



National Consensus Standards for Patient Experience and Function

Standing Committee Post-Evaluation Meeting

Kyle Cobb, MS, Senior Director

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July 11, 2018

Welcome

Project Team



Kyle Cobb, MS
Senior Director



Kathryn Goodwin, MS
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Tara Rose Murphy, MPAP
Project Manager

Agenda for Today's Web Meeting

July 11, 2018

- Welcome
- NQF Prioritization Overview
- Care Coordination Measures
- IMPACT Act (CMS)
- NQF Member and Public Comment
- Next Steps
- Adjourn

Introductions

Patient Experience and Function Committee Roster

- **Gerri Lamb**, PhD, RN, FAAN - Co-Chair
- **Lee Partridge** - Co-Chair
- **Chris Stille**, MD, MPH - Co-Chair
- **Richard Antonelli**, MD, MS
- **Beth Averback**, MD
- **Samuel Bierner**, MD
- **Adrienne Boissy**, MD, MA
- **Donald Casey**, MD, MPH, MBA, FACP, FAHA
- **Ryan Coller**, MD, MPH
- **Sharon Cross**, LISW
- **Christopher Dezii**, RN, MBA, CPHQ
- **Shari Erickson**, MPH
- **Barbara Gage**, PhD, MPA
- **Dawn Hohl**, RN, BSB, MS, PhD
- **Stephen Hoy**
- **Sherrie Kaplan**, PhD, MPH
- **Brenda Leath**, MHSA, PMP
- **Russell Leftwich**, MD
- **Brian Lindberg**, BSW, MMHS
- **Linda Melillio**, MA, MS, CPHRM, CPXP
- **Ann Monroe**
- **Lisa Morisse**, MA
- **Terrence O'Malley**, MD
- **Patricia Ohtake**, PT, PhD
- **Charissa Pacella**, MD
- **Lenard Parisi**, RN, MA, CPHQ, FNAHQ
- **Debra Saliba**, MD, MPH
- **Ellen Schultz**, MS
- **Lisa Gale Suter**, MD
- **Peter Thomas**, JD
- **Patricia Ohtake**, PT, PhD

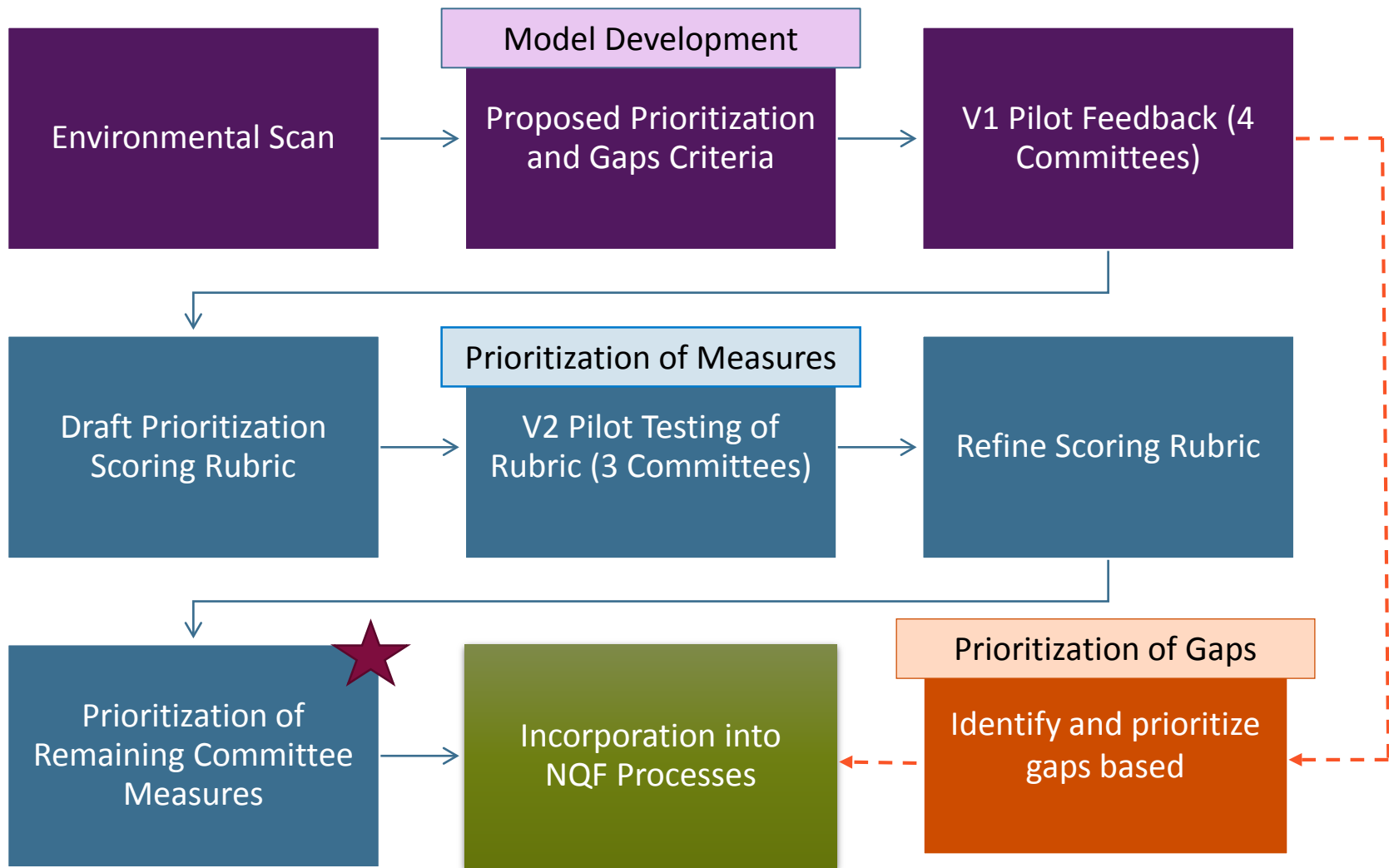
Prioritization of Measures in Patient Experience and Function Portfolio

