Measure Feedback Loop

Web Meeting 1 – Committee Orientation and Environmental Scan, Part 1

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Welcome and Introductions

NQF Project Staff

- Elisa Munthali, MPH, Senior Vice President, Quality Measurement

- Kate McQueston, MPH, Senior Project Manager

- Jean-Luc Tilly, Senior Manager, Data Analytics

- Madison Jung, Project Manager

- Navya Kumar, MPH, Project Analyst

Federal Liaisons

CMS

- Maria Durham

- Sophia Chan

- Patrick Wynne

- Melissa Evans

Measure Feedback Loop Committee

- **Rose Baez, RN, MSN, CPHQ, CPPS** (Co-chair)
- **Edison Machado, MD, MBA** (Co-chair)
- Constance Anderson, BSN, MBA
- Robert Centor, MD, MACP
- Elvia Chavarria, MPH
- Dan Culica, MD, PhD
- Melody Danko Holsomback
- Anne Deutsch, RN, PhD
- Tricia Elliott, MBA, CPHQ
- Lee Fleisher, MD

- Mark E. Huang, MD
- Joseph Kunisch, PhD, RN-BC, CPHQ
- Claire Noel-Miller, MPA, PhD
- Ekta Punwani, MHA
- Koryn Rubin, MHA
- Elizabeth (Beth) Rubinstein
- Sue Sheridan, MIM, MBA, DHL
- Jill Shuemaker, RN, CPHIMS
- Heather Smith, PT, MPH
- Deborah Struth, MSN, RN, PhD(c)
- Sara Toomey, MD, MPhil, MPH, MSc

Agenda

- Introductions

- About NQF

- Project Overview

- Introduction to Environmental Scan

- Committee Discussion

- SharePoint Overview

- Opportunity for Public Comment

- Next Steps

About NQF

National Quality Forum: A Unique Role

Established in 1999, NQF is a nonprofit, nonpartisan, 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

Board of Directors

Standing Committees

8 Membership Councils

Measure Applications
Partnership (MAP)

National Quality
Partners (NQP)

Standing committees for
clinical measures and
information technology

Neutral Convener

Standard Setting
Organization

1 Build
Consensus

2 Endorse National
Consensus Standards

3 Education and
Outreach

Activities in Multiple Measurement Areas

- Performance Measure Endorsement
  - 600+ NQF-endorsed measures across multiple clinical areas
  - 15 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 measure feedback, attribution, alignment, sociodemographic status (SDS) adjustment

Roles of the Committee & Co-Chairs

- Serve as experts working with NQF staff to achieve the goals of the project

- Engage in meeting discussions and provide feedback on project deliverables

- Co-Chairs:
  - *Group leaders of the Committee*
  - *Assist in facilitating Committee meetings and bringing the group to consensus on decisions and recommendations*
  - *Keep the Committee on track to meet project goals without hindering critical discussion/input*
  - *Assist NQF staff in identifying key issues for Committee discussion*

NQF Project Team Staff

Work with the Committee to achieve project goals:

- Organize meetings and conference calls
- 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 through public commenting periods

- Participating in web meetings during opportunities for public comment

Project Overview

Measure Feedback Loop

- ## Objective
  - *To understand how a measure actually performs when in use, and what the possible issues or risks are that may be associated with measure implementation. These efforts would help address whether the measure is having its intended effects on improving quality of care and health outcomes, and what unintended consequences are, if any, for the use of the measure.*

- ## Definitions
  - *Feedback loop*
    - » Refers to the process by which feedback from the measure is relayed back to the multistakeholder Standing Committee members who recommended the measure to be (re-) endorsed or selected for program use.
    - » In previous CDPs, Standing Committee members have expressed the need for update on how a measure has performed after endorsement. This is especially the case for measures that are contentious, and have a chance of impacting certain stakeholders negatively.
  - *Feedback*
    - » Refers to information about measure performance that could be based on quantitative data or qualitative information

Orientation to Project Scope and Objectives

- Environmental Scan Report

- CDP Use and Usability Document

- Options for Piloting the Measure Feedback Loop Paper

- Implementation Plan

Overview of Meeting Timeline

NQF will hold nine web meetings (seven 2-hour meetings and two 3-hour meetings), and up to nine conference calls to accomplish this task order's objectives.

