# Electronic Health Record (EHR) Data Quality Best Practices for Increased Scientific Acceptability

TEP Web Meeting 4

*April 29, 2020*

# Agenda

- Welcome, Roll Call, and Meeting Objectives

- Identifying Best Practices to Promote Data Quality

- Opportunity for Public and Member Comment

- Next Steps

# **Welcome, Roll Call, and Meeting Objectives**

# Project Staff

- Kathryn Goodwin, MS, Director

- Chuck Amos, MBA, Director

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# TEP Roster

- JohnMarc Alban, MS, RN, CPHIMS
- Zahid Butt, MD FACG
- Cindy Cullen, MS, MBA, PMP
- John Derr, RPh
- Karen Dorsey, MD, PhD
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- Joseph Kunisch, PhD, RN-BC, CPHQ
- James Langabeer, PhD, MBA

- Jamie Lehner, MBA, CAPM
- Michael Lieberman, MD, MS
- Jacob Lynch, RN-BC
- Jana Malinowski
- James Mcclay, MD, MS, FACEP
- Shelly Nash, DO
- Shea Polancich, PhD, RN
- Stan Rankins, MSIT
- Mike Sacca

# Federal Liaisons

- Albert Taylor, MD

- David Kendrick, MD, MPH

# Scope and Data Quality

**"Data Quality" for this project refers to:**

- How well EHR data (structured and unstructured) supports clinical quality measurement, including eCQMs as well as other electronic measurement (such as standardized assessment tools used in PAC)

**Data Quality for this project does NOT refer to**

- How well EHRs collect data for the primary purpose of supporting delivery of care

**"True north" statement:**

- *The purpose of this Task Order (TO) is to establish a technical expert panel (TEP) to recommend best practices for improving EHR data in ways that support healthcare performance measures at all phases including measure development, measure endorsement, and implementation.*

# Project Timeline

| Meeting | Date/Time |
|---|---|
| TEP Orientation | November 13, 2019, 1:30 pm – 3:30 pm ET |
| TEP Web Meeting 2 | January 14, 2020, 11:00 am – 1:00 pm ET |
| TEP Web Meeting 3 | March 31, 2020, 1:30 pm – 3:30 pm ET |
| TEP Web Meeting 4 | April 29, 2020, 1:00 – 3:00 pm ET |
| Final Environmental Scan Report | May 19, 2019 |
| TEP Web Meeting 5 | June 11, 2020, 11:00 am – 1:00 pm ET |
| TEP Web Meeting 6 | September 9, 2020, 11:00 am – 1:00 pm ET |
| TEP Web Meeting 7 | November 10, 2020, 1:30 pm – 3:30 pm ET |
| Final TEP Findings and Recommendations Report | December 24, 2020 |

# TEP Web Meeting Objectives

- **Web Meeting 4** – Identify potential best practices to promote data quality

- **Web Meeting 5** – Prioritize best practices, identify roles of standard-setting organizations on promote EHR data quality

- **Web Meeting 6** – Assess NQF's eCQM evaluation criteria and evaluation processes and recommend improvements

- **Web Meeting 7** – Review and respond to public comments on draft recommendations report

# Identifying Best Practices to Promote Data Quality

# Brainstorming prior to Web Meeting 4

- When considering the current-state described in the environmental scan:
  - Which challenges in the current state are most critical to address?
  - Which opportunities are most feasible and will have the greatest impact if they become official recommendations from NQF?
  - Which opportunities have the most buy in from different stakeholders (e.g. EHR developers, measure developers, health systems) with interest in EHR data quality and eCQMs?
  - Which opportunities have the least buy in?
  - If paired, which organizations and opportunities are well-positioned to advance the field?

# Addressing the Challenges

- The following slides outline challenges identified in the environmental scan.

- Points to consider during the discussion:
  - What phase of the measurement lifecycle (development, endorsement, and implementation) does this challenge impact?
  - What are potential solutions to address this challenge and improve EHR data in ways that support healthcare performance measures at all phases?
  - What barriers (if any) are there to addressing these challenges to implement best practices?

# Challenges with eCQMs

- Raw data (from data collection/point of care) must align with eCQM data criteria

- eCQM reporting depends on interoperability of all source systems (multiple EHR systems, Laboratory Information Systems, etc.)

- eCQM standards and measure specifications are a moving target for EHR system vendors

# Challenges with Post-Acute Care (PAC) Settings

- Lack of alignment of incentives for providers and vendors causing:
  - Lower EHR system adoption in PAC settings compared to other setting
  - Lack of availability of EHR based measures for PAC settings

# Challenges in Unstructured EHR Data

- How to balance the ease and patient-focus of unstructured data with analytic value of structured data

- Data quality issues associated with natural language processing (NLP)

- Burden of manually validating NLP

- Unrealized opportunities for expanded use of C-CDA to reduce unstructured data

# Challenges with NQF Endorsement

- Availability of data
  - EHR data needed to support the testing required for scientific acceptability are not always readily available
  - Test sites need to implement measures in advance of formal inclusion in a CMS federal program for developers to meet NQF testing requirements
    - » Financially, operationally, and logistically challenging
  - EHR systems within health care organizations would need to be willing and able to participate in testing scientific acceptability
  - Identifying test sites that are currently collecting all required data elements can be difficult

- NQF endorsement criteria and processes
  - Endorsement criteria are occasionally unclear or challenging to meet
  - Lack of consistency among Standing Committees in the application of the measure endorsement criteria

# Challenges in Frameworks for Assessing EHR Data Quality and Guidance from Standard-Settings Bodies

- Inconsistency among frameworks

- Few frameworks support generalizable and standard approaches

- Misalignment with NQF eCQM Feasibility Scorecard

- Need for greater contribution from regulatory bodies and accrediting organizations in setting EHR data quality standards

# Additional solutions

- What additional solutions should we consider that we have not already discussed?

# Opportunity for Public and Member Comment

# Next Steps

# Next Steps

- Final Environmental Scan: May 19, 2020
- **TEP Web Meeting 5: June 11, 2020**
- TEP Findings and Recommendations Draft Report - TEP Review: September 2-16, 2020
- **TEP Web Meeting 6: September 9, 2020**
- 30-day Comment Period on TEP Findings and Recommendations Draft Report: September 30 – October 30, 2020
- **TEP Web Meeting 7: November 10, 2020**
- TEP Findings and Recommendations Final Report: December 24, 2020

# Adjourn

# THANK YOU.

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