



Patient Experience and Function Committee Spring 2018 Orientation Web Meeting

Kyle Cobb, MS, Senior Director
Kathryn Goodwin, MS, Senior Project Manager
Tara Rose Murphy, MPAP, Project Manager

May 21, 2018

Welcome

Project Team



Kyle Cobb, MS
Senior Director



Kathryn Goodwin, MS
Senior Project Manager



Tara Rose Murphy, MPAP
Project Manager

Patient Experience and Function Committee Roster – Spring 2018 Cycle

- **Gerri Lamb**, PhD, RN, FAAN - Co-Chair
- **Lee Partridge** - Co-Chair
- **Chris Stille**, MD, MPH - Co-Chair
- **Richard Antonelli**, MD, MS
- **Beth Averback**, MD
- **Adrienne Boissy**, MD, MA
- **Rebecca Bradley**, LCSW
- **Jennifer Bright**, MPA
- **Ryan Coller**, MD, MPH
- **Sharon Cross**, LISW
- **Christopher Dezii**, RN, MBA, CPHQ
- **Barbara Gage**, PhD, MPA
- **Dawn Hohl**, RN, BSB, MS, PhD
- **Stephen Hoy**
- **Sherrie Kaplan**, PhD, MPH
- **Brenda Leath**, MHSA, PMP
- **Brian Lindberg**, BSW, MMHS
- **Ann Monroe**
- **Lisa Morisse**, MA
- **Terrence O'Malley**, MD
- **Lenard Parisi**, RN, MA, CPHQ, FNAHQ
- **Debra Saliba**, MD, MPH
- **Ellen Schultz**, MS
- **Lisa Gale Suter**, MD
- **Peter Thomas**, JD

Agenda for the Call

- Standing Committee Introductions
- Overview of NQF, the Consensus Development Process, and Roles of the Standing Committee, co-chairs, NQF staff
- Overview of NQF's portfolio of measures
- Review of project activities and timelines
- Overview of NQF's measure evaluation criteria
- Discussion of measures previously in Care Coordination
- SharePoint Tutorial
- Measure Worksheet example
- Next steps

Patient Experience and Function – Spring 2018 Cycle Expert Reviewers & Inactive Members

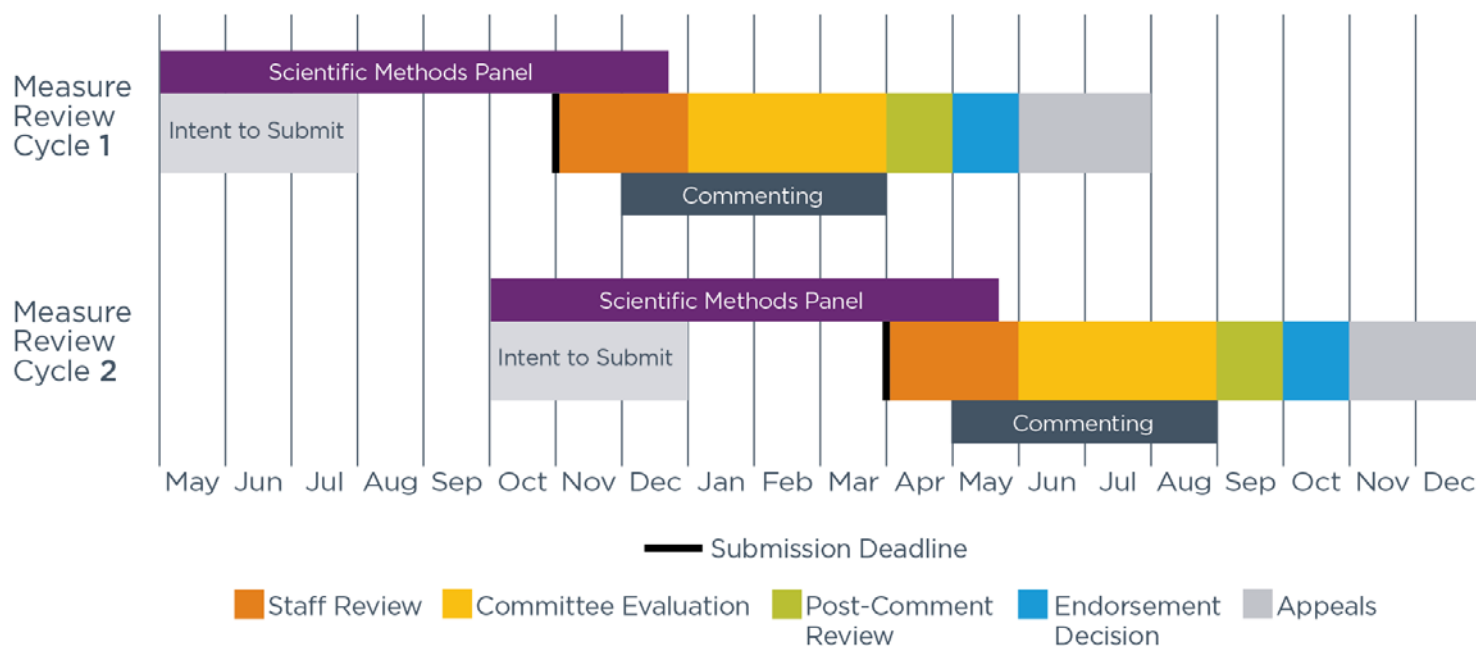
- **Samuel Biernier, MD**
- **Donald Casey, MD, MPH, MBA,
FACP, FAHA**
- **Shari Erickson, MPH**
- **Russell Leftwich, MD**
- **Linda Melillio, MA, MS, CPHRM,
CPXP**
- **Patricia Ohtake, PT, PhD**
- **Charissa Pacella, MD**