NQF's Strategic Direction



Learn more about NQF's Strategic Plan at
[http://www.qualityforum.org/NQF Strategic Direction 2016-2019.aspx](http://www.qualityforum.org/NQF_Strategic_Direction_2016-2019.aspx)

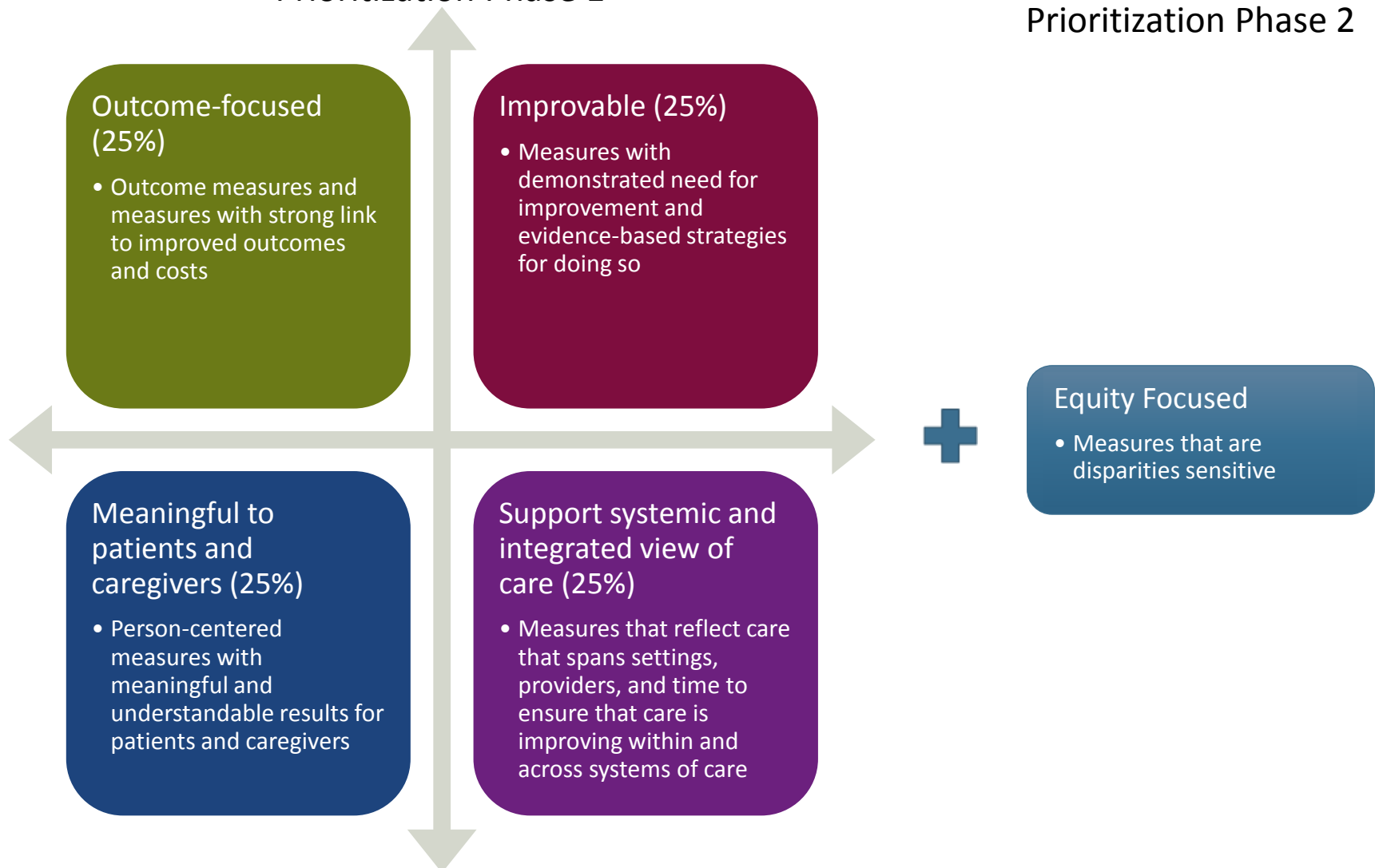
NQF Prioritization Initiative



NQF Measure Prioritization Criteria

Prioritization Phase 1

Prioritization Phase 2



Breakdown of the Criteria

Outcome-focused

- Measures are scored based on measure type: Process/Structural, Intermediate clinical outcome or process tightly linked to outcome, Outcome/CRU

Improvable

- Measures are scored based the percentage of committee members votes on the “Gap” Criteria during measure evaluation and maintenance review for “High,” “Moderate,” or “Low.”

