



Measure Feedback Loop Standing Committee Web Meetings 6 and 7

The National Quality Forum (NQF) convened a public web meeting for the Measure Feedback Loop Standing Committee on September 3 and 5, 2019.

Welcome, Introductions, and Review of Web Meeting Objectives

Ashlie Wilbon, NQF Senior Director, welcomed participants to the web meeting. Ms. Rose Baez and Dr. Edison Machado, Committee Co-chairs, provided opening remarks and thanked members for being present and for NQF's work on the project. Hannah Ingber, Project Analyst, reviewed the meeting agenda and objectives. The goal of the meeting was to discuss the results of the cost-benefit analyses and go over the potential pilot options for the final options paper. These meetings provide the final opportunity to discuss the pilot options that CMS will consider for selection for development of an implementation plan.

Review and Discuss Results of Cost-Benefit Analyses

Jean-Luc Tilly, Project Manager, Data Analytics, provided an overview of NQF's cost-benefit analysis including a review of goals, strategies, and scoring methods. He noted that the Committee's aim is to package a final option that addresses as broad a range of goals as is possible. Mr. Tilly then reviewed the scoring strategy, noting that a high benefit received a score of 3 and a low cost received a score of 3. The average score of all benefits was 1.8 with a range of 1-2.8, indicating that benefits are moderate overall. The average score of all costs was 2.6 with a range of 2-3, indicating that costs are low overall.

Dr. Machado then reviewed strategies pulled for discussion. Lead discussants explained the rationale for their proposed changes. There was a total of 12 strategies designated for discussion by Committee members. Of these, three strategies were indicated due to concerns with the summary cost or benefit score; these strategies were related to prominence of the feedback tool on the website and establishing NQF partnerships with other organizations (e.g., EHR vendors, registries) to include links to NQF's feedback tool on their websites. The Committee agreed that these strategies should have a higher benefit score than that initially assigned. Six strategies were pulled with recommendations to attribute them to additional pilot goals. The remaining three strategies were associated with requests for clarification of the language describing the strategy. These recommendations will be incorporated into the strategy assessment tool, and summary scores will be recalculated as needed.

Review and Discuss Proposed Pilot Options

Ms. Wilbon provided an overview of NQF's approach to creating the pilot options. The strategies were grouped into one of five categories:

1. Strategies not recommended for inclusion in any pilot option
2. Strategies currently implemented by NQF that would continue during the pilot
3. Strategies to be implemented with any pilot option

4. Pilot option 1 strategies (Improving NQF's stewardship of the feedback loop)
5. Pilot option 2 strategies (Enhancing communication channels and partnerships)

After reviewing the strategies grouped into each category, the Committee discussed recommendations for modifications and areas of agreement. For category 1, the Committee agreed that strategy 2—which suggests that developers should be required to provide responses to feedback in a specified timeframe—should also be moved to category 3 (implemented with any pilot options). Ms. Wilbon then gave an overview of the two proposed pilot options. Strategies in pilot option 1 focus on creating partnerships between NQF and other organizations within the quality measurement enterprise, regularizing solicitation of feedback, and increasing awareness of the measure feedback loop. Strategies in pilot option 2 focus on increasing NQF staff's efforts in collecting feedback.

The Committee recommended that one option should include a hybrid of pilot options 1 and 2 and that a newly created second option should include a subset of the revised option 1. The Committee viewed all strategies as important and suggested merging certain strategies around common themes. The first option would include all proposed strategies, and the second would represent a subset of strategies in the first option with the highest cost and benefit summary scores.

The Committee also discussed the possibility of incorporating feedback on new measures (prior to submission to NQF) into the feedback loop. While some Committee members believed this would be a useful expansion of the feedback loop, others who represent measure developer organizations thought this activity is the responsibility of the measure developer. Although this was determined to be out of scope for the current feedback loop project, the Committee agreed that this should be considered in future phases of the work. The Committee ultimately agreed that the pilot options should only be implemented on endorsed measures and those under endorsement review, as there is a clear path forward for execution.

NQF Member and Public Comment

No public comments were offered during either webinar.

Next Steps

NQF will create a survey for the Committee to provide final recommendations on cost and benefit summary score rankings. The Committee's recommendations and feedback will inform the pilot options draft report. This report will be posted for NQF member and public comment from October 7 to October 21, 2019.