NATIONAL QUALITY FORUM
Driving measurable health improvements together

Web Meeting #3: Discussion Guide

Building a Roadmap From Patient-Reported Outcome Measures to Patient-Reported Outcome Performance Measures

Context on this Discussion Guide

This Discussion Guide is designed to help prepare the members of the Technical Expert Panel (TEP) for Web Meeting #3, which is scheduled to occur on Monday, May 16, from 1:30 – 3:00pm ET. NQF encourages TEP members to review the guide in advance to ensure they are prepared for the discussion.

The second half of Web Meeting #3 will focus on findings elicited from key informant interviews (KIIs) that occurred between February and April of 2022. The interviewees represent the perspectives of measure developers, health IT experts, and patients. The findings address recommendations for how the original version of the Technical Guidance Report (i.e., *the Roadmap*) can be improved when an updated version is published in November 2022.

In support of that goal, this discussion guide is broken into four sections:

1. Brief reminder of how the Roadmap is organized, including a visualization from the November 2021 report of the four stages and 16 tasks within the Roadmap
2. Information for a discussion on the strengths of the Roadmap that should not be changed
3. Information for a discussion about adding a 17th task to the Roadmap
4. Information for a discussion about revisions to the existing tasks in the Roadmap

The TEP will likely not have time to discuss all of the following topics. Any items not addressed will be carried over to Web Meeting #4.

Organization of the Roadmap

The original version of the Roadmap was published in November 2021. It provides guidance on the development of patient-reported outcome performance measures (PRO-PMs), particularly those that are digital, targeted for NQF endorsement, and suitable for use in the Centers for Medicare & Medicaid Services' value-based purchasing (VBP) programs and alternative payment models (APMs). The Roadmap is organized into four stages. A series of 16 tasks occur within the four stages, and the measure developer should address each task during the development process.

- **Stage 1: Definition of Measurement Goals**
- **Stage 2: Exploration and Assessment of patient-reported outcome measures (PROMs)**
- **Stage 3: Development and Testing of the PRO-PM**
- **Stage 4: Finalization and Implementation of the PRO-PM**

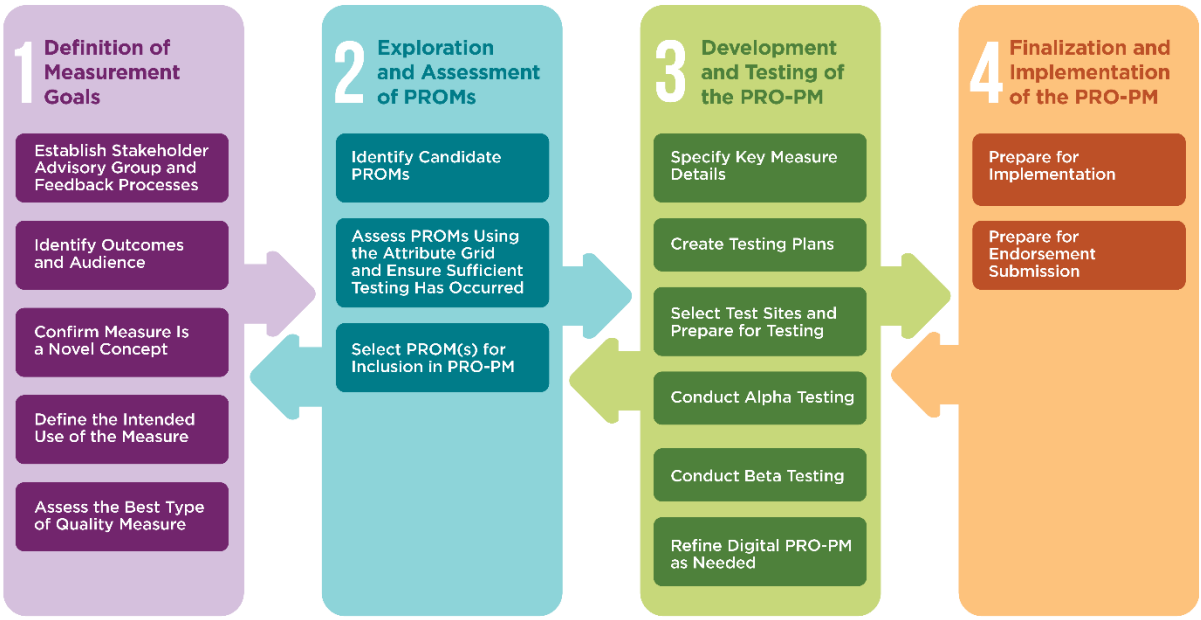

Figure 1. PRO-PM Roadmap: Each column contains one stage, and the bidirectional arrows indicate that tasks can move freely and be iterated across stages.

Discussion: Roadmap Strengths

The majority of the interviewees recommended against changing three components of the Roadmap, including its organization into stages and tasks, its non-prescriptive approach to measure development, and its focus on three specific domains of patient-reported outcomes (PRO)s.

Discussion Questions

- Do any TEP members disagree with these recommendations?
- Are there other elements of the Roadmap that **should not** be changed?

Discussion: New Task in the Roadmap

Proposed New Task (Stage 1): Resources and Related Reading.

