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

Web Meeting 4

August 17, 2021

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

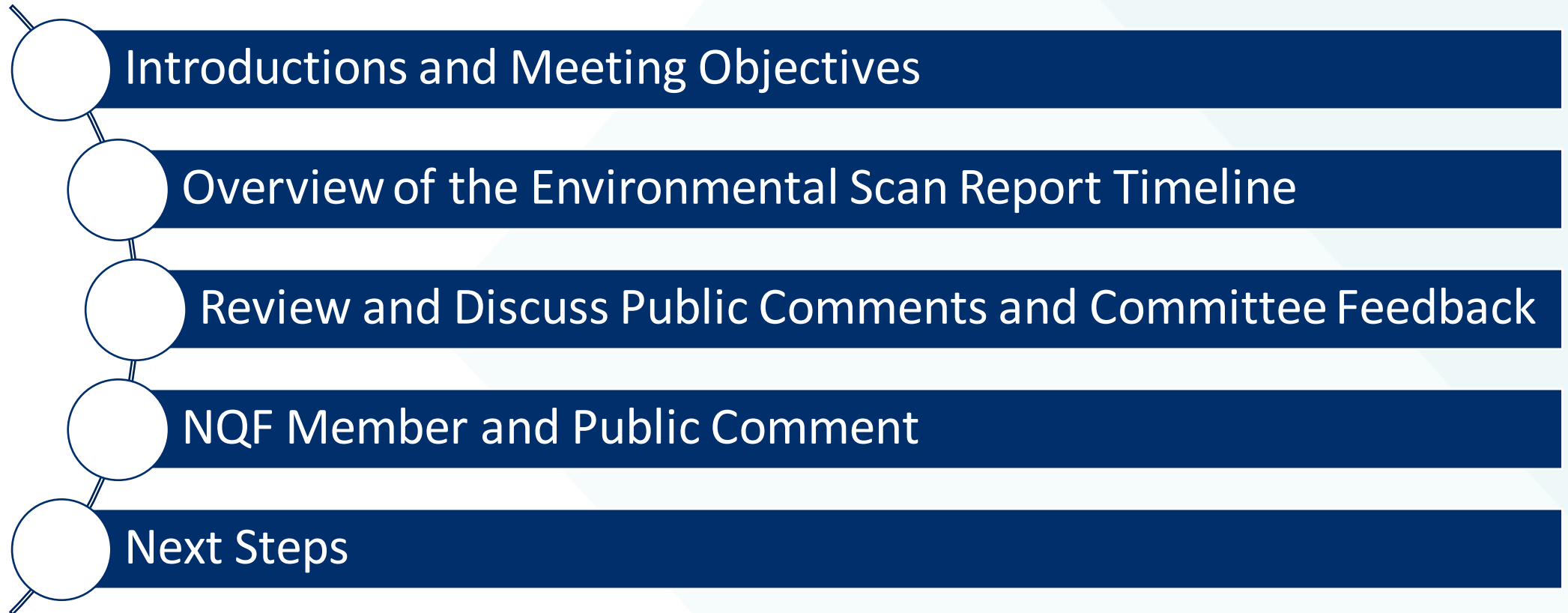
Welcoming Remarks

Chelsea Lynch, Director

Richard Antonelli, Co-chair

Gerri Lamb, Co-chair

Agenda



Introductions and Meeting Objectives

Chelsea Lynch, Director

Victoria Freire, Analyst

NQF Staff

- **Chelsea Lynch, MPH, MSN, RN, CIC**, Director, Quality Measurement
- **Erin Buchanan, MPH**, Manager, Quality Measurement
- **Beth Flashner, MHA**, Manager, Quality Measurement
- **Monika Harvey, MBA, PMP**, Project Manager, Quality Measurement
- **Victoria Freire, MPH, CHES**, 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 Burianek
- 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, 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
- **Tiffany Gillis Brown, JD**, Health Resources and Services Administration
- **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

Meeting Objectives

- Review and discuss public comments and related updates to:
 - ▣ The *Environmental Scan Report*,
 - ▣ Literature Review, and
 - ▣ Measure Scan



