlight in the report?
2. Will these priorities have the biggest impact in advancing the use of EHR data for measuring and improving care communication and care coordination?

Discussion Questions for the Recommendations

1. What additional recommendations should be added or highlighted in the Shortened Final Recommendations Report?
2. What additional EHR functionalities should be considered recommending to improve care communication and care coordination?
3. What additional EHR data elements, particularly related to identifying disparities, should be recommended?

Discussion of Future Steps

Richard Antonelli

Gerri Lamb

Discussion Questions

- How can the Committee engage in meaningful dissemination of the Final Recommendations Reports?
- What would be valuable follow-up work after the posting of the Final Recommendations Reports?

NQF Member and Public Comment

Debbie Olawuyi

Overview of Next Steps

Debbie Olawuyi

Next Steps

- Thank you for your contributions and dedication on the Committee during the Base Year and Option Year!
- Please review your credentials and notify the project team of any updates by **Friday, August 12**
- Both Final Recommendations Reports will be posted to the project webpage September 19
- Contact the project team with any questions
- Project inbox: EHRCareCoordination@qualityforum.org

THANK YOU.

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