eMeasure Learning Collaborative: Report of Findings and Recommendations

Beth Franklin, MS, RN
Senior Director, Health IT
National Quality Forum

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Agenda

- Welcome/Introduction
- Overview of the National Quality Forum (NQF)
- eMeasure Learning Collaborative Project Overview
- Summary of Best Practices and Recommendations
- Open Discussion – Question and Answer

Presentation Objectives

- Provide an overview of the National Quality Forum and Health IT initiatives

- Discuss the goals and objectives of the eMeasure Learning Collaborative project

- Discuss emerging themes

- Discuss best practices (repeatable models) and gaps

- Discuss recommendations to expand use of best practices to address gap areas for the future
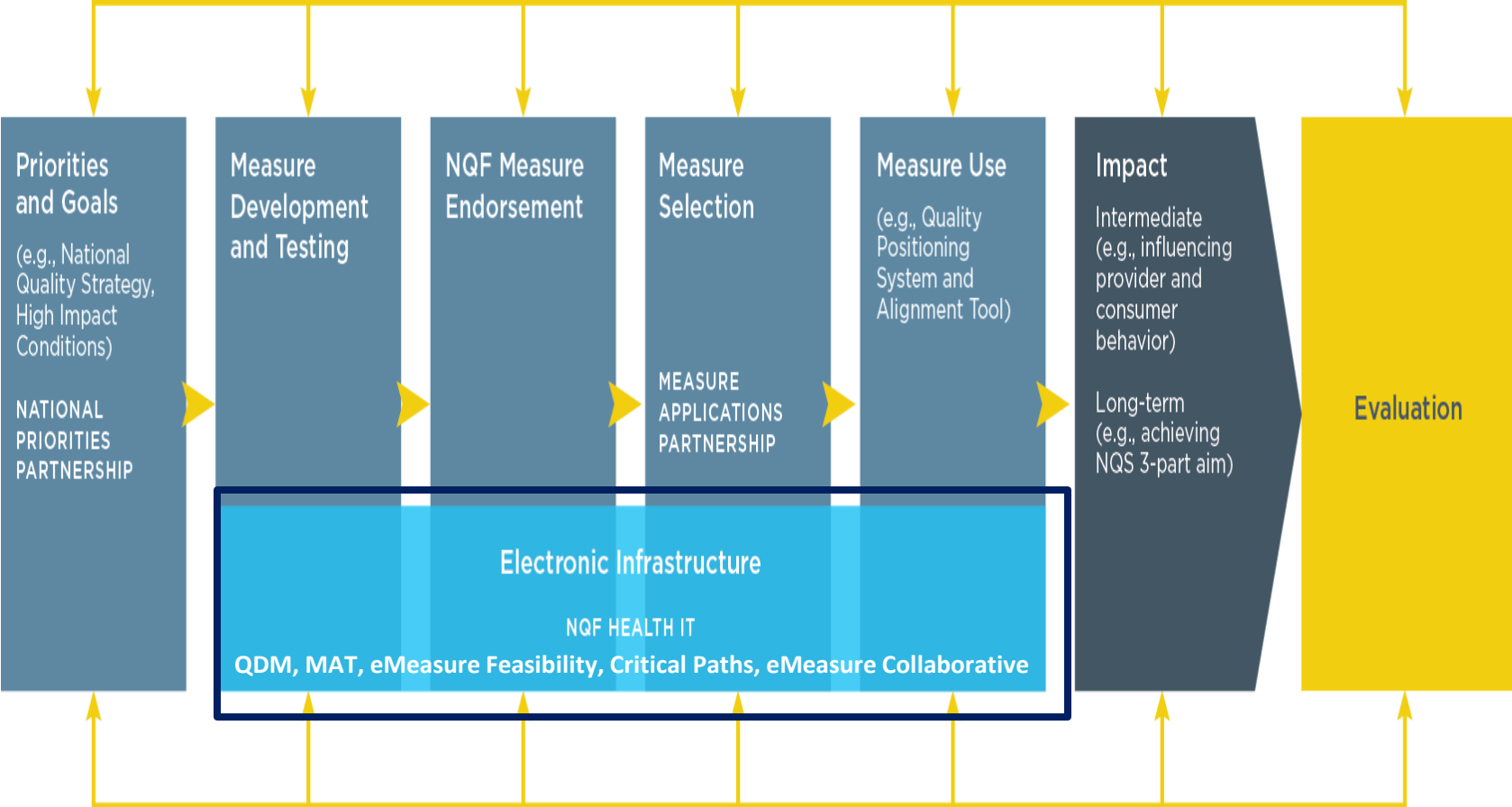
National Quality Forum: Overview

Introduction to the National Quality Forum

The National Quality Forum (NQF) operates under a three-part mission to improve the quality of American healthcare:

- **Building consensus on national priorities and goals** for performance improvement and **working in partnership to achieve them**;

- **Endorsing national consensus standards for measuring and publicly reporting** on performance; and

- Promoting the attainment of national goals through **education and outreach** programs.

