



NATIONAL  
QUALITY FORUM

# Patient Experience and Function Spring 2019 Post- Evaluation Web Meeting #1

Standing Committee Meeting

Sam Stolpe, Senior Director

Suzanne Theberge, Senior Project Manager

Oroma Igwe, Project Manager

Jordan Hirsch, Project Analyst

*June 25, 2019*

# Welcome

# Patient Experience and Function Project Team

- Samuel Stolpe, PharmD, MPH, Senior Director
- Suzanne, Theberge, Senior Project Manager
- Oroma Igwe, MPH, Project Manager
- Jordan Hirsch, MHA, Project Analyst

# Patient Experience and Function Committee Roster – Spring 2019 Cycle

- **Lee Partridge** – *Co-chair*
- **Chris Stille**, MD, MPH, FAAP – *Co-chair*
- **Beth Averback**, MD
- **Don Casey**, MD, MPH, MBA, FACP, FAHA, DFACMQ
- **Ryan Coller**, MD, MPH
- **Sharon Cross**, LISW-S
- **Christopher Dezii**, RN, MBA, CPHQ
- **Shari Erickson**, MPH
- **Dawn Hohl**, RN, BSN, MS, PhD
- **Stephen Hoy**
- **Sherrie Kaplan**, PhD, MPH
- **Brenda Leath**, MHSA, PMP
- **Brian Lindberg**, BSW, MMHS
- **Linda Melillo**, MA, MS, CPHRM, CPXP
- **Ann Monroe**
- **Lisa Morrissey**, MA
- **Terrence O'Malley**, MD
- **Debra Saliba**, MD, MPH
- **Ellen Schultz**, MS
- **Lisa Gale Suter**, MD
- **Peter Thomas**, JD

# Agenda for the Call

- Welcome
- Consideration of Candidate Measures
- NQF Member and Public Comment
- Next Steps
- Adjourn

# Consideration of Candidate Measures

# Measure under Review

- **NQF ID:** 0005
- **Title:** CAHPS Clinician & Group Surveys (CG-CAHPS) Version 3.0 – Adult, Child
- **Steward/Developer:** Agency for Healthcare Research and Quality
- **Measure Description:** The Consumer Assessment of Healthcare Providers and System Clinician & Group Survey 3.0 (CG-CAHPS) is a standardized survey instrument that asks patients to report on their experiences with primary or specialty care received from providers and their staff in ambulatory care settings over the preceding 6 months.
- **Measure Type:** Outcome: PRO-PM
- **Data Source:** Instrument-Based
- **Level of Analysis:** Clinician: Group/Practice

# Measure under Review

- **NQF ID:** 0006
- **Title:** Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey, Version 5.0 (Medicaid and Commercial)
- **Steward/Developer:** Agency for Healthcare Research and Quality
- **Measure Description:** The CAHPS Health Plan Survey is a survey that asks health plan enrollees to report about their care and health plan experiences as well as the quality of care received from physicians.
- **Measure Type:** Outcome: PRO-PM
- **Data Source:** Instrument-Based Data
- **Level of Analysis:** Health Plan



# Measure under Review

- **NQF ID:** 0166
- **Title:** Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey
- **Steward/Developer:** CMS/Agency for Healthcare Research and Quality
- **Measure Description:** A 29-item survey instrument that produces 10 publicly reported measures: 6 multi-item measures (communication with doctors, communication with nurses, responsiveness of hospital staff, communication about medicines, discharge information and care transition); and 4 single-item measures (cleanliness of the hospital environment, quietness of the hospital environment, overall rating of the hospital, and recommendation of hospital).
- **Measure Type:** Outcome: PRO-PM
- **Data Source:** Instrument-Based Data
- **Level of Analysis:** Facility

# Measure under Review

- **NQF ID:** 2548
- **Title:** Child Hospital Consumer Assessment of Healthcare Providers and Systems (Child HCAHPS) Survey
- **Steward/Developer:** Agency for Healthcare Research and Quality/CMS
- **Measure Description:** Top Box Score Calculation: Target Population: Patients that had a non-emergency surgery within 3 to 6 months prior to the start of the survey. Top-box scores (percent with highest rating) are computed for each item. Top-box scores are averaged across the items within each composite, weighting each item equally.
- **Measure Type:** Outcome: PRO-PM
- **Data Source:** Claims
- **Level of Analysis:** Facility

# Measure under Review

- **NQF ID:** 0258
- **Title:** Consumer Assessment of Healthcare Providers and Systems In-Center Hemodialysis Survey (ICH CAHPS)
- **Steward/Developer:** CMS
- **Measure Description:** The questionnaire asks End Stage Renal Disease (ERSD) patients receiving in-center hemodialysis care about the services and quality of care that they experience. Patients assess their dialysis providers, including nephrologists and medical and non-medical staff, the quality of dialysis care they receive, and information sharing about their disease.
- **Measure Type:** Outcome: PRO-PM
- **Data Source:** Instrument-Based Data
- **Level of Analysis:** Facility, Other, Population: Regional and State

# Measure under Review

- **NQF ID:** 0517
- **Title:** CAHPS Home Health Care Survey (experience with care)
- **Steward/Developer:** CMS
- **Measure Description:** CAHPS Home Health Care Survey is a standardized survey instrument and data collection methodology for measuring home health patients perspectives on their home health care in Medicare-certified home health care agencies.
- **Measure Type:** Outcome: PRO-PM
- **Data Source:** Instrument-Based Data
- **Level of Analysis:** Facility

# NQF Member and Public Comment

# Next Steps

# Project Timeline – Spring 2019 Cycle

Activity	Date
Commenting & member support period on submitted measures opens	May 1, 2019
<b>Post Measure Evaluation Web Meeting #2</b>	<b>June 28, 2019, 2:00-4:00 pm ET</b>
<b>Post Measure Evaluation Web Meeting #3</b>	<b>July 1, 2019, (Tentative) 2:00-4:00 pm ET</b>
<b>Post Measure Evaluation Web Meeting #4</b>	<b>July 2, 2019, (Tentative) 1:00-3:00 pm ET</b>
Report Posted for Public Comment	August 1 - August 30, 2019
<b>Draft Report Post-Comment Call</b>	<b>September 25, 2019, 1:00-3:00 pm ET</b>
CSAC Review Recommendations	October 15 - November 4, 2019
Appeals Period	November 6 - December 5, 2019
Final Report Posted	February 2020

# Project Contact Info

- Email: [PatientExperienceandFunction@qualityforum.org](mailto:PatientExperienceandFunction@qualityforum.org)
- NQF phone: 202-783-1300
- Project page:  
[http://www.qualityforum.org/Patient\\_Experience\\_and\\_Function.aspx](http://www.qualityforum.org/Patient_Experience_and_Function.aspx)
- SharePoint site:  
<http://share.qualityforum.org/Projects/Patient%20Experience%20and%20Function/SitePages/Home.aspx>



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
- **0420** 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 the performance evaluation domain of the C-CAT
- **1905** Leadership commitment measured 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