Ground Rules

No rank in the room

Participate

Share your experiences

Be respectful

Refrain from political
comments

Learn from others

Overview of the Environmental Scan Report Timeline

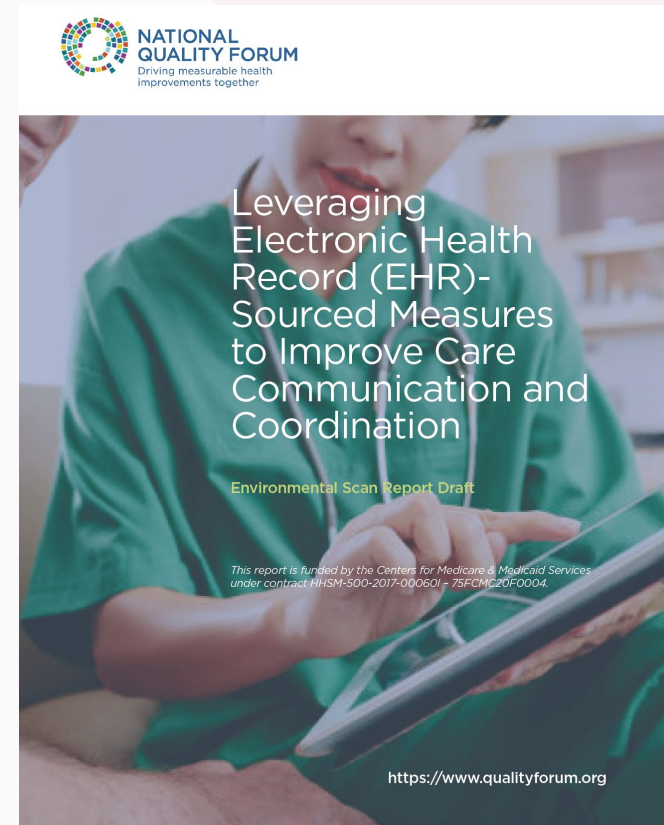
Beth Flashner, Manager

Environmental Scan Report Timeline

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

Overview of the 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
- 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



Literature Review Purpose and Content

- The purpose of the Literature Review is to provide more detail and technical information on the topics in the *Environmental Scan Report* as well as a list of existing measures related to care communication and coordination
- The Literature Review contains detailed findings of:
 - ▣ Background and Methods
 - ▣ Definitions of Care Communication and Coordination
 - ▣ Relationship between Care Communication and Coordination, Electronic Health Records, and Improved Healthcare Outcomes
 - ▣ Impact of Social Determinants of Health on Care Communication and Coordination and Measurement
 - ▣ Advantages and Challenges of Measuring Care Communication and Coordination in Electronic Health Records
 - ▣ Existing Care Communication and Coordination Measures

Review and Discuss Public Comments and Committee Feedback

Chelsea Lynch, Director

Richard Antonelli, Co-chair

Gerri Lamb, Co-chair

Public Comment Prompts

1. What general comments do you have on the report?
2. The *Environmental Scan Report* (**pages 3-19**) is intended to educate and convey the importance of leveraging EHRs to measure and improve care communication and coordination to a broad, nontechnical audience with an educational tone. How could the language or tone of the *Environmental Scan Report* be improved to be more educational or more accessible to a broad, nontechnical audience?
3. The “Literature Review” (**page 20-57**) is intended to be a technical overview of the current state of leveraging EHRs to measure and improve care communication and coordination. How could the “Literature Review” more accurately reflect the current state?
4. What additional advantages or challenges of measuring care communication and coordination in EHRs that should be included in the “Literature Review”?
5. What additional EHR-based tools should be included in the “Literature Review” that are most useful for performing or measuring care communication and coordination activities?

Overview Public Comments

- Total of 10 comments submitted
- Comments submitted by three individuals from three organizations:
 - ▣ American College of Medical Quality
 - ▣ University of Colorado School of Medicine
 - ▣ RELI Group, Inc.

Public Comment Recommendations

- Recommendations include adding the following topics:
 - ▣ Team-based care
 - ▣ Role and impact of care coordination on the total cost of care
 - ▣ Issues related to care coordination for children and teens especially related to schools
- Recommended revisions:
 - ▣ Enhance the section on current measures and explain why new measures are needed
 - ▣ Consider changing the example of readmissions measures to another measure
 - ▣ Section including patient portals should include that using information technology is not feasible for some patients, so alternatives such as phone access are needed
- Recommended measure concepts for Option Year:
 - ▣ Patient portal metadata (usage data) could provide useful data for measuring a variety of activities related to patient communication and engagement

Committee Member Recommendations

- Emphasize the importance of care communication and care coordination by pulling in additional points from the Literature Review
- Refine terms and examples of activities
- Highlight the importance of both the exchange of care plans and the need to create a shared care plan for individuals with different plans across multiple providers
- The need for better care coordination measures
- Include discussion of interprofessional team-based care (nurses, social workers, etc.)

Discussion Questions

- What examples or tools can be added to the report regarding team-based care, the impact of care coordination on the total cost of care, or school-based care coordination?
- What measures or measure concept examples can be added to the *Environmental Scan Report* related to care communication and care coordination?
- Are there any other topic areas that should be added to the *Environmental Scan Report*?
- What changes should be made to the layout of the *Environmental Scan Report*?

NQF Member and Public Comment

Victoria Freire, Analyst

Next Steps

Victoria Freire, Analyst

Next Steps

- Thank you for your service on the Committee during the Base Year!
- The final *Environmental Scan Report*, Literature Review, and Measure Scan will be posted to the project webpage by September 24, 2021
- Contact EHRCareCoordination@qualityforum.org with any questions

THANK YOU.

NATIONAL QUALITY FORUM

<http://www.qualityforum.org>