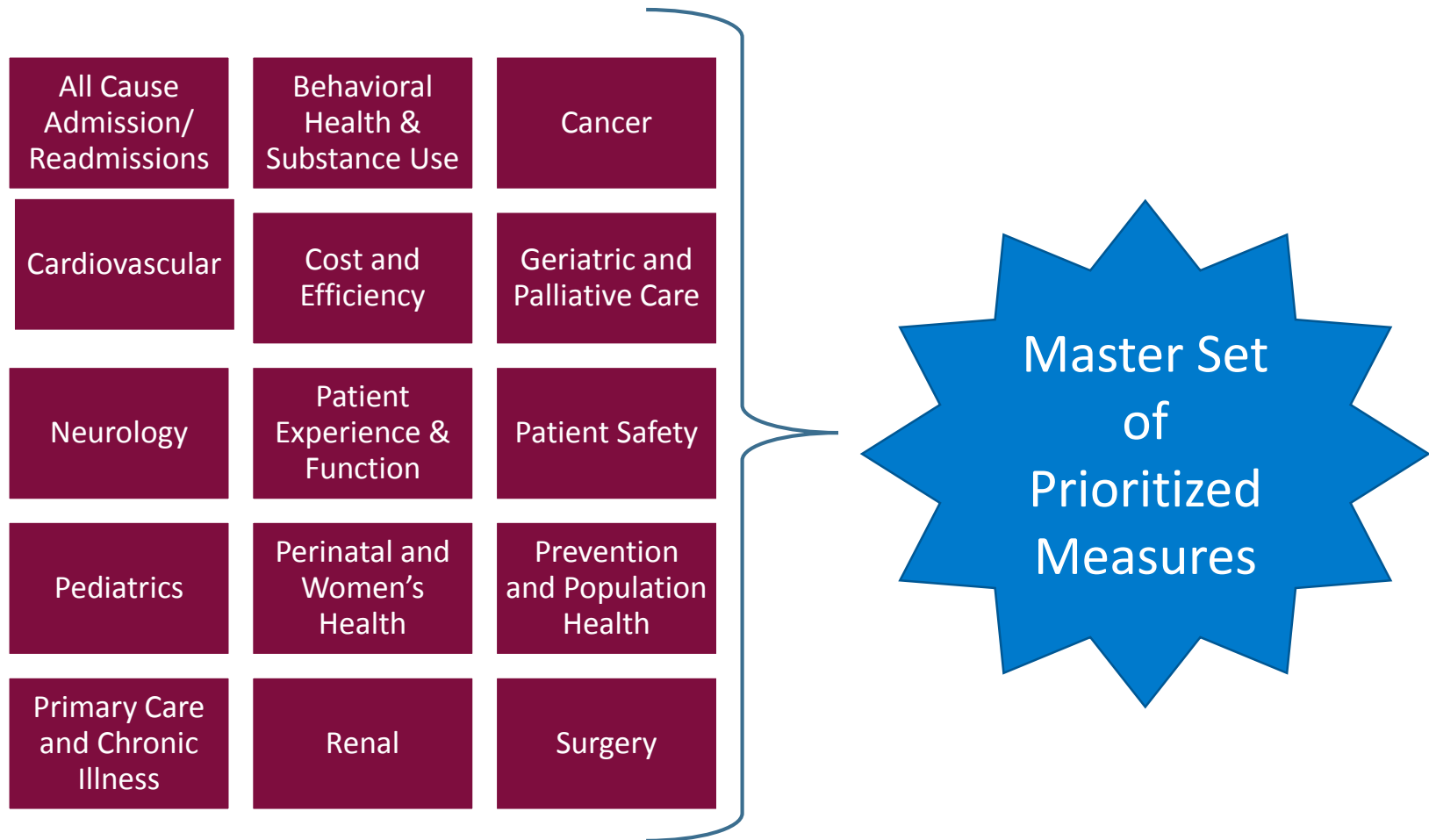
Meaningful to patients and caregivers

- Measures are scored based on if they are (1) a PRO and (2) if they are tagged as meaningful to patients.
- A meaningful change or health maintenance to the patients and caregivers encompasses measures that address the following areas: Symptoms, Functional status, Health related quality of life or well-being. Patient and caregiver experience of care (Including Financial Stress, Satisfaction, Care coordination/continuity of care Wait times, Patient and caregiver autonomy/empowerment) and Harm to the patient, patient safety, or avoidance of an adverse event