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

Report Deliverables

- Environmental Scan Report
  - *A current and comprehensive view of what data/information is currently available, and how often updates are made available*
- CDP Use and Usability Document
  - *A comprehensive view of current efforts to inform CDP standing committees on how measure feedback is gathered and evaluated within the process*
- Options for Piloting the Measure Feedback Loop Paper
  - *Design more than one option for measure feedback pilots and recommend a novel approach for providing valuable feedback to the CDP standing committees on measure use*
- Implementation Plan
  - *Develop an implementation plan to operationalize the selected feedback loop pilot. This implementation plan is intended to address potential barriers and solutions to ensure pilot success as well as a monitoring and evaluation plan to track pilot performance and incorporate feedback received during the implementation process*

Introduction to Environmental Scan Report

Purpose

- Provide a report of potential sources of CMS measure performance
  - *Includes measures developed using CMS funding, or used by CMS in Medicare quality reporting and value-based payment programs*
- Provide a current and comprehensive view of what data/information is currently available, and how often updates will be made available
- Identify any gaps in information that would be helpful to CDP

Timeline

- Web Meeting #2 – Environmental Scan report on Measure Performance Data
  - *February 19, 2019, 2-4 pm ET*

- Environmental Scan Draft Report
  - *Post for 14-day public and NQF member comment period from March 11 to March 25, 2019*

- Environmental Scan Final Report
  - *Due to CMS on April 12, 2019*

Research Questions

- What data are currently available on CMS measure performance?
    - *Quantitative*
    - *Qualitative*

- How often are these data updated?

- Are the data currently used to provide feedback to developers?

- What are the methods for collecting and sharing the data?

- What are other recommended data sources?

Quantitative Sources

- Information available published by measure developers (e.g., CMS, NCQA, AHRQ, The Joint Commission, Society Thoracic Surgeons, AMA, PCPI, ACC, CDC)

- CMS Measures Inventories

- Registries

Quantitative Sources Data Elements

Data Element	Description
Source of measure data	Who is publishing this data?
Location	Where is this information available? (e.g. URL)
Level of analysis	What is level of analysis? (e.g., clinician, facility, plan)
Data provider	Who is providing the data? (e.g., ResDAC)
Schedule of release	How often is this information released? (e.g., quarterly, yearly)
Methods of obtaining	How is this obtained? (e.g., downloaded from database, accessed through membership network)
Associated costs	What are the costs associated with accessing the data?

Qualitative Sources

- Journal/grey literature publications

- NQF process documentation

- Existing developer feedback collection and response processes

- Key informant interviews

Preliminary List of Terms

- Performance measurement results
- Performance rates
- Impact of quality improvement
- Measure feedback
- Reporting
- Data collection
- Registries
- Burden (synonyms)

- Clinician experience
- Clinician satisfaction
- Clinician burnout
- Implementation issues
- Feasibility
- Dashboard

Key Informant Interviews

- What platforms or tools are you using to collect data/feedback, and from whom does the data/feedback originate?

- What are the characteristics of the data/feedback you are collecting, e.g., qualitative, quantitative?

- How often are you collecting data/feedback, and what is the approximate volume of feedback collected?

- How is this data/feedback compiled, and presented to internal and external stakeholders?

- How has feedback informed your quality improvement efforts?

