

## NATIONAL QUALITY FORUM

**Moderator: Sheila Crawford**  
**March 17, 2014**  
**12:00 p.m. ET**

Operator: Welcome to the conference. Please note, today's call is being recorded.  
Please standby.

Elisa Munthali: Hello, everyone. My name is Elisa Munthali, I am the Managing Director for the Performance Measurement Department at NQF. We'd like to thank you for joining us today and welcome you to this call for the steering committee for health and well-being. This is a call to go over any questions and answers you may have in relation to measure evaluation.

I do have to let you know, we had intended to show you the resources that are available to use with SharePoint, do some screen sharing with you as well so that each of the resources that you're using as you're evaluating these measures. But I should let you know that we have been impacted by the snow storm on the Mid-Atlantic and our offices are actually close. So all of our team is working from their individual homes remotely. And with that, has come from unexpected obstacles, we're not able to screen share. And we can't get to the documents we wanted to get to. But we didn't want to cancel this call because we do know some of you have dived into measure evaluation and there maybe some questions that we can answer for you.

And so, I did want to tell you that. But also to let you know that we have a second call, an identical call. We're not expecting snow on Friday; it's on Friday, the 21st of March. And we just see what kind that is at. That call will be held at 10:00 a.m. and I understand that many of you who RSVP-ed for this call will also available for that call.

So, during that call, we'll be able to point you to SharePoint, SharePoint will be able to tell you where all of the resources are, just kind of walking you through it so you can see it in real time on the screen. And also show you where the measure evaluation forms are. We have divided up the forms by topic area, and you've probably seen that on the SharePoint site as you've gone to that. But we wanted to walk you through that because as you hyperlink to those forms, they take you to the information form, but they also take you to the supplementary information.

And so, once we did that, we wanted to walk you through what a good submission looks like, these resources we briefly talked about during our orientation call. And we also wanted to go through the algorithm for the evidence testing of the liability and validity. And we also briefly went through those during the (inaudible) go through them in detail today.

So, with that, very long, you know, disclaimer, I would like to go through a roll call and I do have a list of everyone who is scheduled to attend. So, I'll start with you co-chairs, (Sarah).

(Sarah): Good morning, I'm here. I guess it's afternoon.

Elisa Munthali: Good afternoon. (Thomas Zachanary)?

(Thomas Zachanary): Here.

Elisa Munthali: And I just have to let everyone know that you probably are wondering why I called (Thomas') name instead of (Amir). (Amir) has a conflict with the in-person meeting and will be out of the country and it's really important that the cultures are part of the discussions that we have. And so, (Amir) will remain on the committee and we'd ask (Thomas) to step in and help us co-chair on the deliberations.

And so, (Thomas) had some experience and had done that, we're collectively really pleased and very happy that he has agreed to do so.

(Thomas Zachanary): Thank you.

Elisa Munthali: (John Auerbach)?

(John Auerbach): Here.

Elisa Munthali: Welcome.

(John Auerbach): Thank you.

Elisa Munthali: (Michael Bear)?

(Michael Bear): Here.

Elisa Munthali: Welcome. (Ron)?

(Won): Yes, I'm here.

Elisa Munthali: Oh, sorry, (Ron Bialek) and then (Won).

(Ron Bialek): Yes, this is (Ron Bialek), hello.

Elisa Munthali: Hi, how are you? And (Won), I think I've heard you as well.

(Ryan Inge): No, this is actually (Ryan Inge).

Elisa Munthali: OK. (Ryan) is new to the committee as well. So, welcome. (Jane Shay)?

OK. (David Qual)?

(David Cole): Here.

Elisa Munthali: OK. Welcome. (Patricia McCain)?

(Patricia McCain): I'm here.

Elisa Munthali: Welcome. (Amy Lineth)?

(Amy Lineth): Yes, I'm here.

Elisa Munthali: Hello. (Jackie Lyn Malynn)?

(Jackie Lyn Malynn): Hi, good afternoon. I'm here.

Elisa Munthali: Good afternoon. (Amir)? OK. (Jason Spangler)?

(Jason Spangler): Hi, I'm here.

Elisa Munthali: Hi, (Jason).

(Jason Spangler): Good.

Elisa Munthali: (Inaudible). OK. And I also have on my list (Barbara Whitfield)?

(Eric Franz): I don't think (Barbara) is actually attending. This is Dr. (Eric Franz). She's my office supervisor who helps schedule my calendar.

Elisa Munthali: OK. And I think this then maybe true for (Maria Comas) and (Sonia Henderson).

