



NATIONAL
QUALITY FORUM

Creating a Framework to Support Measure Development for Telehealth

Committee Webinar

May 23, 2017

Welcome and Introductions

NQF Project Team

- Jason Goldwater, Senior Director
- Tracy Lustig, Senior Director
- Katie Goodwin, Senior Project Manager
- May Nacion, Project Manager
- Irvin Singh, Project Analyst

Committee Members

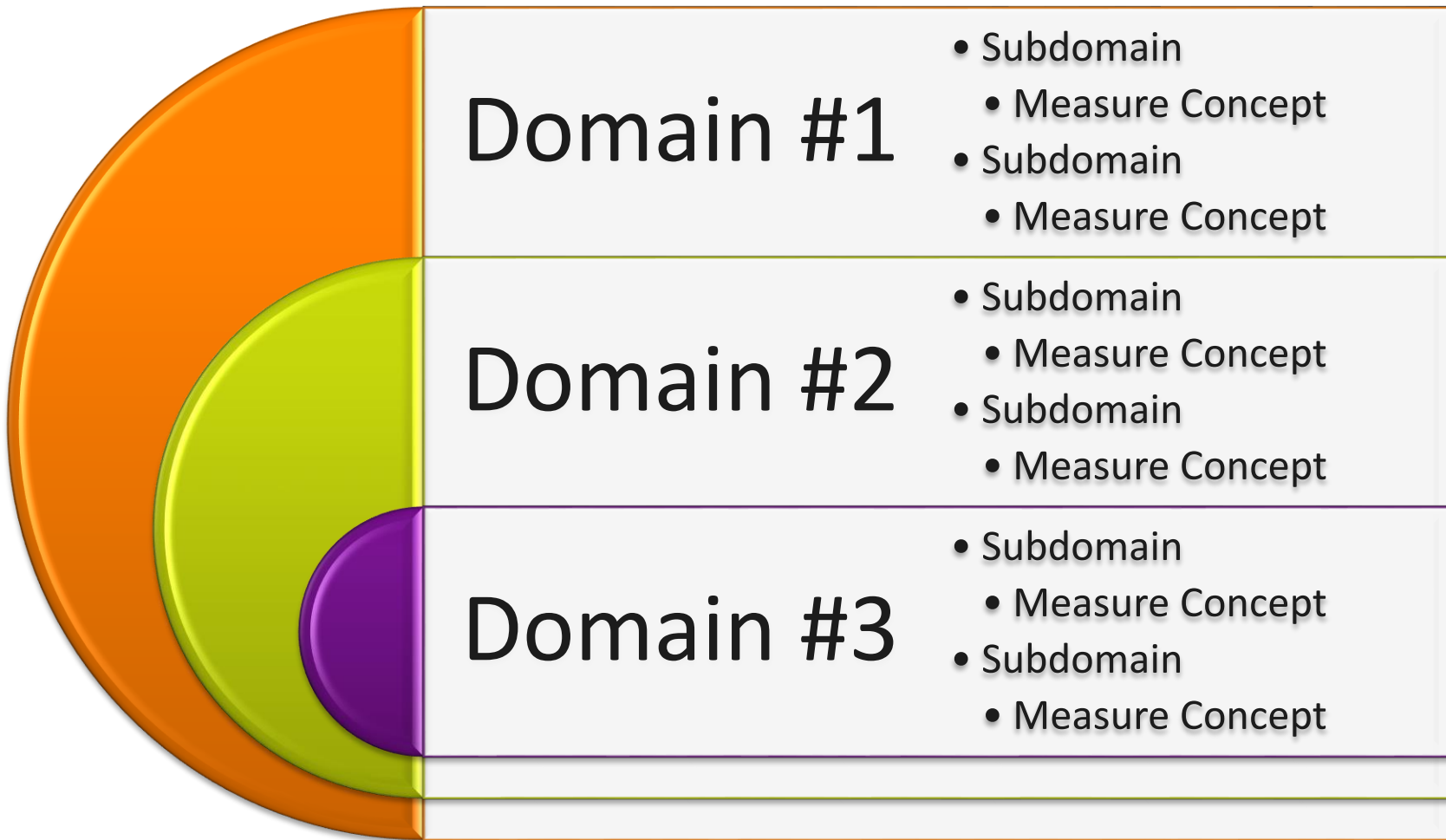
- **Judd Hollander, MD (Co-Chair)**
- **Marcia Ward, PhD (Co-Chair)**
- Dale Alverson, MD
- Rashid Bashshur, PhD
- Adam Darkins, MB, ChB, MPM, MD, FRCS
- Henry DePhillips, MD
- Charles Doarn, MBA
- Marybeth Farquhar, PhD, MSN, RN
- Archibald (Stewart) Ferguson, PhD
- David Flannery, MD
- Paul Giboney, MD
- Nate Gladwell, RN, MHA
- Don Graf
- Julie Hall-Barrow, EdD
- Steven Handler, MD, PhD, CMD
- Yael Harris, PhD, MHS
- Kristi Henderson, DNP, NP-C, FAAN, FAEN
- Mary Lou Moewe, MT (ASCP), PMP, ACP, FACHE, CPHIMS
- Eve-Lynn Nelson, PhD
- Stephen North, MD, MPH
- Peter Rasmussen, MD
- Sarah Sossong, MPH
- Daniel Spiegel, MD, MBA
- Jean Turcotte, MA, BSN, RN
- Dennis Truong, MD
- Angela Walker, MD, FAAD