Committee Discussion

SharePoint Overview

SharePoint Overview

http://share.qualityforum.org/Projects/MeasureFeedbackLoop/SitePages/Home.aspx
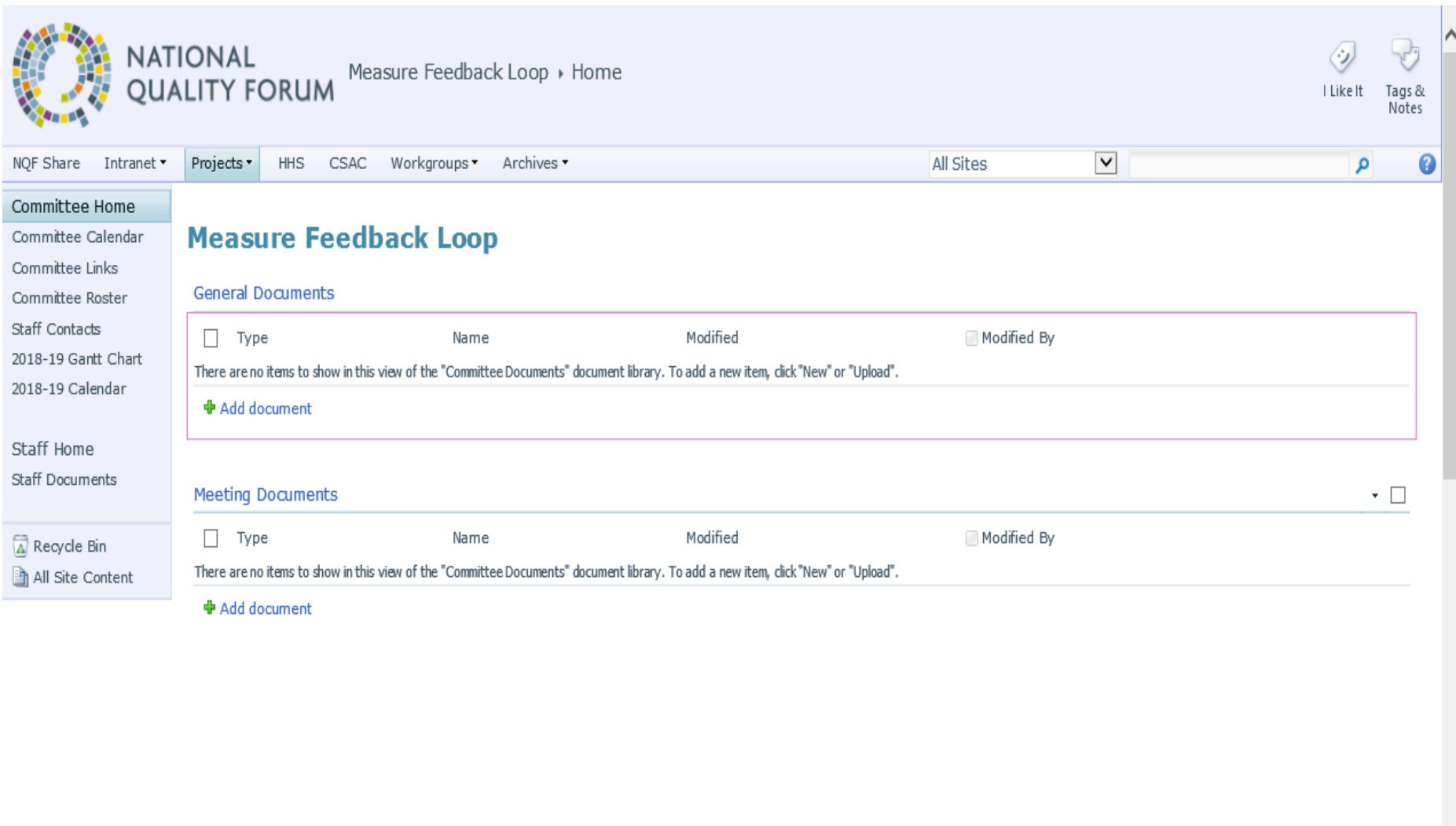
- Accessing SharePoint

- Standing Committee Policy

- Standing Committee Guidebook

- Measure Document Sets

- Meeting and Call Documents

- Committee Roster and Biographies

- Calendar of Meetings

SharePoint Overview

SharePoint Overview

- Please keep in mind:
- \+ and – signs :

Opportunity for Public Comment

Next Steps

- Web Meeting #2 – Environmental Scan report on Measure Performance Data
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- Environmental Scan Draft Report
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- Environmental Scan Final Report
  - *Due to CMS on April 12, 2019*

- Web Meeting #3 – Measure Feedback and the NQF CDP Process, Part 1
  - *April 30, 2019, 2-5 pm ET*

Project Contact Information

- Email: measurefeedback@qualityforum.org

- NQF phone: 202.783.1300

- Project page: https://www.qualityforum.org/Measure_Feedback_Loop.aspx

- SharePoint: http://share.qualityforum.org/Projects/MeasureFeedbackLoop/SitePages/Home.aspx