



NATIONAL  
QUALITY FORUM

# Interoperability Project 2016-2017

Committee Orientation  
November 9, 2016

# Welcome and Introductions

# NQF Project Staff

- Jason Goldwater, MA, MPA, Senior Director
- Poonam Bal, MHSA, Senior Project Manager
- Hiral Dudhwala, RN, MSN/MPH, Project Manager
- Vanessa Moy, MPH, Project Analyst

# Committee Panel

- **Rainu Kaushal, MD, MPH (Co-Chair)**
- **Mark Savage, JD (Co-Chair)**
- Julia Adler-Milstein, PhD
- JohnMarc Alban, MS, RN, CPHIMS
- A. John Blair, MD
- Chris Boone, PhD, MHA, FACHE
- Jason Buckner
- Hans Buitendijk, MSc.
- Kimberly Chaundy
- Sarah Dinwiddie, MSN, RN
- Mark Frisse, MD, MS, MBA
- David Hirschorn, MD
- David Kaelber, MD, PHD, MPH, MS, FAAP, FACP
- Terry Ketchersid, MD, MBA
- John Loonsk, MD, FACMI
- Terrence O'Malley, MD
- Frank Opelka, MD, FACS
- William Rich, MD
- Robert Rosati, PhD
- Robert Rudin, PhD
- Theresa Settergren, MHA, MA, RN-BC
- Jason Shapiro, MD
- Bruce Sigsbee, MD, MS, FAAN, FACP
- Alan Swenson
- Steven Waldren, MD, MS
- Mariann Yeager

# Agenda

- Welcome and Introductions
- Overview of NQF
- Role of the Committee, Co-Chairs, NQF staff
- Environmental Scan Methodology
- Project Objectives and Timeline
- Next steps

# Overview of National Quality Forum

# National Quality Forum: A Unique Role

Established in 1999, NQF is a non-profit, non-partisan, membership-based organization that brings together public and private sector stakeholders to reach consensus on healthcare performance measurement. The goal is to make healthcare in the U.S. better, safer, and more affordable.

**Mission:** To lead national collaboration to improve health and healthcare quality through measurement

- An Essential Forum
- Gold Standard for Quality Measurement
- Leadership in Quality

# NQF Mission





# Activities in Multiple Measurement Areas

- **Performance Measure Endorsement**
  - *600+ NQF-endorsed measures across multiple clinical areas*
  - *11 empaneled standing expert committees*
- **Measure Applications Partnership (MAP)**
  - *Advises HHS on selecting measures for 20+ federal programs, Medicaid, and health exchanges*
- **National Quality Partners**
  - *Convenes stakeholders around critical health and healthcare topics*
  - *Spurs action on patient safety, early elective deliveries, and other issues*
- **Measurement Science**
  - *Convenes private and public sector leaders to reach consensus on complex issues in healthcare performance measurement such as attribution, alignment, sociodemographic status (SDS) adjustment*

# Roles of the Committee, Co-chairs, & NQF staff

# Committee and Co-Chairs

- Serve as experts working with NQF staff to achieve the goals of the project
- Review meeting materials and participate in all meetings
- Co-Chairs:
  - *Facilitate Committee meetings and participate as Committee members*
  - *Represent the Committee at CSAC meetings*
  - *Keep the Committee on track to meet project goals without hindering critical discussion/input*
  - *Assist NQF in anticipating questions and identifying additional information that may be useful to the Committee*
  - *Work with NQF staff to achieve project goals*

# NQF Project Team Staff

- **Work with the Committee to achieve project goals:**
  - *Organize and staff meetings and conference calls*
  - *Guide the Committee to build consensus*
  - *Ensure communication among all project participants*
  - *Facilitate necessary communication and collaboration between different NQF projects and external stakeholders*
  - *Respond to NQF member and public queries about the project*
  - *Maintain documentation of project activities*
  - *Draft and edit reports and project materials*
  - *Publish final project report*

# NQF Members and the Public at Large

- **NQF membership and the public will engage in the work by:**
  - *Reviewing the draft reports and providing feedback to NQF and the Committee*
  - *Participating in web meetings and in-person meetings during opportunities for public comment*

# Environmental Scan Methodology

# Environmental Scan Overview

- This Environmental scan will assist in the development of a measurement framework to address the extent to which interoperability is occurring and how interoperability impacts key priorities and outcomes, as well as supporting a learning health system.
- The scan will identify key drivers and concepts to measure interoperability:
  - *(1) where the majority of providers across the care continuum and individuals can send, receive, find and use essential health information;*
  - *(2) to expand the settings across which interoperable health-related information should flow, including non-health care settings, EMS and public health*
  - *(3) the ways in which interoperability supports a learning health system*

# Research Questions

- How can a measurement framework be developed that addresses populations and settings beyond hospital and physicians?
- How can a measurement framework be created to develop new quality measures that evaluate the impact of interoperability?
- How can a measurement framework be created that incorporates existing quality measures which identify key processes and outcomes of interoperability in a logical, unifying and strategic way?
- What implementation strategy will provide system-generated data to populate existing and new quality measures that can be enhanced through interoperable data exchange?