Agenda

- Welcome and Introductions
- Review of Meeting Objectives
- Recap of In-Person Meeting Discussion
 - Domains and Sub-Domains
 - Measure Concepts
- Feedback on the Draft Report #2
- Opportunity for Public Comment
- Next Steps

Recap of In-Person Meeting Discussion

What is a Measure Framework?



Domains and Sub-Domains

- 1. Access
 - ▢ Access for patients or families (availability, affordability, accommodation, Accessibility, Appropriateness)
 - ▢ Access for care team (provider adequacy)
 - ▢ Access to information (medical records, pharmacy tests)
- 2. Financial Impact/Cost
 - ▢ Financial impact to patient, family, and/or caregiver
 - ▢ Financial impact to care team
 - ▢ Financial impact to health system or payor
 - ▢ Financial impact to society
- 3. Experience
 - ▢ Patient, family, and/or caregiver
 - ▢ Care team member including clinical provider (including tele-presenter)
 - ▢ Community
- 4. Effectiveness
 - ▢ System effectiveness
 - ▢ Clinical effectiveness
 - ▢ Operational effectiveness
 - ▢ Technical effectiveness

Prioritization of Measure Concepts or Measurement Areas

What are the most critical dimensions

How can we determine what measures have the greatest potential to drive improvement

Which measure would be the easiest to implement

What is the data availability for these measures

What gaps exist and how can they be filled?

Measure Concepts in Draft Report

- Travel
- Timeliness of Care
- Consistency
- Consequences of Not Receiving Appropriate Care
- Patient Empowerment
- Care Coordination

Note: Order of measure concepts DOES NOT suggest a ranking of importance

- Travel
- Timeliness of Care
- **Actionable Information**
- **Added Value of Telehealth to Provide Evidence-Based Best Practices**
- Patient Empowerment
- Care Coordination

Feedback on Draft 2: Telehealth Measure Framework Report

Structure of Draft 2 – Telehealth Measurement Framework

- Methodology
- Developing the Measurement Framework
- Prioritizing Measure Concepts
- Case Studies to Illustrate the Proposed Measure Concepts
- Impact of MACRA on the Telehealth Framework
- Initial Measure Selection
- Relationship to Other NQF Reports
- Future Considerations for the Development of the Framework

Feedback from Draft 2 of Report (continued)

- Should a broad overview of other QPP programs be included in the report or just the small portion of MACRA (as it stands currently?)
 - *i.e. AAPMs that include Telehealth waivers*
- Is it realistically feasible to estimate the consequences if Telehealth hadn't been used? If so, how to calculate and incorporate estimate into the report?
 - How to estimate cost of using Telehealth to obtain the correct diagnosis and appropriate follow-up care
 - Are there any currently endorsed quality measures that use estimated information?
- Should quality measures be stratified by whether Telehealth is used?