Spring 2018 Cycle

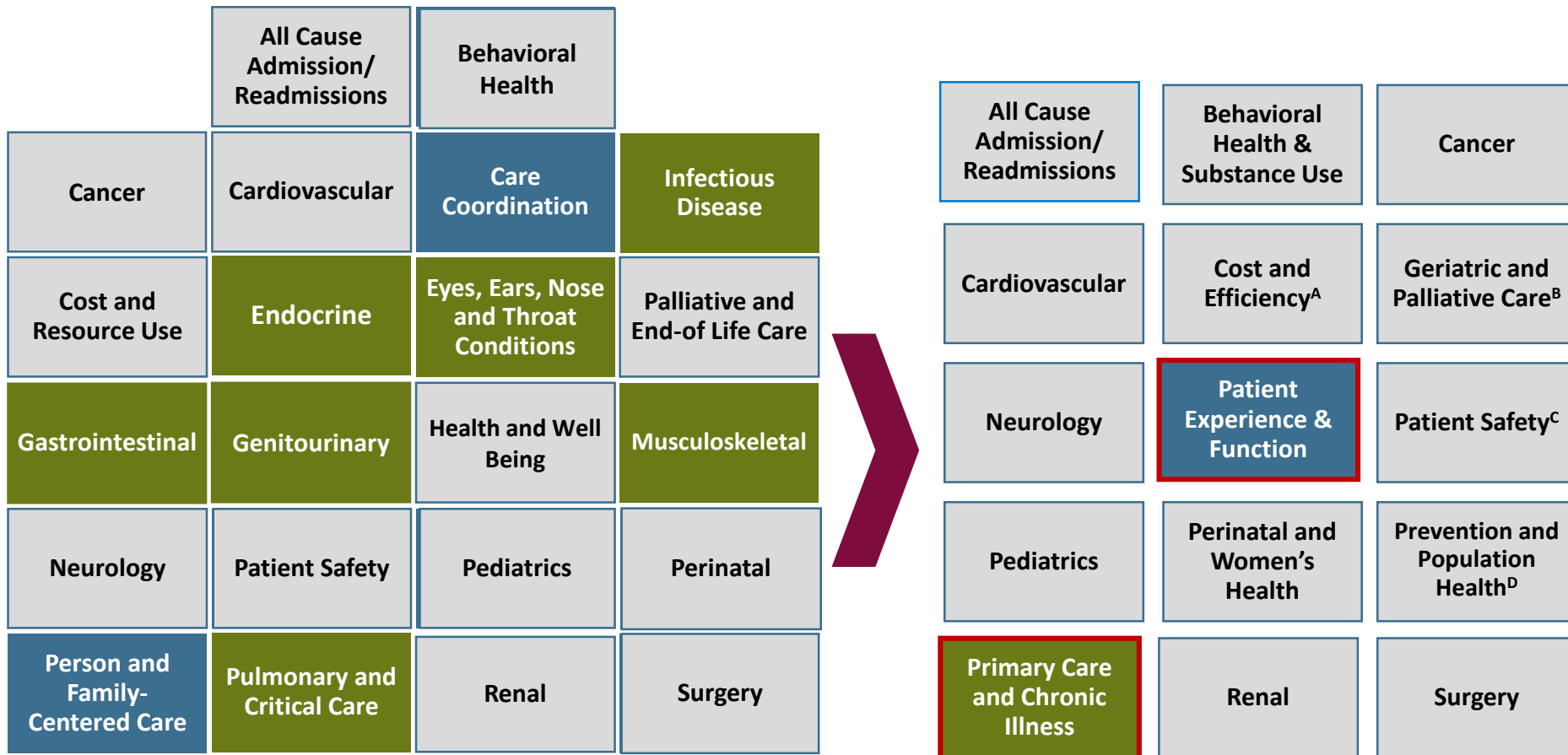
Overview of NQF, the CDP, and Roles

Measure Review: Two Cycles Per Year

Consensus Development Process:
Two Cycles Every Contract Year



15 New Measure Review Topical Areas



□ Denotes expanded topic area

^A Cost & Efficiency will include efficiency-focused measures from other domains

^B Geriatric & Palliative Care includes pain-focused measures from other domains

^C Patient Safety will include acute infectious disease and critical measures

^D Prevention and Population Health is formerly Health and Well Being

Role of the Standing Committee

Measure Evaluation Duties

- All members evaluate ALL measures
- Evaluate measures against each criterion
 - ▢ *Indicate the extent to which each criterion is met and rationale for the rating*
- Make recommendations to the NQF membership for endorsement
- Oversee Patient Experience and Function portfolio of measures
 - ▢ *Promote alignment and harmonization*
 - ▢ *Identify gaps*

Role of the Standing Committee Co-Chairs

- Co-facilitate Standing Committee (SC) meetings
- Work with NQF staff to achieve the goals of the project
- Assist NQF in anticipating questions and identifying additional information that may be useful to the SC
- Keep SC on track to meet goals of the project without hindering critical discussion/input
- Represent the SC at CSAC meetings
- Participate as a SC member

Role of the Expert Reviewers

- The expert reviewer pool serves as an adjunct to NQF standing committees to ensure broad representation and provide technical expertise when needed
- Expert reviewers will provide expertise as needed to review measures submitted for endorsement consideration by:
