



## **CALL FOR MEASURES:**

### **Person- and Family-Centered Care 2015-2017**

NQF has initiated the third phase in a series of projects evaluating measures with a focus area of person and family-centered care. In this third phase of work, NQF is specifically interested in measures of health-related quality of life, communications (including shared-decision making), and symptom burden.

NQF is particularly interested in measures:

- measures of intermediate clinical outcomes or longer term health outcomes, including complications;
- composite performance measures;
- measures applicable to more than one setting;
- measures that capture broad populations, including children and adolescents where applicable;
- measures that are harmonized with similar measures; and,
- measures that are sensitive to vulnerable populations, including racial/ethnic minorities; and Medicaid populations.

This project launched **Friday, October 23, 2015**. The final submission deadline is **Thursday, March 31, 2016**.

## **BACKGROUND**

Ensuring person and family-centered care is a core concept embedded in the National Quality Strategy priority of ensuring that each person and family is engaged as partners in their care. Person and family-centered care encompasses patient and family engagement in care, including shared decision-making and preparation and activation for self-care management, and the outcomes of interest to patients receiving healthcare services, including health-related quality of life, functional status, symptoms and symptom burden, and experience with care. Due to the large number of person- and family-centered care measures, maintenance review of endorsed measures and consideration of new measures is taking place over several phases. The 2014-2015 phase focused on reviewing experience with care measures, during which NQF endorsed one new measure and continued endorsement for ten measures. In the 2015-2016 phase the Committee examined clinician and patient-assessed measures of functional status which resulted in 28 measures recommended for endorsement. This new phase of work focuses on the remaining person and family-centered care domains including: health-related quality of life, symptoms and symptom burden, and communication. Although NQF anticipates the receipt of a full slate of maintenance and new measures for evaluation in these prioritized focus areas; patient satisfaction/experience of care measures may be submitted for consideration. Staff will

continue to evaluate project capacity and developers with measures or concepts in other areas of person and family-centered care should contact NQF for more information.

## MEASURE CONCEPTS

In addition to soliciting fully-developed measures for consensus-based endorsement review, NQF is also soliciting measure concepts through [NQF's Measure Inventory Pipeline](#). This pipeline serves as an important source of information for HHS and other stakeholders on new measure development in the broader healthcare community. It also enables NQF to track current and planned measure development to ensure early collaboration among developers to drive harmonization and alignment of measures.

In an effort to capture comprehensive information on measures in development, NQF seeks input on several variables including:

- measure description;
- numerator statement;
- denominator statement (target population);
- planned use,
- stage of development; and
- other relevant information.

**Please note that the information entered through NQF's Measure Inventory Pipeline will not be evaluated by the Standing Committee against the NQF Criteria.** Submitted information will be catalogued by NQF and used to help inform the Standing Committee's measure gaps discussion. NQF will also share the information with HHS to inform CMS' Measure Inventory Pipeline, which is a reference for several stakeholders.

NQF's Measure Inventory Pipeline is available for concept submissions on the NQF Website.

## MEASURE SUBMISSION REQUIREMENTS

**To submit a measure**, please complete the following:

- [Measure Submission Form](#) Clicking on this link will redirect you to the webpage for this project, from which you can access the online measure submission form.
- [Measure Steward Agreement](#) Please note that no materials will be accepted without submission of a fully executed *Measure Steward Agreement Form*. All materials not meeting this requirement will be returned to the sender.

## PROCESS PARTICIPATION

Measure developers are strongly encouraged to attend (either in person or via web/conference call) the following scheduled meeting dates to represent their measure(s) and respond to questions from the Committee and members of the public.

#### Scheduled meeting dates

Meeting	Date/Time
Standing Committee Orientation Webinar (2 hours)	May 18, 2016 3:00-5:00PM ET
Measure Evaluation Q&A Call (2 hours)	May 25, 2016 3:00-5:00PM ET
In-person meeting (2 days in Washington, DC)	June 6-7, 2016
Post-Meeting Webinar (2 hours)	June 15, 2016 3:00-5:00PM ET
Post Draft Report Comment Webinar (2 hours)	August 31, 2016 3:00-5:00PM ET

**Materials must be submitted using the online submission form by 6:00 pm, ET March 31, 2016.** If you have any questions, please contact the project team at 202-783-1300 or via e-mail at [pfcc@qualityforum.org](mailto:pfcc@qualityforum.org).

#### *Conditions for Consideration:*

- The measure owner/steward verifies there is an identified responsible entity and process to maintain and update the measure on a schedule that is commensurate with the rate of clinical innovation, but at least every three years.<sup>1</sup>
- The intended use of the measure includes both public accountability and quality improvement.
- The measure is fully specified and [tested for reliability and validity](#). Measures that are not tested will not be accepted in this project.
- The measure developer/steward attests that [harmonization](#) with related measures and issues with competing measures have been considered and addressed, as appropriate.
- The requested measure submission information is complete and responsive to the questions so that all the information needed to evaluate all [criteria](#) is provided.

#### *Submission Guidance:*

- [Developer Guidebook](#):
  - A Developer Guidebook as has been created to assist developers in the measure submission and evaluation process. The Guidebook contains all the information developers need to know when submitting a measure to NQF.
- ICD-10-CM/PCS:
  - Beginning April 1, 2013 measures specified with administrative claims data must submit a set of ICD-9-CM and ICD-10-CM/PCS codes. Click [here](#) for further information on this requirement.

<sup>1</sup> Measure stewards must execute a Measure Steward Agreement with NQF.

- eMeasures:
  - Must be specified in the Health Quality Measures Format (HQMF) and use the Quality Data Model (QDM) and value sets vetted through the National Library of Medicine's Value Set Authority Center (VSAC);
  - Review the [current measure evaluation criteria and guidance](#)
- Composite measures:
  - Please notify project staff if you plan to submit a composite measure

### ***Technical Assistance***

NQF project staff will provide technical assistance to measure developers at any time during the measure submission process up to the submission deadline. Contact the project team with any questions about the criteria, how to answer the questions in the form, any technical issues with the online submission process... or anything else!

### **MEASURE SUBMISSION COMPLETENESS CHECKLIST**

- ☐ Measure steward agreement or concept agreement is completed and signed
- ☐ All conditions for submission are met.
- ☐ There are responses in all fields on measure submission form (MSF) unless a particular item is not applicable as indicated in the item instructions.
- ☐ Attachments include: eMeasure specifications (S.2a) if applicable; data dictionary/code list (S.2b); Evidence and Measure Testing attachments.
- ☐ All URLs are active and accurate.
- ☐ Harmonization/competing measures: Did you present a plan for harmonization of the related/competing measures identified by staff during early identification/triage or justify submitting competing or non-harmonized measures? (see Harmonization process in the [Developer Guidebook](#)).
- ☐ Paired measures should be submitted on separate forms.
- ☐ An eMeasure must be specified in HQMF format, using QDM and value sets vetted through the VSAC.
- ☐ Composite performance measures: responses to the composite measure items are included.
- ☐ Both ICD-9 and ICD-10 codes are included

### **RESOURCES FOR MEASURE DEVELOPERS AND STEWARDS**

For more details on measure submission and evaluation, please see:

- [Submitting Standards Web Page](#)
- [Measure Evaluation Criteria and Guidance PDF](#)
- [Guidance on Quality Performance Measure Construction](#)
- [Endorsement Maintenance Policy](#)



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- [What Good Looks Like - Measure Submission Examples](#)
- [Composite Measure Evaluation Guidance Report](#)
- [Patient Reported Outcomes Report](#)
- [eMeasure Feasibility Report](#)
- [Reserve Status Policy](#)