(Sonia Henderson): (Maria) is my assistant so she won't be ...

Elisa Munthali: OK. Great. Thank you so much.

Did I miss any of the committee members that maybe on the phone?

(Emilio Carrillo): Yes.

Elisa Munthali: Yes.

(Emilio Carrillo): (Emilio Carrillo)?

Elisa Munthali: Hi, (Emilio).

(Emilio Carrillo): Hi.

Catherine Hill: And Catherine Hill.

Elisa Munthali: Hi, Catherine.

Catherine Hill: Hi.

(Chithera Imelda):(Chithera Imelda).

Elisa Munthali: Hello.

(Arsel Lee): (Arsel Lee) here.

Elisa Munthali: Oh, great. Welcome. Great. So, I hope everyone was able to hear, unfortunately, we are having some technical difficulties today and working remotely. And so we cannot have the committee Q&A as we had intended, but we did want to open up the floor to anyone who has started measure review and evaluation to see if you had any questions specific to that process.

Any clarifying questions that we, staff, can answer for you, or any concerns. What I've failed to mention earlier too is that staff does a preliminary review of the measures to make sure, number one, that they are complete. But number two, we're checking for any inconsistencies, any red flags or any missing data. And so, we have had some back and forth with developers. Some of them have already updated their forms per our recommendations to them.

And so, you may have picked up additional, you know, concerns or issues that you may want to raise and they may be global depending on which developer they are who has submitted multiple measures that probably isn't the same measure constructing.

So, we did want to open this up to you to offer you the opportunity to attend the Friday's session, which will be – as we had wanted it to be and we can walk through everything with you. And we apologize for that today.

Male: Can you remind us what time (inaudible) ...

(David Cole): This is (David Cole). I haven't received anything to sign in to the SharePoint site.

Elisa Munthali: OK. So, and I wanted to ask everyone else, have you been able to – so (David), I'll make sure that you get access to that. Our colleagues in our IT department will be contacting you.

(John Auerbach): Hey, this is (John Auerbach). I was initially able to get onto the site, but then I would black out. So I've sent in a note to the website just asking for help in terms of getting back on.

Elisa Munthali: OK.

(John Auerbach): But I haven't heard from them yet.

Elisa Munthali: OK. So we'll make sure that you are back on. Anyone else who's having trouble accessing SharePoint?

(Mike Sotto): This is (Mike Sotto), I'm fine with SharePoint, I just want to let you know, I'm on the call. And I can't – but I can't get the Webinar version of it. Is that what you're referring?

Elisa Munthali: Yes.

(Mike Sotto): Yes.

Elisa Munthali: Yes, yes. We're having technical difficulties, we're working remote DM. We're not – we're having at – issues accessing our network and our server.

(Mike Sotto): OK. Don't worry about it.

Elisa Munthali: So I think it's the issues with the storm. So, sorry and bear with us. We just – this is going to be mainly a Q&A, any issues that you're having with SharePoint, we'd like to know that now. And hopefully, we can get those and taken care of by, you know, tomorrow or the next day.

Anybody else having issues, technical issues getting into SharePoint, or even navigating this site? OK. I don't know if anyone has had an opportunity to look at the measures and look at our evaluation criteria and the other resources that we have posted to the SharePoint site, if you were able to access it. Many of those materials are the materials we've spoke about during the orientation call. So, the algorithm to help guide you with the evaluation of evidence and the grading of that evidence, the quality and consistency of that, and making sure there's some systematic review of that everyday.

Also, the algorithms as it relates to the two components of testing, the liability testing, either at the data elemental performance for of validity testing. And so there are two separate algorithms for those types of testing. And so, I don't know, this is the first time we're using those algorithms, they're meant to be guidance to the committee as you're evaluating it to help guide you to what sort of rating you might give a measure based on those criterion.

And so, if you have started using them as part of your evaluation of the measures that were assigned to you, it would be interesting for us to know. We're trying to see how this new tool is working, if it is a value-add to a committee members like (Mike Sotto), and (Sarah), and (Jason), and (Ron) were a part of our previous work. And we didn't have that, and we hadn't introduced it then. So if you have used it, we just want to hear how it's going so far.

(Chithera Imelda): Oh yes, so this is (Chithera). I haven't used it, although I've reviewed it and it seems like very straightforward. I just wanted to make sure that the measure documents on the SharePoint, that's the universe of measures that you're asking us to look at. It's not the big subset, like there are a couple of sub-topics but it's the universe. Like all of them are what – are the ones that we're evaluating, correct?

