



### Measure Feedback Committee

#### BACKGROUND

Numerous individuals at all levels of clinical care provide information for and contribute data used in measure performance tracking. For this reason, successful collection of measure feedback will require extensive communication and outreach to individuals at all levels of measure implementation, as well as easy-to-use tools and tracking mechanisms that complement existing activities. Feedback mechanisms can be rolled out across settings to identify and resolve problems as they arise, thereby adapting measures to minimize burden and enhance the value of the measure result.

Additional research is needed to further understand whether performance measures are having their intended effect, i.e., driving quality improvement without any unintended consequences, while minimizing costs. Understanding which measures are making a difference and how the implementation of these measures affects organizations, providers and patients will inform NQF efforts to reduce the number of measures that impose burden without benefit.

This project will further inform how the use of measures affects patient care, organizations, or providers that implement them. Changes resulting from performance measures can be positive (e.g., enhanced collaboration among different types of providers, better care processes, improved quality of care) or negative (e.g., measure implementation challenges, data collection and reporting burden, avoidance of caring for certain patients, reduction in services provided). More timely and comprehensive feedback from the field about measures in use will support better informed decisions regarding performance measures and how they are used in pay-for-performance, public reporting, and other accountability programs.

#### COMMITTEE CHARGE

Over an 18-month period of performance, NQF will convene a multistakeholder Committee to identify and recommend potential options for the implementation of a measure feedback loop. The term “feedback loop” refers to the process that conveys information about measure performance (qualitative and quantitative) to committee members evaluating the measure in the Consensus Development Process.

To accomplish the task, the multistakeholder Committee will over the course of nine webinars:

1. Develop an environmental scan report on measure performance data
  - a. Review the environmental scan — a current and comprehensive view of what data/information is currently available, and how often updates are made available

- b. Provide feedback on the scan report contents and any additional insight on sources of measure feedback data/information that would be helpful to inform the CDP
2. Develop a document on existing CDP Use and Usability information
  - a. Review the existing CDP Use and Usability criteria and process
  - b. Provide a comprehensive view of current NQF processes and mechanisms to provide feedback to the CDP standing committees and evaluate the process and information given
  - c. Discuss potential CDP process improvements that would incorporate feedback loop concepts
  - d. Discuss other information/data sources that may shed light on user experience or unintended consequences
3. Create a paper outlining options for piloting a measure feedback loop initiative
  - a. Brainstorm potential options and designs for a measure feedback loop pilot
  - b. Review potential options for piloting a measure feedback loop
  - c. Review and discuss all options for piloting the measure feedback loop
4. Create an implementation plan for the selected measure feedback loop pilot
  - a. Discuss issues pertinent to the implementation of the feedback loop, using a detailed implementation plan for a pilot test
  - b. Discuss plans for operationalizing the pilot, address potential barriers and solutions

## COMMITTEE STRUCTURE

NQF seeks to convene a multistakeholder committee of no more than 25 individuals to identify and recommend innovative, efficient, and effective approaches to incorporate real-time feedback from clinicians, healthcare facilities, and the other measure end-users

**Participation on the Committee requires a significant time commitment.**

Committee participation includes:

- Participation in nine web meetings over an 18-month period
- Inform, review, and provide feedback on four written deliverables
- Additional feedback and input as needed

**Table of Scheduled Meeting Dates**

Meeting	Date/Time
<b>Web Meeting #1: Introduction and Orientation for the Committee [2 hours]</b>	January 22, 2019, 2-4 pm ET
<b>Web Meeting #2: Environmental Scan Report on Measure Performance Data [2 hours]</b>	February 19, 2019, 2-4 pm ET
<b>Web Meeting #3 and #4: Measure Feedback and the NQF CDP Process, Part 1 and 2 [3 hours each]</b>	April 30, 2019, 2-5 pm ET May 7, 2019, 2-5 pm ET
<b>Web Meeting #5: Options for Piloting the Measure Feedback Loop, Part 1 [2 hours]</b>	July 24, 2019, 1-3 pm ET
<b>Web Meeting #6 and #7: Options for Piloting the Measure Feedback Loop, Parts 2 and 3 [2 hours each]</b>	September 3, 2019, 2-4 pm ET September 5, 2019, 2-5 pm ET
<b>Web Meeting #8: Implementation Plan [2 hours]</b>	November 19, 2019, 2-4 pm ET
<b>Web Meeting #9: Project Wrap Up [2 hours]</b>	January 16, 2020, 1-3 pm ET

#### PREFERRED EXPERTISE & COMPOSITION

Committee members are selected to ensure representation from a variety of stakeholders, including federal, state, and local government agencies, health insurers or plans, managed care health plans, healthcare providers and practitioners, research entities, measure developers, industry groups, consumers, purchasers, and employers.

Representatives on the Committee will also include participants who have had previous experience with the NQF processes and activities.

**Please review the NQF conflict of interest policy to learn about how NQF identifies potential conflicts of interest.** All potential Committee members must disclose any current and past activities prior to and during the nomination process in order to be considered.

#### CONSIDERATION AND SUBSTITUTION

Priority will be given to nominations from NQF members when nominee expertise is comparable. Please note that nominations are for an individual, not an organization, so “substitutions” of other individuals are not permitted. Committee members are encouraged to engage colleagues and solicit input from colleagues throughout the process.

#### APPLICATION REQUIREMENTS

Nominations are sought for individuals and individual subject-matter experts. Self-nominations are welcome. Third-party nominations must indicate that the individual has been contacted and is willing to serve.

To nominate an individual to the Measure Feedback Committee, please submit the following information:

**Nominations due by Tuesday, October 30, 2018, 6:00 pm ET**

- a completed [online nomination form](#), including:
  - a brief statement of interest
  - a brief description of nominee expertise highlighting experience relevant to the Committee
  - a short biography (maximum 100 words), highlighting experience/knowledge relevant to the expertise described above
  - curriculum vitae or list of relevant experience (e.g., publications) *up to 20 pages*
- A completed disclosure of interest form. This will be requested upon your submission of the nominations form for committees actively seeking nominees.

#### DEADLINE FOR SUBMISSION

All nominations *MUST* be submitted by **6:00 pm ET on October 30, 2018**.

#### QUESTIONS

If you have any questions, please contact Madison Jung or Jean-Luc Tilly at 202-783-1300 or [measurefeedback@qualityforum.org](mailto:measurefeedback@qualityforum.org). Thank you for your interest.