 - *Replacing an inactive committee member;*
 - *Replacing a committee members whose term has ended; or*
 - *Providing expertise that is not currently represented on the committee.*
- Expert reviewers may also:
 - *Provide comments and feedback on measures throughout the measure review process*
 - *Participate in strategic discussions in the event no measures are submitted for endorsement consideration*

Role of NQF Staff

- NQF project staff works with SC to achieve the goals of the project and ensure adherence to the consensus development process:
 - ▣ *Organize and staff SC meetings and conference calls*
 - ▣ *Guide the SC through the steps of the CDP and advise on NQF policy and procedures*
 - ▣ *Review measure submissions and prepare materials for Committee review*
 - ▣ *Draft and edit reports for SC review*
 - ▣ *Ensure communication among all project participants (including SC and measure developers)*
 - ▣ *Facilitate necessary communication and collaboration between different NQF projects*

Role of Methods Panel

- Scientific Methods Panel created to ensure higher-level and more consistent reviews of the scientific acceptability of measures
- The Methods Panel is charged with:
 - *Conducting evaluation of complex measures for the Scientific Acceptability criterion, with a focus on reliability and validity analyses and results*
 - *Serve in advisory capacity to NQF on methodologic issues, including those related to measure testing, risk adjustment, and measurement approaches.*
- The Methods Panel review will help inform the Standing Committee's endorsement decision. The Panel will not render endorsement recommendations.