Feedback from Draft 2 of Report (continued)

- High Level Themes

- How to incorporate “actionable information” into the report
- How to define a “visit” in pre-existing measures
- How to define “accurate care”?
- Is there an over confidence/positive theme throughout the report?
- How to incorporate discussion of quality throughout the entire framework

Feedback from Draft 2 of Report (continued)

- High Level Themes (continued)
 - ▣ Are there multiple Telehealth measure frameworks dependent upon specialty?
 - » i.e. different measure frameworks for dermatology vs behavioral health vs radiology
 - ▣ How do the 6 key measurement areas relate to the domains and subdomains of the measurement framework?
 - ▣ Does the report overemphasize the Telehealth technology assessment and underemphasize measure development framework?

Feedback from Draft 2 of Report (continued)

- Case Studies
 - All case studies presented are best case scenarios. Possible to offer a worst case scenario?
 - Is patient-provider interaction in Telehealth limited overall? If so, how should the report content and case study #1 change?

Feedback from Draft 2 of Report (continued)

- Domains/Sub-Domains of Telehealth Measurement Framework
 - How can Telehealth effectiveness be measured?
 - What does “operational effectiveness” include?
 - How to measure “Community experience”?
 - How to clarify definition of “Affordability” under Access to Care
 - How are care coordination and population health incorporated into the Telehealth Measurement Framework?

Feedback from Draft 2 of Report (continued)

- Domains/Sub-Domains of Telehealth Measurement Framework (continued)
 - What does “Patient Experience” mean as a domain?
 - How to capture data in a structured way about whether Telehealth was used?
 - Should domains of Telehealth Measure Framework be reorganized?
 - » Should the fourth domain, effectiveness, be the first one? If it is not effective, then the rest is not relevant

Feedback from Draft 2 of Report (continued)

- Domains/Sub-Domains of Telehealth Measurement Framework (continued)
 - How do clinical outcomes fit into the Domains of information?
 - Further explain rationale of separating cost-effectiveness and cost into 2 separate domains of information
 - How does “Financial Impact” add nuance compared to “Cost” alone (regarding the Telehealth Measurement Framework)
 - How to address and impose potential costs of Telehealth in order to produce a net financial impact
 - Does “Access to Care” apply to the patient (which is episodic) or to the individual (which is continual)?
 - What is the difference between accessibility and accommodation within parameters of Telehealth?

Feedback from Draft 2 of Report (continued)

- Key Measurement Areas for Telehealth
 - How is “appropriate care” defined?
 - Which scenarios would be deemed, “unnecessary travel”?
 - Relevancy of “access standards” for specialty care services under “Timeliness of Care” measure concept
 - » How to connect specialty care and telehealth and how does that connection satisfy regulatory access standards?
 - How to frame the “Travel” measure concept
 - » Should it also include days away from work/school or other commitments?
 - How to account for different geographical regions where time savings can vary when traveling? (based on road infrastructure, topography, etc.)

Feedback from Draft 2 of Report (continued)

- Key Measurement Areas for Telehealth (continued)
 - Is it realistically feasible to estimate the consequences if Telehealth hadn't been used? If so, how to calculate and incorporate estimate into the report?
 - » How to estimate cost of using Telehealth to obtain the correct diagnosis and appropriate follow-up care
 - » Are there any currently endorsed quality measures that use estimated information?

