



NATIONAL  
QUALITY FORUM

# Patient Experience and Function Spring 2018

CSAC Review and Endorsement

*October 23, 2018*

# Patient Experience and Function

- 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 **two** measures during the Spring 2018 review cycle.
- The measures addressed one topic area within patient experience and function:
  - *Assisted Living Satisfaction*
    - » 2 new measures

# Project Name Standing Committee Recommendations

## ■ Recommended Measures

- *3420: CoreQ: AL Resident Satisfaction Measure (American Health Care Association/National Center for Assisted Living)*
- *3422: CoreQ: AL Family Satisfaction Measure (American Health Care Association/National Center for Assisted Living)*

# Measure Evaluation Summary

	Maintenance Measures	New Measures	TOTAL Measures
Submitted	0	2	2
Measures Recommended	0	2	2
Measures Not Recommended	0	0	0
Measures Withdrawn from Consideration	0	0	0

# Overarching Issues

- Care Coordination

- *The Committee discussed the current state of care coordination measures and provided guidance to NQF on how the Committee may help to better evaluate and track care coordination measures in the NQF portfolio, and to advance the overall state of measurement of care coordination.*

# Public and NQF Member Comments Received

- During this commenting period, NQF received one comment from one member organization:
  - *The comment submitted on the draft report was in support of the Committee's recommendations to endorse the two measures under review. The comment also expressed support for the Committee's larger conversation regarding advancing care coordination.*
- No members submitted expressions of support or non-support

# Timeline and Next Steps

Process Step	Timeline
Appeals Period	October 26, 2018-November 26, 2018
Adjudication of Appeals	November 27, 2018-December 21, 2018
Final Report	Early February 2019

# Questions?

Project webpage:

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

Project email address:

[patientexperienceandfunction@qualityforum.org](mailto:patientexperienceandfunction@qualityforum.org)