# Literature Review

- Identify existing terms and issues applicable to interoperability through literature and ideas to facilitate what should be included in the measure framework and how to clarify it through specific domains
- Information sources:
  - *Comments and ideas generated by respondents to the ONC Request for Information (RFI) on potential measures of interoperability.*
  - *Reports issued from AHRQ, ASPE, and future reports/deliverables to the ONC that will provide information on different facets of interoperability and its benefits within both Health Information Organizations (HIOs) and Health Information Exchanges (HIEs).*
  - *Published studies by researchers who have examined the utilities and benefits of both health IT and HIEs on outcomes of care. The focus will be on the use of interoperability and how it has affected clinical processes and outcomes.*

# Domains of Information

Key Components of Interoperability	Potential Information
Measures of Interoperability beyond the health care continuum (i.e., interactions with social services and human service providers )	Data “pushed” by systems to public health registries; electronic immunization reporting; electronic care transitions in long-term/post-acute care settings; secondary uses of clinical data to identify public health events.
Interoperability Enabled Processes/Interoperability Sensitive Outcomes	Data integration across multiple sources; utility of the information exchanged; readmission prevention; medication reconciliation; patient use of combined data; create efficiencies in care; provide data for comparative effectiveness research and improve specific functionality (such as clinical decision support systems) within EHRs; quality of care measures enhanced by robust data provided through an interoperable network.
System-Generated/Reported Data Sources for Interoperability Measures	Electronic medication orders received or retrieved; audit logs; electronic lab results received or retrieved; imaging reports received or retrieved; electronic ED visit reports received or retrieved; number of direct transactions; number of ENS notifications sent; number of closed-loop referrals; number of clinical documents opened; facility characteristics; healthcare claims.
Existing Measures of Interoperability/Interoperability Sensitive Outcomes	ED visits; hospital readmissions; number of clinic visits; number of inpatient hospitalizations; frequency of electronic communication between providers; transactional volume per Meaningful Use providers; total patients searched in a query portal; ENS admission reason; ENS discharge reason; implementation of single sign-on service.

# Key Informant Interviews

- To supplement the information and data found within the literature review, we will also conduct a series of key informant interviews to obtain information and details on interoperability measurement we could not obtain through the literature.
- We will work with the Committee to develop selection criteria for potential interviewees
- NQF will identify a list of candidates and contact them to arrange a half-hour interview within the first two months of this contract.

# Measure Review

- Another significant part of this project is the review of existing quality metrics that are “interoperability sensitive”; that is, a quality of care metric that is designed for reporting from an electronic health record (EHR), and could capture any potential effects of EHRs.
- We will utilize an established methodology that focused on the examination of ambulatory care quality metric sets that were sensitive to improvements in quality facilitated by healthcare interoperability.
- Electronic outcome, process and structural measures will be chosen by multiple sources (AHRQ National Database, NQF Quality Positioning System, Specialty Societies, etc.).

# Rating the Measures

- The conceptual model for rating measures followed by NQF and the multi-stakeholder committee will make the following assumptions:
  - *1) the data needed to fill the measure resides outside of the medical entity and*
  - *2) the entity has access to a health information exchange and the data can be delivered electronically.*
- Two domains will be used to rate each interoperability metric:
  - *Sensitivity to the Potential Effects of EHRs plus the use of health information from outside the EHR*
  - *Suitability for Electronic Reporting*

# Project Objectives & Timeline

# Project Objectives

- Develop a measurement framework that address the current gaps in interoperability measurement and their impact on clinical outcomes and processes.
- From those gaps, identify key elements that compose the framework and could be leveraged for future measure development.
- Identify existing measures that are “interoperability-sensitive” and could be enhanced through data from multiple sources
- Create an implementation strategy for the measurement framework that can be used by providers
- Identify potential barriers and limitations to the development and implementation of the framework and how to overcome them.

# Project Timeline

Meeting	Date/Time
Committee Web Meeting #2	January 4, 2017 1-3 PM ET
NQF Member and Public Comment #1	January 13-February 13, 2017
Committee Web Meeting #3	February 1, 2017 1-3 PM ET
Committee Web Meeting #4	February 28, 2017 1-3 PM ET
Committee In-Person Meeting (2 days)	March 21-22, 2017
Committee Web Meeting #5	April 5, 2017 1-3 PM ET
Committee Web Meeting #6	April 20, 2017 1-3 PM ET
Committee Web Meeting #7	May 8, 2017 1-3 PM ET
Committee Web Meeting #8	*May 22, 2017 1-3 PM ET
NQF Member and Public Comment #2	June 1-30, 2017
Committee Web Meeting #9	July 20, 2017 1-3 PM ET
Final Report and Conclusion of Project	September 2017

\*Please note date change



# Next Steps

# Next Steps for Interoperability Project

- Finalize the Literature Review
- Begin the Key Informant Interviews
- Identify Existing Measures to consider for the Measurement Framework
- Begin to Identify Key Elements for the Measurement Framework
- Prepare for In-Person Committee Meeting in March

# Project Contact Info

- Email: [interoperability@qualityforum.org](mailto:interoperability@qualityforum.org)
- NQF Phone: 202-783-1300
- Project page:  
<http://www.qualityforum.org/ProjectDescription.aspx?projectId=83283>
- Share Point:  
<http://share.qualityforum.org/Projects/Interoperability/SitePages/Home.aspx>

# Questions?

# Thank you.