



NATIONAL  
QUALITY FORUM

# National Consensus Standards for Patient Experience and Function

Standing Committee Measure Evaluation Meeting

*Kyle Cobb, MS, Senior Director*

*Kathryn Goodwin, MS, Senior Project Manager*

*Tara Murphy, MPAP, Project Manager*

*June 22, 2018*

# Welcome

# Project Team



**Kyle Cobb, MS**  
Senior Director



**Kathryn Goodwin, MS**  
Senior Project Manager



**Tara Rose Murphy, MPAP**  
Project Manager

# Agenda for Today's Web Meeting

## June 22, 2018

- Welcome
- Introductions and Disclosure of Interest
- Overview of Evaluation Process
- Review of Candidate Measure #3420
- Review of Candidate Measure #3422
- NQF Member and Public Comment
- Next Steps
- Adjourn

# Introductions and Disclosure of Interest

# 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
- **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
- **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

# Overview of Evaluation Process

# What Are the Key Ingredients of a Measure?

To **understand** a measure, we need to know :

- **What** should happen?
- **Who** is the target group?
- **Where** should it take place?
- **When** should it take place?
- **How** should it occur?
- What, Who, Where, When, & How should **NOT** be measured?

*“Measure specifications”* is the term used to describe how to build and calculate a measure.



# Some Fundamental Tensions in Healthcare Performance Measurement



A few good outcome measures for accountability	<b>Versus</b>	Specific process measures to guide improvement
Core sets of measures	<b>Versus</b>	Measures that meet the needs of different providers and settings
Measuring at system level	<b>Versus</b>	Measuring at individual clinician level
Burden for providers	<b>Versus</b>	Comprehensiveness for consumers and purchasers

# NQF's Major Endorsement Criteria

- Importance to measure and report (must-pass)
  - ▢ Evidence
  - ▢ Opportunity for improvement
- Scientific Acceptability (must-pass)
  - ▢ Reliability
  - ▢ Validity
- Feasibility
- Usability and Use
  - ▢ Use: Specific use and feedback
  - ▢ Usability: Improvement and benefit vs. unintended negative consequences
- Comparison to related or competing measures

# Roles of the Standing Committee

## *During the Evaluation Meeting*

- Act as a proxy for the NQF multistakeholder membership
- Work with NQF staff to achieve the goals of the project
- Evaluate each measure against each criterion
  - *Indicate the extent to which each criterion is met and rationale for the rating*
- Make recommendations regarding endorsement to the NQF membership
- Oversee portfolio of Patient Experience and Function measures

# Ground Rules for Today's Meeting

## **During the discussion, please do your best to:**

- Attend the meeting at all times
  - *If you need to step away, please send a chat*
- Raise your hand (on Web platform) to let us know if you'd like to speak
- Remain engaged and active in the discussion
- Announce your name prior to speaking
  - *This is really important on Web platform!*
- Keep comments focused on the discussion topic

# Process for Measure Discussion

- Measure developer will introduce the measure (2-3 min.)
- Lead discussants will begin Committee discussion by:
  - *Providing a summary of the pre-meeting evaluation comments*
  - *Emphasizing areas of concern or differences of opinion*
- Developers will be available to respond to questions at the discretion of the Committee
- Committee will vote on criteria/subcriteria

# Quorum and Minimum Agreement

- Quorum: 66% of the Committee
- Pass/Recommended: Greater than 60% “Yes” votes of the quorum (this percent is the sum of high and moderate)
- Consensus not reached: 40-60% “Yes” votes (inclusive of 40 and 60%) of the quorum
- Does not pass/Not Recommended: Less than 40% “Yes” votes of the quorum

# Consideration of Candidate Measure 3420

# Measure under Review

- **NQF ID:** 3420
- **Title:** Core Q: AL Resident Satisfaction Measure
- **Developer:** American Health Care Association/National Center for Assisted Living
- **Measure Type:** PRO-PM
- **Data Source:** Instrument Based Data
- **Level of Analysis:** Facility
- **Care Setting:** Assisted Living
- **Status:** New measure



# Consideration of Candidate Measure 3422

# Measure under Review

- **NQF ID:** 3422
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- **Developer:** American Health Care Association/National Center for Assisted Living
- **Measure Type:** PRO-PM
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# NQF Member and Public Comment

# Next Steps

# Project Timeline – Spring 2018 Cycle

\*All times ET

Activity	Date
Measure Evaluation Meeting	Friday, June 22, 1:00-3:00pm
Measure Evaluation/Key Topics Web Meeting	Monday, June 25, 1:00-3:00pm
Key Topics Web Meeting (rescheduled)	Wednesday, July 11, 2:00-4:00pm
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

# Adjourn



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# National Consensus Standards for Patient Experience and Function

Standing Committee Meeting

*Kyle Cobb, MS, Senior Director*

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*Tara Murphy, MPAP, Project Manager*

*June 25, 2018*

# Welcome



# Introductions

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- **Lee Partridge** - Co-Chair
- **\*Chris Stille**, MD, MPH - Co-Chair
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- **\*Lisa Gale Suter**, MD
- **Peter Thomas**, JD

\* Individuals who did not complete Disclosure of Interest during the June 22 web meeting

# Agenda for Today's Web Meeting

## June 25, 2018

- Measure Review and Evaluation (continued)
- Care Coordination Measure Priorities
- Member and Public Comment
- Next Steps
- Adjourn

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- **Status:** New measure

# NQF Member and Public Comment



# 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**

# Care Coordination Measure Priorities

# 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.

# Previous Work: NQF Care Coordination

The former NQF Care Coordination Standing Committee had a series of dedicated discussions in 2016 – 2017 on how to improve the NQF portfolio and suggested:

- ▣ *they take a more formal role in providing expert advice on care coordination to the other NQF Standing Committees;*
- ▣ *that all care coordination measures come through the Care Coordination Standing Committee;*
- ▣ *and that NQF and the Standing Committee work with measure developers in new ways to encourage submission of new and better 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 tracking?
- Ideas for offering input and guidance on evaluation?
- Should care coordination be consolidated or diffuse?

# Discussion Questions, cont.

- Are there other types of PEF measures that might appear in other portfolios as well? If so, would the Committee like to discuss mechanisms to track and ways to offer guidance on evaluation of these measures?
- What are the Committee's thoughts on how to share priority gap and framework concepts across all NQF projects? Or, even beyond NQF?
- If care coordination and patient experience are encompassed in measures across the NQF portfolios, what does the Committee see as their role in the future? What are the next steps?

# NQF Member and Public Comment

# Next Steps



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# Project Contact Info

- Email: [PatientExperienceandFunction@qualityforum.org](mailto:PatientExperienceandFunction@qualityforum.org)
- NQF Phone: 202-783-1300
- Project page:  
[http://www.qualityforum.org/Project\\_Pages/PatientExperienceandFunction.aspx](http://www.qualityforum.org/Project_Pages/PatientExperienceandFunction.aspx)
- SharePoint site:  
<http://share.qualityforum.org/Projects/PatientExperienceandFunctionSitePages/Home.aspx>

# Adjourn

THANK YOU