The Performance Measurement Enterprise

Quality Measurement

Shift From → **To**

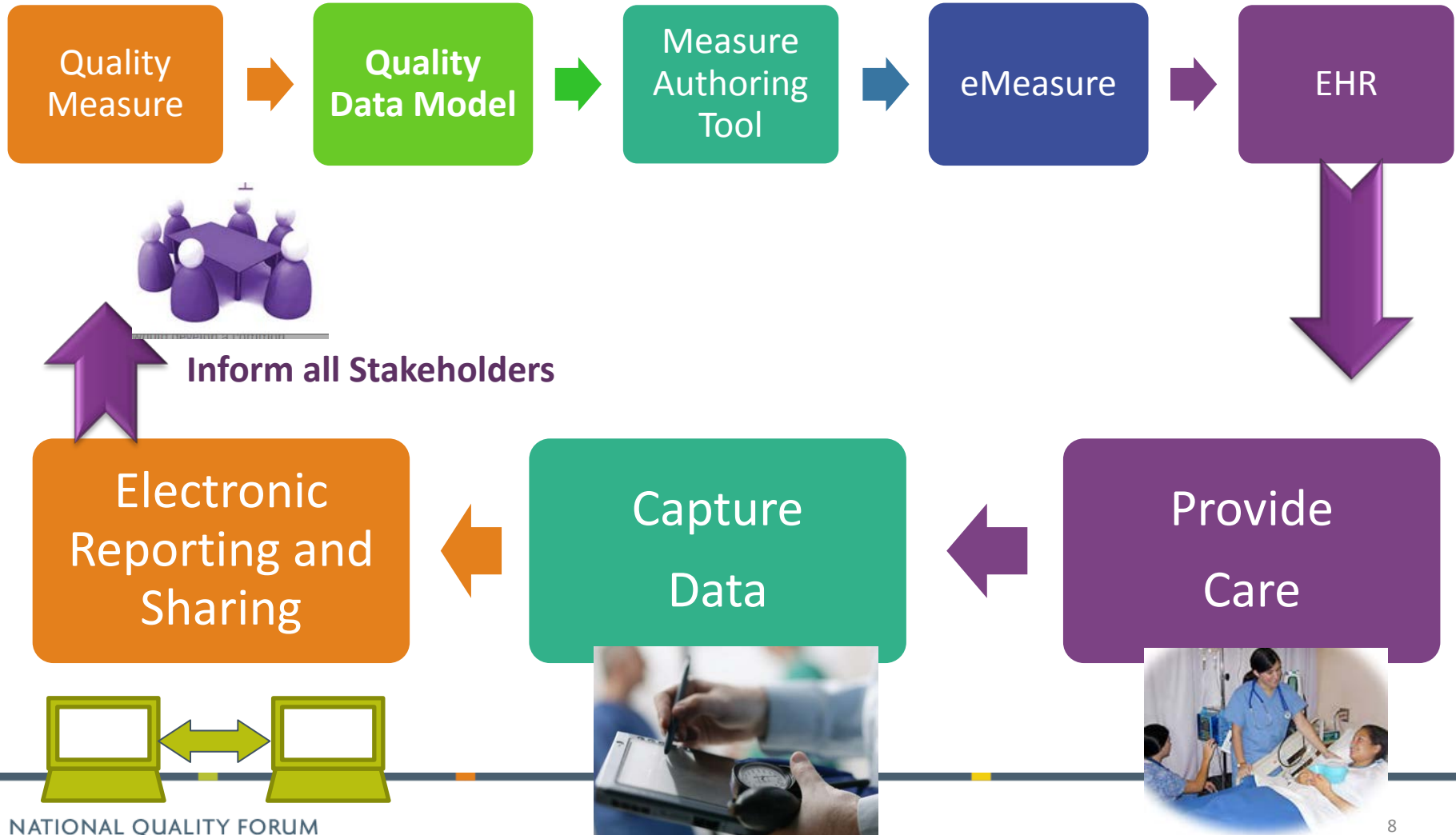**Using Claims Data And Chart Audits for Quality Measurement**