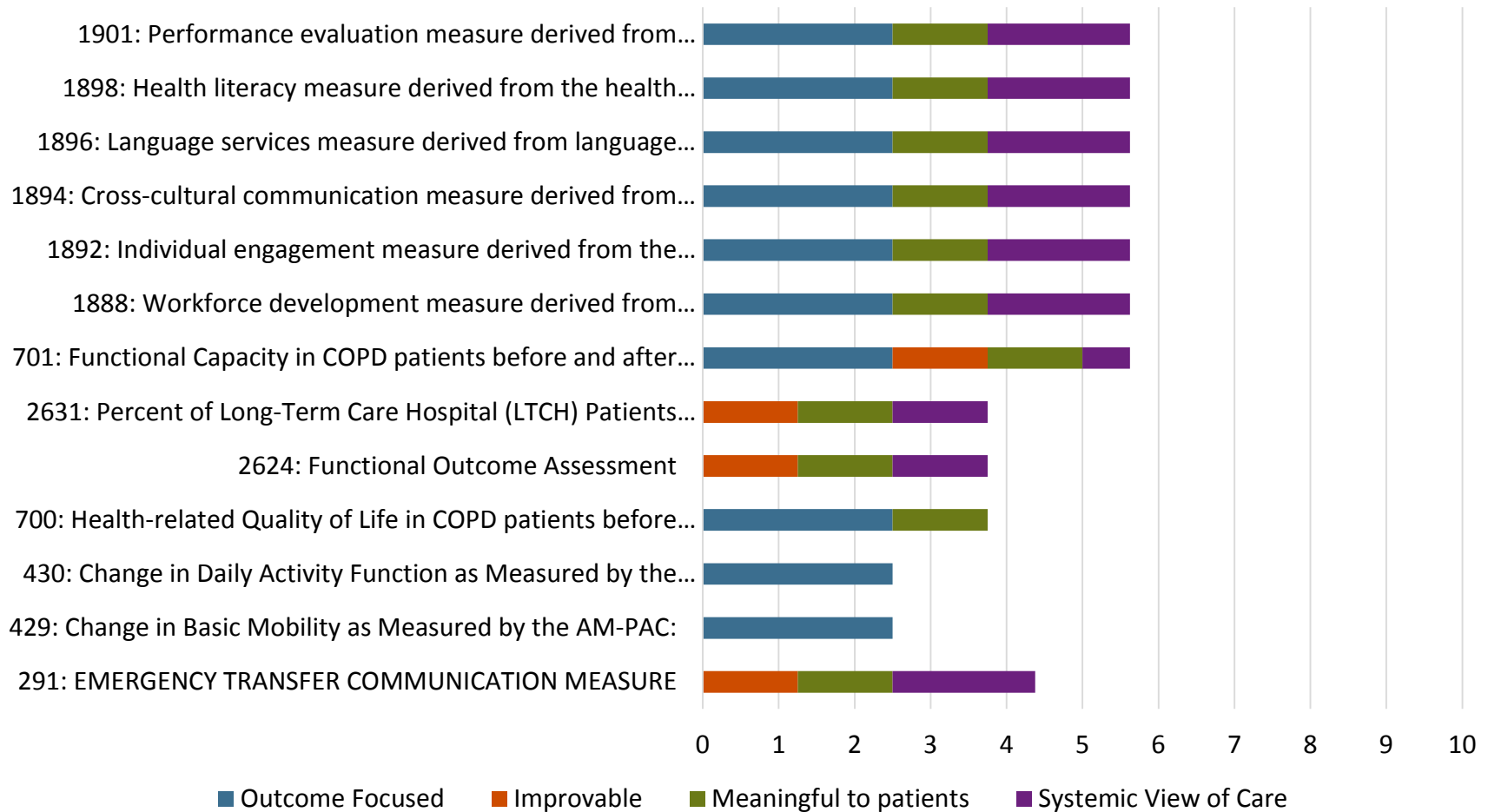
Support systemic and integrated view of care

- Measures are scored based on if (1) if they are a composite measure, (2) if they are applicable to multiple settings, (3) if they are condition agnostic, and (4) if they reflect a system outcome.
- A system outcome is defined as a measure that: Addresses issues of Readmission, Addresses issues of Care-coordination, Results from the care of multiple providers, or Addresses aspects to enhance healthcare value (including a cost or efficiency component)