Elisa Munthali: Yes. Well, so you've been assigned as lead discussions, I'll think about two or three measures or one or two, and I can't remember the exact number to review. And so you've been put into workgroup based on the sub-topic areas within health and well-being. We would like the committee so that you can decision on the recommendation of yes or no to endorse to be familiar with all of these measures. And so, but we want you to concentrate on those measures within your workgroup assignment ...

(Chithera Imelda): Right.

Elisa Munthali: ... so that you can lead them in discussion during the workgroups and also at the in-person meeting in April.

(Chithera Imelda): Sounds good, thank you.

Elisa Munthali: You're welcome.

Male: One question then, I noticed was that some of the measures that we're reviewing have previously been accepted and they're simply coming up for reexamination.

Elisa Munthali: Yes.

Male: And we're like presume some of the other ones are brand new. Could you just clarify whether there are any different steps that are taken in one versus the other?

Elisa Munthali: No, actually, as part of NQF endorsement, measures have a three-year endorsement period. And during that third year, they have to be fully reviewed on the basis of, you know, their evidence, on the testing, on the feasibility, and use and usability. And so, the same would be required of newly submitted measures.

In between that three-year period, we do require that measure developers submit to us any updates, we call them annual updates. These are updates that are typically not material changes. So, it's changes in maybe the ICD-10 coding. Those are the same facts in between. And those don't trigger a full evaluation. But during the third year, they're up again for evaluation against these newly submitted measures, if they are – be endorsed, then they have another three years and then third year, again, up for reevaluation.

Catherine Hill: This is Catherine. Do we have a plan or how was – what is the approach to the fact that we're moving into ICD-10 with this review cycle that we're doing?

Elisa Munthali: That's a good question. And so, we have been (inaudible) in trying to make sure that all of the measures that have been submitted, not just for health and well-being, but it talks all of the different topic areas that are going on right now, have been updated because I think the deadline for that is in October of this year. And so – and if they haven't, they must specify a plan for updating some ICD-9 to ICD-10.



And so that will be something to bring up in discussion, it won't be anything that the – would probably make a measure go down, because we do have quite a few extra in our portfolio. We've been working with developers over the last year and year and a half to try to get them prepared for this conversion.

And so, as long as they have a plan, a conversion plan, and it's articulated, that should be fine. But that's something to bring up during the discussion as well as we're talking about these measures.

Ashley Morsell: Hi, this is Ashley Morsell, I'm also a part of the health and well-being team, and I work with Elisa Munthali. I'm also the staff (inaudible) who is responsible for monitoring including the ICD-10 codes and for all intents and purposes of the measures within this (inaudible) project that we're supposed to cover from ICD-9 to ICD-10, they have provided those codes. Those are the (RTQI) indicators and when we did our initial review of the measures for completeness, we did note that they have provided both their ICD-9 and their converted – conversion ICD-10 codes.

Elisa Munthali: Thank you. And also, just to add something else, we had a conversion plan, actually we do have them now that we can show with the committee, just as an FYI so that you can see our strategy around trying to get developers prepare for the conversion.

Ashley Morsell: Yes, we do. We have a one-pager that we can provide a link to that is on our measurement (inaudible) and basically, give you an overview of what NQF (inaudible) as a facilitator what the expectations are for the developers and what they're supposed to provide to us. We also have a slide deck that if the committee wants to see, we can share as well to give kind of an update of where we are, globally, with NQF as far as ICD-10 conversion is concerned. And then, if you guys will want to see specifically the measures that are in this project that have been updated, we can add that in the slide deck as well.

Elisa Munthali: Are there any other questions?

(Crosstalk)

Elisa Munthali: Oh, sorry.

(Ron Bialek): Yes, this is (Ron Bialek). When I was – I was looking at the measure last week and I wish I could remember exactly which one it was. And that the information on the form is pretty lean. And you had mentioned that from folks are submitting supplemental information, how will we know if something we've already looked at then has supplemental information provided?

Elisa Munthali: So, when you click on the measure link in SharePoint. It will – it's a hyperlink and so, it drills down to the measure information form, but it'll also look all of the supplemental information that's been included.

So, the measure evidence form, the evidence form attachment is one. The testing form attachment is another. And any supplementals that the developer may have included which may include definitions or codes and things like that, that will be included in there. We hope that the naming conversions are clear enough so you can see what they are.

We have been working with developers to say, if you are including this information to be very explicit in their forms, to say, this, you know, provides the proper link name so that, you know, you can do the one to one match with what's underneath that sub-folder on the SharePoint.

