

National Consensus Standards for Patient Experience and Function

Standing Committee Post-Evaluation Meeting

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

July 11, 2018

Welcome

Project Team



Kyle Cobb, MS Senior Director



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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

NQF Prioritization Initiative



NQF Measure Prioritization Criteria

Prioritization Phase 1

Prioritization Phase 2

Outcome-focused (25%)

 Outcome measures and measures with strong link to improved outcomes and costs

Improvable (25%)

 Measures with demonstrated need for improvement and evidence-based strategies for doing so

Meaningful to patients and caregivers (25%)

 Person-centered measures with meaningful and understandable results for patients and caregivers

Support systemic and integrated view of care (25%)

 Measures that reflect care that spans settings, providers, and time to ensure that care is improving within and across systems of care • Ma

Equity Focused

• Measures that are disparities sensitive

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



1901: Performance evaluation measure derived from... 1898: Health literacy measure derived from the health... 1896: Language services measure derived from language... 1894: Cross-cultural communication measure derived from... 1892: Individual engagement measure derived from the... 1888: Workforce development measure derived from... 701: Functional Capacity in COPD patients before and after... 2631: Percent of Long-Term Care Hospital (LTCH) Patients... 2624: Functional Outcome Assessment 700: Health-related Quality of Life in COPD patients before... 430: Change in Daily Activity Function as Measured by the... 429: Change in Basic Mobility as Measured by the AM-PAC: 291: EMERGENCY TRANSFER COMMUNICATION MEASURE

Outcome Focused

Improvable





2643: Average change in functional status following lumbar... 2613: CARE: Improvement in Self Care 2612: CARE: Improvement in Mobility 2321: Functional Change: Change in Mobility Score 2287: Functional Change: Change in Motor Score 2286: Functional Change: Change in Self Care Score 2778: Functional Change: Change in Mobility Score for Long... 2777: Functional Change: Change in Self Care Score for Long... 2776: Functional Change: Change in Motor Score in Long Term... 2775: Functional Change: Change in Motor Score for Skilled... 2774: : Functional Change: Change in Mobility Score for Skilled... 2769: Functional Change: Change in Self Care Score for Skilled... 2636: Inpatient Rehabilitation Facility (IRF) Functional Outcome...

3 5 1 2 6 8 10 4 9 Meaningful to patients

Outcome Focused

Improvable

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Systemic View of Care

2548: Child Hospital CAHPS (HCAHPS) 2483: Gains in Patient Activation (PAM) Scores at 12 Months 726: Patient Experience of Psychiatric Care as Measured by... 517: CAHPS[®] Home Health Care Survey (experience with care) 2962: Shared Decision Making Process 2967: CAHPS[®] Home- and Community-Based Services... 1741: Patient Experience with Surgical Care Based on the... 258: CAHPS In-Center Hemodialysis Survey 166: HCAHPS 6: Consumer Assessment of Healthcare Providers and... 5: CAHPS Clinician & Group Surveys (CG-CAHPS)-Adult, Child 2616: CoreQ: Long-Stay Family Measure 2615: CoreQ: Long-Stay Resident Measure 2614: CoreQ: Short Stay Discharge Measure 688: Percent of Residents Whose Need for Help with... 2958: Informed, Patient Centered (IPC) Hip and Knee... 2653: Average change in functional status following total...

2 3 5 9 10 8 Systemic View of Care

Outcome Focused

Improvable

Meaningful to patients

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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

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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: <u>http://www.qualityforum.org/Patient_Experience_and_Function.aspx</u>
- SharePoint site: <u>http://share.qualityforum.org/Projects/Patient%20Experience%20and%20Function/SitePages/Home.aspx</u>

Adjourn