Prioritization will be conducted within and across portfolios

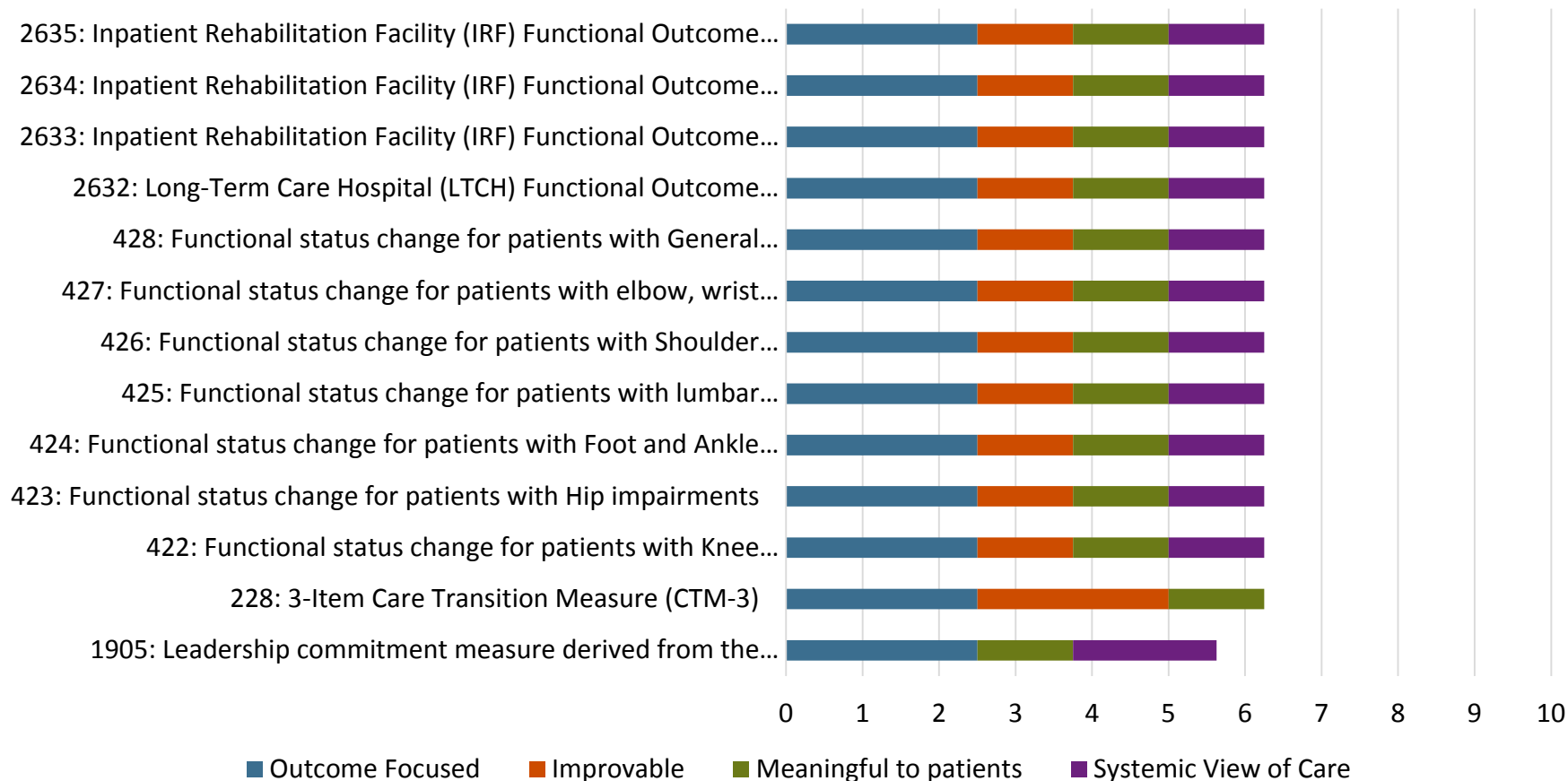


Patient Experience and Function Portfolio Prioritization Scoring

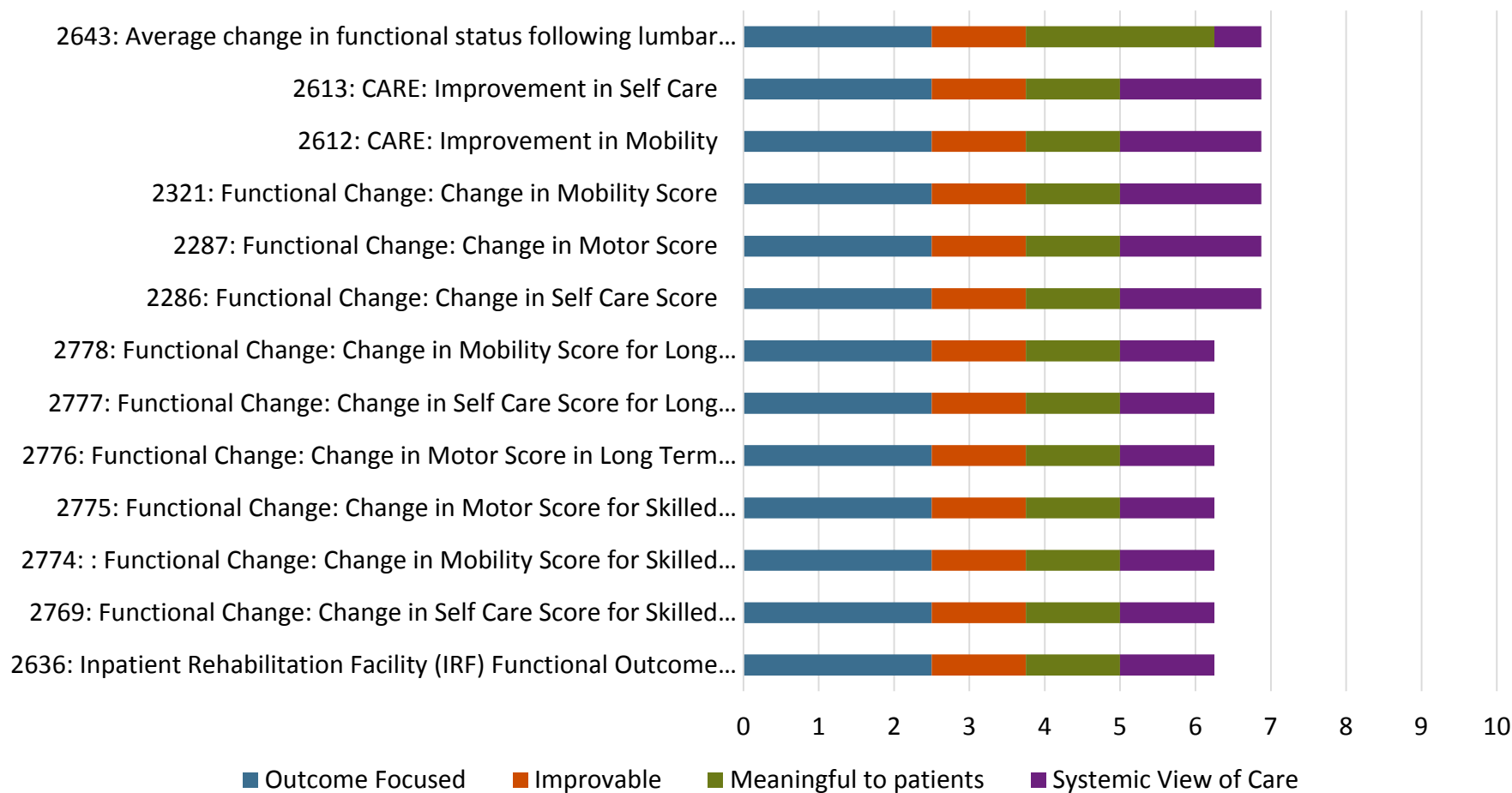


Patient Experience and Function Portfolio

Prioritization Scoring

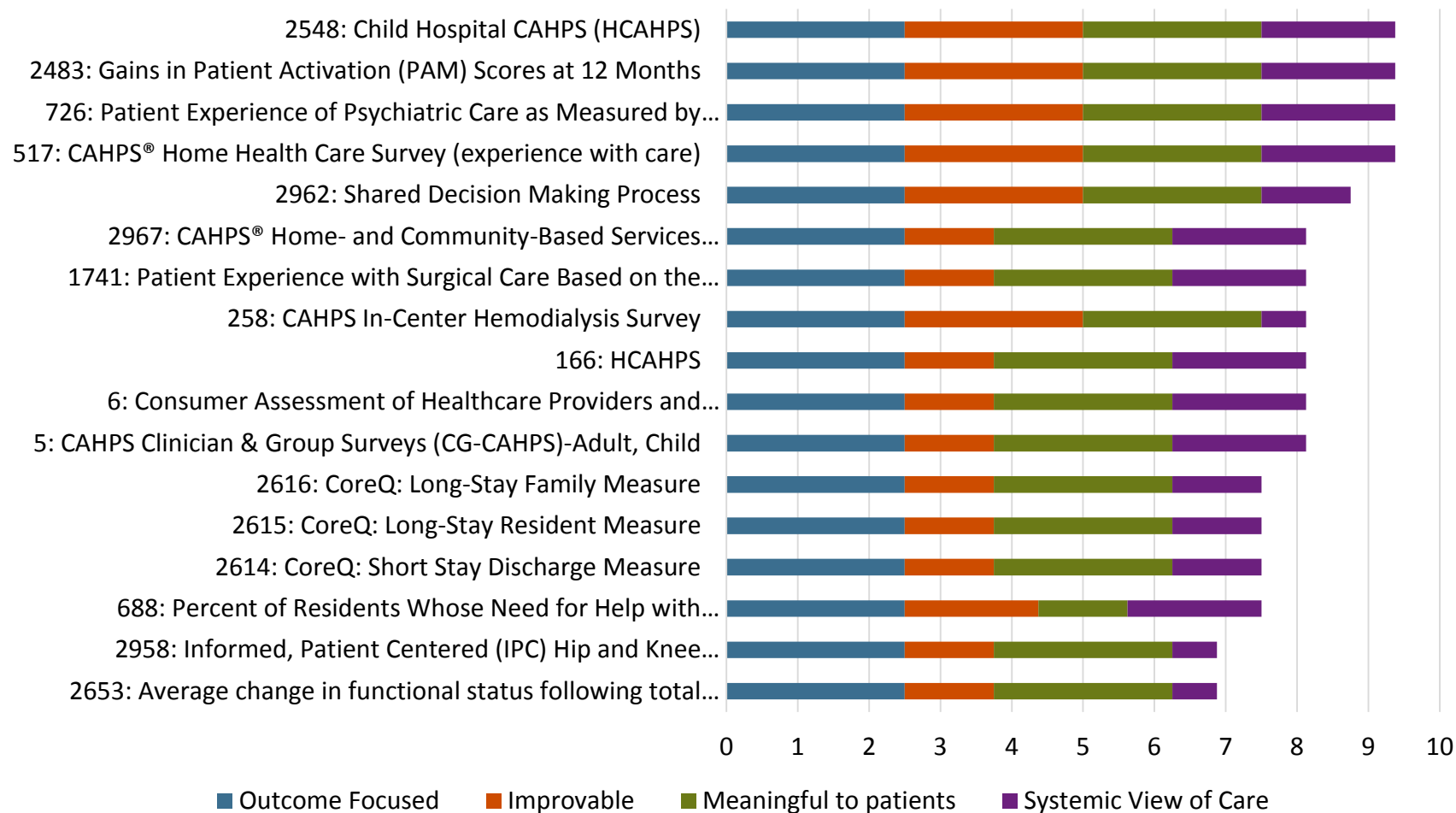


Patient Experience and Function Portfolio Prioritization Scoring



Patient Experience and Function Portfolio

Prioritization Scoring



NQF Prioritization Initiative: What's Next?

Activity	Date
Roll out at Spring 2018 Standing Committee Meetings	May-June 2018
Compile Phase I results from across Committees	June-August 2018
Measure Evaluation Annual Report Appendix	September 2018
Presentation/Update at NQF Annual Meeting	March 2019

Questions for Committee

- Do the initial scoring results yield the outcomes you might have expected?
