



Patient Experience and Function Fall 2017

CSAC Review and Endorsement

June 4, 2018

Patient Experience and Function

- Patient Experience and Function (PEF) is a newly formed topic area encompassing many of the measures previously assigned to the former Person- and Family-Centered Care and Care Coordination topic areas.
- Measures included in this project portfolio assess patient function and experience of care as they relate to health-related quality of life, and the many factors that impact these principles, including:
 - *communication*
 - *care coordination*
 - *transitions of care*
 - *use of health information technology*
- The portfolio currently includes 56 measures
 - *3 process measures*
 - *53 outcome measures*

Patient Experience and Function

- The PEF Standing Committee reviewed **five** measures during the Fall 2017 cycle.
- The measures addressed two topic areas within patient experience and function:
 - *Surgical Care*
 - » 1 maintenance measure
 - *Managed Long-Term Services and Supports*
 - » 4 new measures

Patient Experience and Function Standing Committee Recommendations

- Recommended Measure

- *1741 Patient Experience with Surgical Care Based on the Consumer Assessment of Healthcare Providers and Systems (CAHPS)[®] Surgical Care Survey*

- Not Recommended Measures

- *3319 LTSS Comprehensive Assessment and Update*
 - *3324 LTSS Comprehensive Care Plan and Update*
 - *3325 LTSS Shared Care Plan with Primary Care Practitioner*
 - *3326 LTSS Re-Assessment and Care Plan Update After Inpatient Discharge*

Measure Evaluation Summary

	Maintenance Measures	New Measures	TOTAL Measures
Submitted	2	5	7
Measures Recommended	1	0	1
Measures Not Recommended	0	4	4
Measures Withdrawn from Consideration	1	1	2
Reasons for not recommending:	N/A	Scientific Acceptability – 3*	-

*The Committee voted to stop the evaluation of one measure citing similarities to paired failed measures.

Overarching Issues

■ Attribution in CAHPS Measures

- *The Committee considered how effective CAHPS measures are at attributing work and performance of all individuals engaged in care, including office staff. The Committee considered the broader implications for all measures in the PEF portfolio and plans to continue the conversation in the Spring 2018 cycle.*

■ Feedback Loops

- *NQF invited measure developers for two measures (one new and one endorsed) to present to the Committee in advance of their measure evaluation in a future cycle. Presentations featured an introduction to the new measure as well as updated performance data and user feedback on the endorsed measure.*
- *NQF invited a user of a measure in the portfolio to present on their experience implementing the measure.*

■ Competing Functional Status Measures

- *NQF invited measure developers of two sets of competing measures to present updated performance data to the Committee in advance of their measure evaluation in the fall 2018 cycle. The Committee was previously instructed by the NQF Board of Directors to make a best-in-class determination between these two sets of endorsed measures.*

Public and NQF Member Comments Received

- During this commenting period, NQF received 28 comments from seven member organizations and three nonmember organizations.
- The majority of comments were measure-specific.
 - *Many of the comments were submitted by the developers of the four MLTSS measures and opposed the Committee's recommendation not to endorse the measures. The developer also provided suggested edits to the draft report, which the Committee reviewed during the post-comment call.*
 - *Additional comments were largely in support of the Committee's recommendations.*

Member Expression of Support

- Two NQF members provided their expression of support.
 - *Both members expressed their **support** for measure 1741 Consumer Assessment of Healthcare Providers and Systems (CAHPS)[®] Surgical Care Survey Version 2.0*
 - *Both members expressed that they **did not support** the four MLTSS measures:*
 - » 3319 Long Term Services and Supports (LTSS) Comprehensive Assessment and Update
 - » 3324 Long Term Services and Supports (LTSS) Comprehensive Care Plan and Update
 - » 3325 Long Term Services and Supports (LTSS) Shared Care Plan with Primary Care Practitioner
 - » 3326 Long Term Services and Supports (LTSS) Re-Assessment/Care Plan Update after Inpatient Discharge

CSAC Checklist

Key Considerations	Yes/No	Notes
Were there any process concerns raised during the CDP project? If so, briefly explain.	Yes	NQF received one post-evaluation public comment that raised concerns about the evaluation process, noting that the Committee did not formally vote on measure #3326. The commenter was concerned that the measure was not fully assessed against the criteria as per NQF's standard process. NQF responded that NQF committees often receive measure sets, or related groups of measures, and it is within a committee's purview to request a measure vote may be "carried" across similar measures: A measure can pass or fail criteria using this method.
Did the Standing Committee receive requests for reconsideration? If so, briefly explain.	No	
Did the Standing Committee overturn any of the Scientific Methods Panel's ratings of Scientific Acceptability? If so, state the measure and why the measure was overturned.	No	

CSAC Checklist

Key Considerations	Yes/No	Notes
If a recommended measure is a related and/or competing measure, was a rationale provided for the Standing Committee's recommendation? If not, briefly explain.	Yes	Measure 1741 Patient Experience with Surgical Care Based on the CAHPS® Surgical Care Survey is related to the eight other CAHPS measures included in the PEF portfolio. The Committee discussed these measures and determined that they had no concerns based on the related nature.
Were any measurement gap areas addressed? If so, identify the areas.	Yes	MLTSS was identified as a gap in measurement. The Committee did not recommend the four MLTSS measures under review for endorsement, but encouraged the developers to revise the measures and resubmit at a later date.
Are there additional concerns that require CSAC discussion? If so, briefly explain.	No	

Timeline and Next Steps

Process Step	Timeline
Appeals Period	June 7, 2018-July 6, 2018
Adjudication of Appeals	July 9, 2018-August 3, 2018
Final Report	September 2018

Questions?

Project webpage:

[https://www.qualityforum.org/Patient Experience and Function.aspx](https://www.qualityforum.org/Patient_Experience_and_Function.aspx)

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