Geriatrics and Palliative Care Standing Committee Web Meeting

The National Quality Forum (NQF) convened a public web meeting for the Geriatrics and Palliative Care Standing Committee on May 9, 2018.

Welcome, Introductions, and Review of Web Meeting Objectives

Karen Johnson, NQF senior director, welcomed participants to the web meeting. Ms. Johnson provided opening remarks and reviewed the following meeting objectives:

- Define types of healthcare performance measures
- Discuss specifications of healthcare performance measures
- Consider types of data used for healthcare performance measures
- Discuss who is being held accountable in healthcare performance measurement
- Discuss various uses of healthcare performance measures

Review Basics of Healthcare Performance Measurement

Ms. Johnson presented a brief overview of performance measurement and discussed what performance measures are, the primary goals of measurement, and some of the fundamental tensions in measurement. She also reviewed NQF's endorsement criteria and the Standing Committee's key responsibilities.

Kirsten Reed, NQF project manager, discussed the four main types of healthcare performance measures: quality, cost and resource use, efficiency, and access to care. She then provided an overview and examples of the types of measures that fall within the quality measures category: structures of care measures, processes of care measures, outcome measures, and composite measures.

Kathryn Goodwin, NQF senior project manager, discussed the key ingredients of a measure and explained that to understand a measure we need to know:

- What should happen?
- Who is the target group?
- Where should it take place?
- When should it take place?
- How should it occur?
- What, who, where, when, and how should not be measured?

To understand how to answer those questions, Ms. Goodwin walked through an example of how to calculate a simple process measure that is included in the Standing Committee's portfolio (NQF #1641 *Hospice and Palliative Care—Treatment Preferences*).

Ms. Goodwin then discussed the various data sources used for performance measures and explained that such data can come from paper medical records, electronic health records, electronic clinical data (e.g., pharmacy, labs, imaging), electronic assessment data (e.g., the

Minimal Data Set used for nursing home residents), administrative claims, clinical data registries, and patient reports.

Next, Ms. Goodwin discussed the various levels of analysis and whose performance can be measured. She explained that the performance of a particular type of healthcare provider is often of interest and can include individual clinicians, a group of clinicians, hospitals, nursing facilities, home health agencies, hospices, and health plans, but also noted that measuring performance at a population level may also be needed.

Finally, Ms. Reed presented on the various uses for healthcare performance measures and explained the differences between internal quality improvement, benchmarking, and accountability uses (e.g., certification, accreditation, and public reporting).

After each segment of the presentation, the co-chairs, Sean Morrison, MD, and Deborah Waldrop, PhD, facilitated a Committee discussion to address several questions designed to reinforce the information provided, link it to the evaluation criteria, and foster contemplation on some of the more nuanced issues around performance measurement for the geriatrics and palliative care topic areas. Key areas of discussion included the need for various types of measures, the need for measures that take patient choice into account, and the differences in measures used for accountability versus internal quality improvement.

Public Comment

Kirsten Reed opened the web meeting to allow for public comment. No public comments were offered.

Next Steps

Kirsten Reed presented on the Committee's next steps. It has not yet been determined whether the Committee will review measures for the Spring 2018 cycle, but if it does, the Committee will meet again on May 29, 2018 for an orientation web meeting.