Most of the interviewees favored providing additional content on complex technical topics in the Roadmap by adding links to "source of truth" documents (i.e., documents that are developed and maintained by organizations with expertise on specific aspects of measure development, such as the

CMS Measures Management System Blueprint and the NQF Measure Evaluation Criteria). NQF and the TEP can add these resources as a new stage 1 task; as links scattered at relevant points throughout the document; or as a combination of the two. Interviewees identified three advantages of linking to these resources rather than incorporating the content in the text:

1. Ensuring the Roadmap is "evergreen" as technologies evolve and processes change
2. Deferring to official documentation from expert sources
3. Presenting information in the Roadmap in a way that does not overwhelm novice developers

A partial list of resources that interviewees recommend during the KIIs includes:

- NQF publications related to PROs and PRO-PM development:
    - 2012 white paper, Methodological Issues in the Selection, Administration and Use of Patient-Reported Outcomes in Performance Measurement in Health Care Settings and its 2015 update, Patient-Reported Outcomes in Performance Measurement
    - 2012 white paper, PRO-Based Performance Measures for Healthcare Accountable Entities
    - 2013 Expert Panel report: Patient-Reported Outcomes in Performance Measurement
    - 2020 TEP report on implementing PROMs in clinical settings: Patient-Reported Outcomes: Best Practices on Selection and Data Collection
- NQF information about the CDP, including:
    - The CDP homepage
    - The Measure Evaluation Criteria webpage
    - The Measure Evaluation Criteria and Guidance for Evaluating Measures for Endorsement
    - The Measure Developer Guidebook for Submitting Measures to NQF.
- NQF reports on pertinent areas of measure development, including:
    - The Best Practices for Developing and Testing Risk Adjustment Models report
    - The Attribution reports from 2016 and 2021
- The CMS Blueprint and pertinent Supplements, including the Supplement on Patient Reported Outcome Measures and the Supplement on Risk Adjustment in Quality Measures; although the Contractual Edition of the CMS Blueprint is not available to the public, the Roadmap should mention it as well
- CMS documents on digital quality measurement, if available
- CMS explanations of Qualified Clinical Data Registries (QCDR)
- The eCQI Resource Center website, including direct links to:
    - The electronic clinical quality measures (eCQMs) page
    - The digital quality measures (dQMs) page
    - The Clinical Quality Language (CQL) page
- The FHIR website, the Implementation Guide Registry, and the FHIR Confluence site
- Health Level Seven International (HL7) implementation guides
- The Office of the National Coordinator for Health Information Technology (ONC) USCDI website, which contains information about and links to current and previous versions of USCDI standards
- The ONC USCDI+ website, which describes the initiative and provides links to additional resources

Discussion Questions

- Are there questions or concerns about this proposal?
- What other resources should be included?
- Given the number of HL7 Implementation Guides, should any specific guides be linked?

Discussion: Updates to existing tasks

The interviewees supported the Roadmap's presentation of existing tasks and did not flag any of the 16 tasks in the November 2021 version of the Roadmap for removal or deletion. However, the interviewees did share several opportunities for improving the tasks.

Discussion Questions

The following discussion questions will be posed **for each of the 13 recommendations**

- Does the TEP agree with this suggestion?
- What information does the TEP recommend adding to the Roadmap to address this suggestion?

Thirteen Recommendations from the KIIs

1. **All Stages and Tasks: Add Timeframe Expectations.** Identify and add timeframes to each task so measure developers can better understand the expected level of effort before embarking on a project.
2. **All Stages and Tasks: Add Meaningful Examples.** Provide examples of how certain tasks in the Roadmap could be executed, including how to meaningfully engage patient members of the stakeholder advisory group throughout the PRO-PM development cycle.
3. **Stage 1: Add Specific PRO-PM Considerations.** Identify unique challenges specific to PRO-PMs and the importance of preparing contingency plans. Challenges include low or insufficient response rates, as well as the identification of test sites with existing operational and electronic health record (EHR) workflows.
4. **Stage 1: Include Rural Perspectives in the Stakeholder Advisory Group.** Highlight the importance of including rural perspectives on the stakeholder advisory group to shed light on and help address unique quality measurement barriers.
5. **Stage 1: Clarify Measure Concept Expectations.** Stage 1 should explicitly state the importance of creating the measure concept and the expectations that accompany this work. This might fit within the task "Identify Outcomes and Audience."
6. **Stage 1 and/or Stage 2: Engage PROM Developers.** Emphasize the importance of facilitating active engagement and collaboration between PROM developers and PRO-PM developers, and highlight examples of collaborative opportunities.
7. **Stage 2: Add Examples and Guidance for Assessing, Requesting, and Using LOINC Codes:** Provide specific guidance on the assessment, requesting, and use of LOINC codes in PROMs. To remain aligned with the suggested new task in Stage 1, the TEP should consider if this level of detail exists in an external "source of truth" document to which the Roadmap can link.
8. **Stage 3: Add Side-by-Side Comparison of Traditional and Digital Specifications.** Explore the inclusion of a side-by-side comparison of traditional and digital specifications to educate measure developers.
9. **Stage 3: Include PRO-PM Specific Information on Alpha and Beta Testing.** Describe the differences of PRO-PM testing compared to other type of quality measures and offer guidance

on how to overcome challenges. (e.g., build PROMs in the test sites' EHRs, implement PROM-specific workflows and train staff on how to accomplish them).

10. **Stage 3 and Stage 4: Reduce Redundancies with Source-of-Truth CDP Documentation.** Include links to external source-of-truth documents to reduce redundancies.
11. **Stage 4: Include Guidance on Preparing for Measure Maintenance.** Provide more detail about preparing for maintenance (with a specific focus on maintenance of PRO-PMs) and/or add links to relevant NQF documentation.
12. **Stage 4: Include Information on the Purpose and Importance of NQF Endorsement.** Add a brief explanation of considerations and benefits of NQF endorsement.
13. **Stage 4: Add Guidance on the NQF Intent to Submit.** Describe the NQF Intent to Submit process, along with any guidance specific to PRO-PMs.