



September 14, 2018

**To:** Patient Experience and Function Standing Committee  
**From:** NQF staff  
**Re:** Post-comment web meeting to discuss public comments received and NQF member expression of support has been cancelled

### Post-Comment Call Cancelled

NQF received only one comment on the spring 2018 Patient Experience and Function draft report. The comment, which was in support of the Committee's measure recommendations, did not require Committee adjudication. Therefore, NQF cancelled the Patient Experience and Function Post-Comment Web Meeting, which was scheduled for September 21.

### Background

Ensuring that all patients and family members are engaged partners in healthcare is one of the core priorities of the National Quality Strategy and NQF. The current healthcare system lacks necessary measures to support the new paradigm in which patients are empowered to participate actively in their own care. In this new healthcare paradigm, high-quality performance measures are essential to provide insight on how providers are responding to the needs and preferences of patients and families, and how healthcare organizations can create effective care practices that support positive patient experience and improved function.

Patient Experience and Function is a recently formed NQF measure topic area encompassing many of the measures previously assigned to the Person- and Family-Centered Care and Care Coordination topic areas. Measures included in this portfolio assess patient function and experience of care as they relate to health-related quality of life and the many factors that affect it, including communication, care coordination, transitions of care, and use of health information technology.

The 24-member [Patient Experience and Function Standing Committee](#) has been charged with overseeing the NQF patient experience and function measure portfolio, evaluating both newly submitted and previously endorsed measures against NQF's measure evaluation criteria, identifying gaps in the measurement portfolio, providing feedback on how the portfolio should evolve, and serving on any ad hoc or expedited projects in its designated topic areas.

On June 22 and 25, the Patient Experience and Function Standing Committee met via web meeting to evaluate two newly submitted measures. The Standing Committee recommended both new measures for endorsement. The measures recommended for endorsement are:

- 3420 CoreQ: AL Resident Satisfaction Measure
- 3422 CoreQ: AL Family Satisfaction Measure

## Comments Received

NQF solicits comments on measures undergoing review in various ways and at various times throughout the evaluation process. First, NQF solicits comments on endorsed measures on an ongoing basis through the Quality Positioning System (QPS). Second, NQF solicits member and public comments during a 16-week comment period via an online tool on the project webpage.

### Pre-evaluation Comments

NQF solicits comments prior to the evaluation of the measures via an online tool on the project webpage. For this evaluation cycle, the pre-evaluation comment period was open from May 1 – June 12, 2018 for the measures under review. NQF received no pre-evaluation comments.

### Post-evaluation Comments

The draft report was posted on the project webpage for public and NQF member comment on July 31, 2018 for 30 calendar days. During this commenting period, NQF received one comment from one member organization:

<b>Member Council</b>	<b># of Member Organizations Who Commented</b>
QMRI	1

We have included the comment that we received in the comment table (excel spreadsheet) posted to the Committee SharePoint site. Since the single comment received was in support of the Committee's recommendations, the post-comment web meeting has been canceled. The Standing Committee's recommendations will be reviewed by the Consensus Standards Approval Committee (CSAC) on October 23-24. The CSAC will determine whether or not to uphold the Standing Committee's recommendation for each measure submitted for endorsement consideration. All Committee members are encouraged to attend the CSAC meeting to listen to the discussion.

### Comments and their Disposition

NQF received one comment on the spring 2018 Patient Experience and Function draft report. The comment supported the Committee's recommendations to endorse the two new measures under review as well as the Committee's identification of priority gaps in the Patient Experience and Function portfolio. The commenter encouraged further work in the area of patient experience and care coordination.

### NQF Member Expression of Support

Throughout the 16-week continuous public commenting period, NQF members had the opportunity to express their support ('support' or 'do not support') for each measure submitted for endorsement consideration to inform the Committee's recommendations. Zero NQF members provided their expressions of support or nonsupport.