Scientific Methods Panel Members

- **David Cella**, PhD, Co-Chair
- **Karen Joynt Maddox**, MD, MPH, Co-Chair
- **J. Matt Austin**, PhD
- **Paul Kurlansky**, MD
- **Bijan Borah**, MSc, PhD
- **Zhenqiu Lin**, PhD
- **John Bott**, MBA, MSSW
- **Jack Needleman**, PhD
- **Lacy Fabian**, PhD
- **David Nerenz**, PhD
- **Marybeth Farquhar**, PhD, MSN, RN
- **Eugene Nuccio**, PhD
- **Jeffrey Geppert**, EdM, JD
- **Jennifer Perloff**, PhD
- **Paul Gerrard**, BS, MD
- **Sam Simon**, PhD
- **Laurent Glance**, MD
- **Michael Stoto**, PhD
- **Stephen Horner**, RN, BSN, MBA
- **Christie Teigland**, PhD
- **Sherrie Kaplan**, PhD, MPH
- **Ronald Walters**, MD, MBA, MHA, MS
- **Joseph Kunisch**, PhD, RN-BC, CPHQ
- **Susan White**, PhD, RHIA, CHDA

Questions?

Project Charge

Project Timeline – Spring 2018 Cycle

*All times ET

Activity	Date
Commenting & member support period on submitted measures opens	May 1, 2018
Orientation Call	Monday, May 21, 3:00-5:00 PM
Committee receives measures and preliminary analyses for review	May 30, 2018
Measure Evaluation Meeting	Friday, June 22, 1:00-3:00pm
Key Topics Web Meeting	Monday, June 25, 1:00-3:00pm
Additional Web Meeting- HOLD	Friday, June 29, 1:00-3:00pm
Report Posted for Public Comment	July 31- August 29
Post Draft Report Comment Call	Friday, September 21, 1:00-3:00pm
CSAC Review Recommendations	October 15-November 2
Appeals Period	November 6- December 5
Final Report Posted	January 2019

Committee Changes

- The PEF Committee was formed as a combination of the previous Person and Family Centered Care and Care Coordination Committees.
 - *One additional member from the Pulmonary Committee was also added.*
- Due to a cap on the number of Committee members (25 members), NQF will rotate the active and inactive members based on the measures under review in any given cycle.
- Inactive members will not be required to attend meetings and will not vote in a project cycle but may participate in the project cycle as members of the public.

Definitions

- **Patient Experience:** The range of interactions that patients have with the health care system, including health plans, providers, and health care facilities
- **Patient Function:** An individual's ability to perform activities of daily living to maintain health and well-being and meet basic needs.
- **Care Coordination:** The deliberate organization of patient care activities between two or more participants (including patient) involved in a patient's care to facilitate the appropriate delivery of healthcare services.
- **Person and Family Centered Care:** The extent to which care is provided to the patient, caregiver, and/or family, which is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.

Committee Charge

- The portfolio currently has 56 endorsed measures
- The Committee will review measures related to:
 - ▣ *Care coordination and Transitions*
 - ▣ *Communication and Cultural competency*
 - ▣ *Functional status and health-related quality of life*
 - ▣ *Experience of care*
 - ▣ *Shared decision making*

Project Charge Discussion

- What are your thoughts on a new Committee charge?
- What concerns do you have regarding the merging of the two previous topical areas?

Questions?

Spring 2018- Measures Under Review

Spring 2018 Measures Under Review

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

Spring 2018- Key Topics

Key Topics- Spring 2018

- The extended Committee will be the forum to discuss additional topics during the Spring 2018 cycle:
 - *IMPACT act*
 - » Overview of legislation and CMS measure pipeline
 - *Care Coordination Measure Priorities*
 - *Attribution*
 - » Discuss attributions within the context of care coordination and patient experience measures.
 - *Measure Prioritization*
 - » Review new NQF criteria to prioritize the measures included in the PEF portfolio.
- The Committee will discuss these issues on the all-Committee meeting on Monday June 25th.