 - *Are the highest and lowest impact measures scoring correctly based on the rubric?*
 - *Do you have any feedback on the way the rubric is generating results or suggestions for updates in future iterations?*
- Survey to be sent by email following the presentation.

Care Coordination Measures

Background

- NQF Care Coordination and Person and Family Centered Care projects were merged in 2017.
- A priority of the Patient Experience and Function (PEF) Standing Committee is to evaluate and guide the development of care coordination measures.
- NQF would like the PEF Committee's input on how to best evaluate and guide development of care coordination measures.

Discussion Questions

- Many of the care coordination measures are spread across NQF portfolios, or have been withdrawn from endorsement. What are the Committee's thoughts on how to effectively guide, evaluate, and track these measures across NQF portfolios?
 - ▣ *Ideas for offering input and guidance on evaluation?*
 - ▣ *Ideas for tracking?*
 - ▣ *What are the care coordination priority measures?*
 - ▣ *Ideas for strengthening the role of structure / process care coordination measures?*

Discussion Questions, cont.

- Are there additional themes or concepts that could be included in the care coordination definitions?
 - *For example: expand the current delivery of healthcare services to include nonclinical services.*
- Next steps?

NQF Member and Public Comment

Next Steps

Project Timeline – Spring 2018 Cycle

*All times ET

Activity	Date
Report Posted for Public Comment	July 31 - August 29
Committee feedback on Prioritization DUE	August 1
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

Project Contact Info

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- 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>

Adjourn

THANK YOU