(Ron Bialer): OK. That's helpful, but is anything else being submitted at this point. My concern is I may review something and then there is supplemental information that I don't ...

Elisa Munthali: Yes.

(Ron Bialek): ... I'm not aware of.

Elisa Munthali: We don't because, you know, to make it very fair and consistent, we have to cut off when we, you know, developers are able to submit materials. And so we wouldn't be allowing that right at this point.

(Ron Bialek): OK, that's helpful. Thank you.

Elisa Munthali: You're welcome.

Are there any other questions? I did have a question about the steering committee guide book. Like the algorithms that we have, the steering committee guide book is a new resource, we really get out with the project that we – that are ongoing right now. We do have a complement to that, the developer guide book. We, in the past, hadn't had a resource where people could see what is expected of us, what is with this consensus development process and the evaluation of measures.

And so, we are trying to collect information from steering committee, the utility of those, have you found them helpful, are there pieces of that information that have resonated more with you, or other pieces that, you know, haven't been as clear that we can work on. I open it up to the floor to let us know, we are constantly making updates to that, in fact, I'll be making an update to that to our measure – our measure steward agreement, which is our contractual agreement with our developers.

So, any comments on the steering committee guide book as a resource?

OK. So we hope that it's the helpful resource for you. There is a lot in there particularly and we'll talk about it more as we're able to pull it up on Friday. But, there's a lot about the meeting culture. We have changed the number (inaudible) and hearing some feedback from developers about how the committee and staff interact with them. And so, we are very conscious about that, wanted to make sure we're being very responsive to them but at the same time, keeping to the integrity of the evaluation process.

And so, we've tried to include all of the information in there making sure that it's balanced, and everyone, you know, the multi-stakeholder process can go on with everyone feeling heard.

So, any comments you have, if you don't have them today, if you want to send us an e-mail, we welcome that.

I did also want to mention about the identical call that we're having, the second Q&A call that we're having on Friday, we'll also be recording that.

And that link will be included on SharePoint. We'll let you know when it's available. And we'll show you on Friday when SharePoint is up on how to get to that link.

So if you're not able to attend Friday's call, you can definitely listen to the discussion on demand when it's available. And if you have any questions for us to tee up for discussion on Friday, please do so. I know that you might be looking a little deeper into the measures between now and then, and some thing may come to mind. So we encourage you to send us any questions that you may have.

(David Cole): Can you just verify the time for that, I have 10:00 to 11:00 p.m. Eastern Time on that e-mail that you sent, is that correct?

Elisa Munthali: No, I think the e-mail that was sent out was an error, it is a.m., 10:00 a.m. to 11:00 a.m. So apologies for that, it should have said a.m.

(David Cole): OK. And can – this is (David Cole) again, I'm sorry. Can you just – is there a way to at least let me know what workgroup I'm in, because I'm a little concerned if I can't get into SharePoint yet. And if I'm in workgroup one, I mean, I may have very little time to get this done.

Elisa Munthali: Yes. And I can – (David), I will follow up with you, I'll send you an e-mail to just confirm and I'll list the measures that have been assigned to you.

(David Cole): OK. Do you know what workgroup I'm in?

Elisa Munthali: Yes. It looks like you're in the third then ...

(David Cole): I'm in the third workgroup?

Elisa Munthali: Yes.

(David Cole): OK. Thank you.

Elisa Munthali: Any other question? OK. Well, thank you everyone. And apologies again. We do hope if you're able to join us on Friday, as I mentioned before, we're

not expecting bad weather and so we should all be in the office and able to access our network. And, you know, go through this session, it'll be very informal similar to this. So feel free at anytime to jump in and ask questions, just kind of be going through the application, SharePoint. And within SharePoint, the resources that we would like you to pay particular attention to.

And so, in the meantime, if you would like to do that, please do. We'll be going through what good looks like, as I mentioned before, what a good measure submission looks like. We will also be going through a measure within what good looks like. We don't want to go through one of the measures that's been submitted to the project for obvious reasons, but we do have a very good example in there. And we'll also be matching up our illustrative example with the algorithm to kind of give you guidance on how to grade these measures for endorsement recommendation consideration.

So, we hope to see and hear from you on Friday. And thank you so much for joining us today.

Female: Thank you.

Male: Thank you.

Male: Thanks a lot.

Female: Thank you.

Male: Thanks a lot.

Female: Bye.

Male: Bye. Thank you.

Female: Thank you.

Operator: Ladies and gentleman, this does conclude today's conference call. You may now disconnect.

Elisa Munthali: Thank you, (Nan).

Operator:        You're welcome.

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