SharePoint Overview

SharePoint Overview


<http://share.qualityforum.org/Projects/Patient%20Experience%20and%20Function/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

■ Sample homepage:

**NATIONAL
QUALITY FORUM**

Cardiovascular ▸ Home

 I Like It  Tags & Notes

NQF Share Intranet ▾ Projects ▾ CSAC Councils ▾ HHS SharePoint Help ▾ All Sites ▾

Committee Home
Committee Calendar
Committee Links
Committee Roster
Staff Contacts





Surveys
Committee Preliminary
Measure Evaluation


Staff Home
Staff Documents

Recycle Bin
All Site Content

Cardiovascular


General Documents

Type	Name	Modified	Modified By
	CDP Standing Committee Policy	1/16/2014 2:38 PM	Wunmi Isijola
	Committee Guidebook	1/10/2014 10:20 AM	Wunmi Isijola
	Measure Evaluation Criteria Guidance 2013	1/16/2014 2:38 PM	Wunmi Isijola
	Measure Information- What Good Looks Like	1/16/2014 2:36 PM	Wunmi Isijola


 Add document


Measure Documents

Measure Number	Name	Description	Measure Steward/Developer	Measure Sub-Topic
Measure Sub-Topic : (1)				
0521	Heart Failure Symptoms Assessed and Addressed	Percentage of home health episodes of care during which patients with heart failure were assessed for symptoms of heart failure, and appropriate actions were taken when the patient exhibited symptoms of heart failure.	Centers for Medicare & Medicaid	

 Add document

Meeting and Call Documents




Type	Name	Modified	Modified By
Meeting Title : 1/30/2014 Orientation Call (1)			
	NQF Cardiovascular Project Orientation Agenda	1/28/2014 2:56 PM	Wunmi Isijola

 Add document




SharePoint Overview

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



Measure Documents

 Measure Number	Name
 Measure Sub-Topic : (1)	
 Add document	

Meeting and Call Documents

 Type	Name
 Meeting Title : 1/30/2014 Orientation Call (1)	
 Add document	

Measure Documents

 Measure Number	Name	Description
0521	Heart Failure Symptoms Assessed and Addressed	Percentage of home health episodes heart failure were assessed for sym appropriate actions were taken whe heart failure.
 Add document		

Meeting and Call Documents

 Type	Name
 Meeting Title : 1/30/2014 Orientation Call (1)	
	NQF Cardiovascular Project Orientation Agenda 
 Add document	

Measure Worksheet and Measure Information

- Measure Worksheet

- *Preliminary analysis, including eCQM Technical Review if needed, and preliminary ratings*
- *Member and Public comments*
- *Information submitted by the developer*
 - » Evidence and testing attachments
 - » Spreadsheets
 - » Additional documents

Next Steps

Project Contact Info

- Email: PatientExperienceandFunction@qualityforum.org
- NQF Phone: 202-783-1300
- Project page:
http://www.qualityforum.org/Patient_Experience_and_Function.aspx
- SharePoint site:
<http://share.qualityforum.org/Projects/Patient%20Experience%20and%20Function/SitePages/Home.aspx>

Questions?

THANK YOU

Appendix A

Patient Experience and Function Portfolio of Measures

Functional Status Change and/or Assessment: 30 Measures

- **0422** Functional status change for patients with Knee impairments
- **0423** Functional status change for patients with Hip impairments
- **0424** Functional status change for patients with Foot and Ankle impairments
- **0425** Functional status change for patients with lumbar impairments
- **0426** Functional status change for patients with Shoulder impairments
- **0427** Functional status change for patients with elbow, wrist and hand impairments
- **0428** Functional status change for patients with General orthopedic impairments
- **0429** Change in Basic Mobility as Measured by the AM-PAC:
- **0430** Change in Daily Activity Function as Measured by the AM-PAC:
- **2286** Functional Change: Change in Self Care Score
- **2287** Functional Change: Change in Motor Score
- **2321** Functional Change: Change in Mobility Score