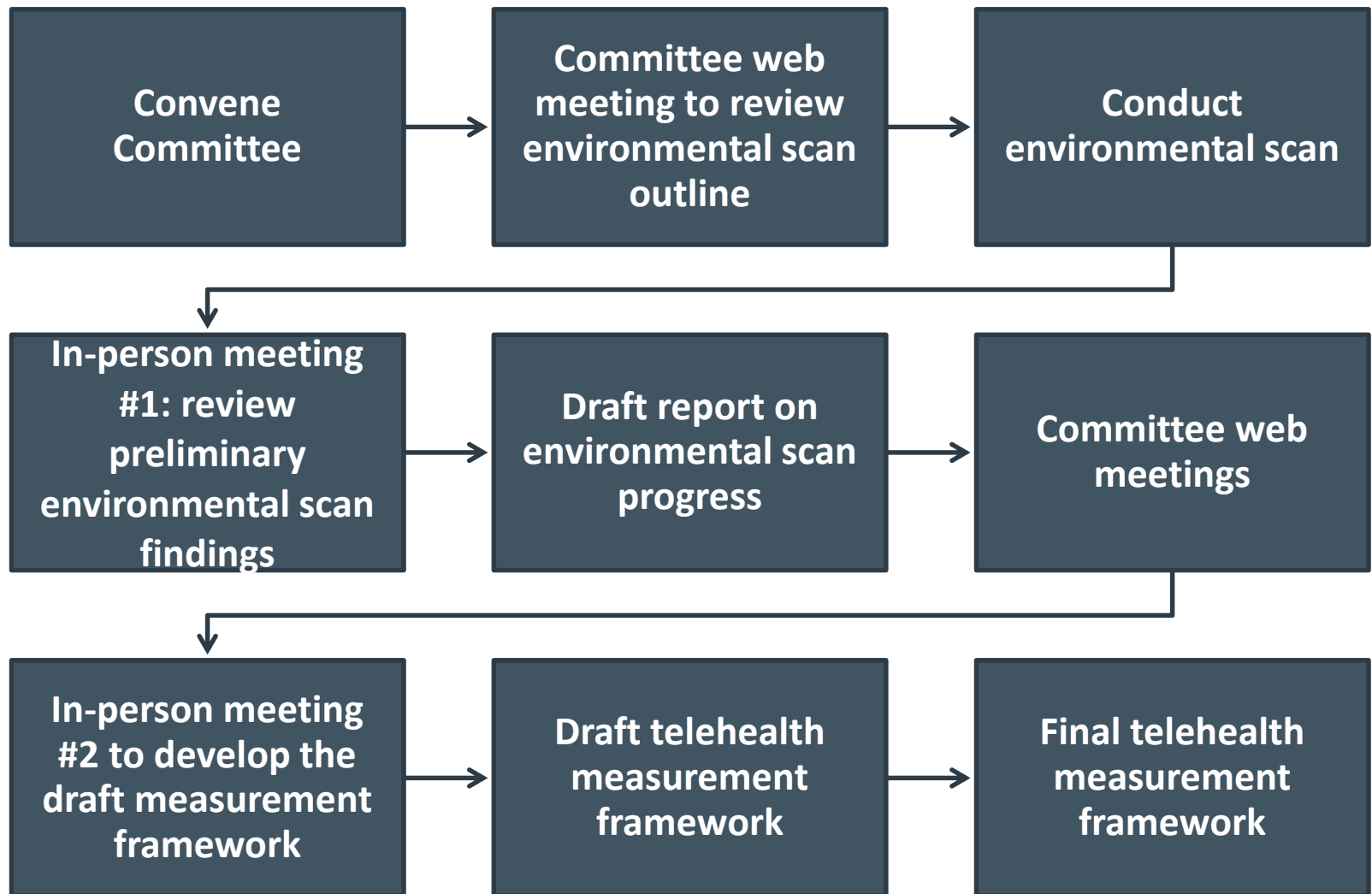
Feedback from Draft 2 of Report (continued)

- Other Points to Consider (continued)
 - Should quality measures be stratified by whether Telehealth is used?
 - What are the pitfalls of Telehealth that should be assessed as part of a quality measure?

Opportunity for Public Comment

Next Steps

Project Activities and Timeline



Key Meeting Dates

Key Dates	Date/Time
Web Meeting #4	May 23, 2017, 1:00PM-3:00PM ET
Draft Report 3 and Public Comment	June 1-30, 2017
Web Meeting #5	July 28, 2017, 1:00PM-3:00PM ET
Final Web Meeting	August 29, 2017, 1:00PM-3:00PM ET

Project Contact Information

- Email: telehealth@qualityforum.org
- NQF Phone: 202-783-1300
- Project page:
<http://www.qualityforum.org/ProjectDescription.aspx?projectID=83231>

Questions?