



## Patient Experience and Function Standing Committee – Post Comment Web Meeting

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The National Quality Forum (NQF) convened the Patient Experience and Function Standing Committee for a web meeting on September 25, 2019 to discuss the comment received on the Spring 2019 measures under review.

### Welcome, Introductions, and Review of Meeting Objectives

NQF senior director Sam Stolpe welcomed the Standing Committee and participants to the web meeting and NQF project manager Oroma Igwe conducted roll call. Following roll call, Suzanne Theberge, NQF senior project manager, summarized the measures reviewed in the project.

### Discussion of Comments

Ms. Theberge summarized the single comment received on measure NQF 0258 – ICH CAHPS. Ms. Theberge noted that the comment highlighted the importance of patient experience measures in hemodialysis facilities, but that it raised concerns on the measure's reliability and validity, in part due to the burden of the ICH version of the CAHPS survey. Ms. Theberge then turned the call over to the co-chairs, Lee Partridge and Chris Stille, to facilitate a Committee discussion. A Committee member noted that no NQF members expressed support or non-support on the measures under review and raised concerns with the lack of public engagement in the NQF process in general. Co-chair Ms. Partridge requested additional information from the measure developer about whether results are reported with less than the 200 responses needed to ensure validity as stated in the comment. The measure developer, the Centers for Medicare and Medicaid Services (CMS), confirmed that is true and added that for public reporting, results are reported with 30 completed surveys over two semi-annual periods. CMS noted that additional psychometric work shows that 30 completed surveys gives intraclass correlations and intraclass reliability scores of close to or above the critical cutoff of 0.7 for each of the three global ratings, and for two of the three composites, and are nearly at the cutoff for the third, with a score of 0.65. These properties improve with a higher number of completed surveys. A Committee member stated that the commenter does not necessarily agree. At a request from the Committee, NQF staff stated the results of the original reliability and validity votes. This measure went to the Methods Panel, and the Panel rated the measure as moderate on both (Reliability: H-2, M-3, L-0, I-1; Validity: H-2, M-4, L-0, I-0) and the Committee took this recommendation with a vote of Yes-15, No-0. There were no further comments or questions from the Committee on the comment or the measure. The Committee did request the developer and steward take the comments on usability and response rates under consideration for improvement in future cycles of endorsement.

No Committee members moved to reconsider the measure during the call. However, since the Committee did not achieve quorum on the call, a vote on whether or not to reconsider the measure was not taken. NQF staff sent out a post-call vote asking the Committee whether or not they wish to reconsider. As per NQF policy, 60% of the Committee would need to vote yes to

reconsider for the measure to be reevaluated; otherwise the Committee's recommendation for endorsement would stand. In response to a question from the developer, NQF clarified that the Committee has already received their response to the commenter, and that NQF will include a meeting summary and a call recording and/or transcript along with the survey; Committee members not present were asked to review the materials prior to voting.

Following the call, the Committee voted 0-Yes, 15-No to reconsider. Therefore, the measure recommendation will stand and the measure will move forward to CSAC as recommended.

### **Public Comment**

No public or NQF member comments were provided during the measure evaluation meeting.

### **Next Steps**

NQF briefed the Committee on the Fall 2019 cycle. Two measures have been submitted, one of which is currently under review with the NQF Scientific Methods Panel. The Committee will next meet on January 8, 2020, for the orientation call for the Fall 2019 cycle.