Functional Status Change and/or Assessment: 30 Measures (continued)

- **2624** Functional Outcome Assessment
- **2631** Percent of Long-Term Care Hospital (LTCH) Patients With an Admission and Discharge Functional Assessment and a Care Plan That Addresses Function
- **2632** Long-Term Care Hospital (LTCH) Functional Outcome Measure: Change in Mobility Among Patients Requiring Ventilator Support
- **2633** Inpatient Rehabilitation Facility (IRF) Functional Outcome Measure: Change in Self-Care Score for Medical Rehabilitation Patients
- **2634** Inpatient Rehabilitation Facility (IRF) Functional Outcome Measure: Change in Mobility Score for Medical Rehabilitation Patients
- **2635** Inpatient Rehabilitation Facility (IRF) Functional Outcome Measure: Discharge Self-Care Score for Medical Rehabilitation Patients
- **2636** Inpatient Rehabilitation Facility (IRF) Functional Outcome Measure: Discharge Mobility Score for Medical Rehabilitation Patients
- **2643** Average change in functional status following lumbar spine fusion surgery
- **2653** Average change in functional status following total knee replacement surgery

Functional Status Change and/or Assessment: 30 Measures (continued)

- **2769** Functional Change: Change in Self Care Score for Skilled Nursing Facilities
- **2774** Functional Change: Change in Mobility Score for Skilled Nursing Facilities
- **2775** Functional Change: Change in Motor Score for Skilled Nursing Facilities
- **2776** Functional Change: Change in Motor Score in Long Term Acute Care Facilities
- **2777** Functional Change: Change in Self Care Score for Long Term Acute Care Facilities
- **2778** Functional Change: Change in Mobility Score for Long Term Acute Care Facilities
- **0701** Functional Capacity in COPD patients before and after Pulmonary Rehabilitation
- **2612** CARE: Improvement in Mobility
- **2613** CARE: Improvement in Self Care

Communication: 7 Measures

- **0291** Emergency Transfer Communication Measure
- **1894** Cross-cultural communication measure derived from the cross-cultural communication domain of the C-CAT
- **1896** Language services measure derived from language services domain of the C-CAT
- **1898** Health literacy measure derived from the health literacy domain of the C-CAT
- **1901** Performance evaluation measure derived from performance evaluation domain of the C-CAT
- **1905** Leadership commitment measure derived from the leadership commitment domain of the C-CAT
- **1888** Workforce development measure derived from workforce development domain of the C-CAT

Long Term Services and Support: 4 Measures

- **0688** Percent of Residents Whose Need for Help with Activities of Daily Living Has Increased (long stay)
- **2614** CoreQ: Short Stay Discharge Measure
- **2615** CoreQ: Long-Stay Resident Measure
- **2616** CoreQ: Long-Stay Family Measure

Shared Decision Making: 2 Measures

- **2958** Informed, Patient Centered (IPC) Hip and Knee Replacement Surgery
- **2962** Shared Decision Making Process

Patient Experience: 12 Measures

- **0005** CAHPS Clinician & Group Surveys (CG-CAHPS)-Adult, Child
- **0006** Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey, Version 5.0 (Medicaid and Commercial)
- **0166** HCAHPS
- **0228** 3-Item Care Transition Measure (CTM-3)
- **0258** CAHPS In-Center Hemodialysis Survey
- **0517** CAHPS® Home Health Care Survey (experience with care)
- **0700** Health-related Quality of Life in COPD patients before and after Pulmonary Rehabilitation
- **0726** Patient Experience of Psychiatric Care as Measured by the Inpatient Consumer Survey (ICS)
- **1741** Patient Experience with Surgical Care Based on the Consumer Assessment of Healthcare Providers and Systems (CAHPS)® Surgical Care Survey
- **1892** Individual engagement measure derived from the individual engagement domain of the C-CAT
- **2548** Child Hospital CAHPS (HCAHPS)
- **2967** CAHPS® Home- and Community-Based Services Measures