1 **Using Electronic Point of Care Documentation For Quality Measurement**
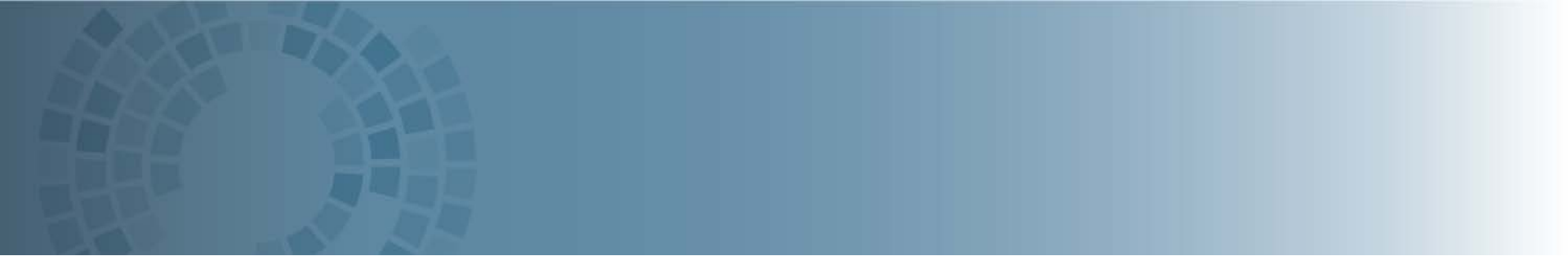

2 **Improve Decision-Making,**

eMeasure Lifecycle

Quality Measure → **Quality Data Model** → Measure Authoring Tool → eMeasure → EHR

Inform all Stakeholders

Electronic Reporting and Sharing ← Capture Data ← Provide Care

eMeasure Learning Collaborative:
Advancing the Adoption, Implementation, and Use of eMeasures

eMeasure Learning Collaborative: What Are We All About?

- Public initiative convened by the NQF to bring together diverse stakeholders from across the quality enterprise.

- Promote **shared learning** across key eMeasure stakeholders including understanding of major drivers and barriers.

- Advance knowledge and **best practices** related to the development and **implementation of eMeasures**.

- Project consisting of interactive webinars and in-person meetings – spearheaded by Collaborative members and focused on array of relevant topics, tools, and resources.

eMeasure Learning Collaborative: Project Objectives

- Advance knowledge and practice related to the development and implementation of eMeasures across all settings of healthcare;

- Drive greater uptake of eMeasures and movement toward use of an electronic platform for quality measurement;

- Promote awareness, provide education, and enable understanding of best practices with eMeasure implementation across various healthcare settings; and,

- Allow knowledge sharing between all stakeholders involved in quality and performance measurement thereby expediting advancement in electronic quality measurement.

eMeasure Collaborative Deliverables

1. Identification of current best practices (repeatable models)

2. Identification of gap areas

3. Development of recommendations for the future (to expand use of best practices and to address gap areas)

eMeasure Learning Collaborative: Tasks/Activities

- To meet the objectives, NQF:

  - eMeasure Collaborative Planning Committee

  - Environmental Scan

  - In Person meetings:

    » *Best Practices in eMeasure Implementation* (April 2012)

    » *Advancing Solutions for eMeasure Implementation* (September 2012)

  - Webinars:

    » *Implications in Small Practice Settings* (March 2012)

    » *eMeasure Learning Collaborative: Report Out* (December 2012)

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eMeasure Learning Collaborative: Planning Committee Responsibility

- Ensuring input from all stakeholders for the face-to-face meeting and webinar content;

- Identifying the most relevant topics for eMeasure Collaborative activities;

- Providing input into implementation best practices, gaps, and recommendations which were subsequently discussed and analyzed during face-to-face meetings and webinars;

- Providing national outreach to other potential participants; and

- Promoting overall visibility of the project.

eMeasure Learning Collaborative: Planning Committee

- Dana Alexander, RN, MSN, MBA
- Dwight Brown, NREMT-P
- Zahid Butt, MD (Chair)
- Jason Colquitt
- Kendra Hanley, MS
- Delane Heldt
- Sharon Hibay, RN, DNP
- Louis Hochheiser, MD
- Jesse James, MD, MBA
- Liz Johnson, MS, RN-BC
- John Maese, MD
- Ginny Meadows, RN
- Michael Mirro, MD
- Lori Nichols
- Karen Nielsen, MBA, MPA
- Ted Palen, PhD, MD, MsPH
- Greg Pawlson
- Amit Popat
- Jacob Reider, MD
- Chris Snyder, DO
- David A. Stumpf, MD, PhD
- Aldo Tinoco, MD
- Ann Watt

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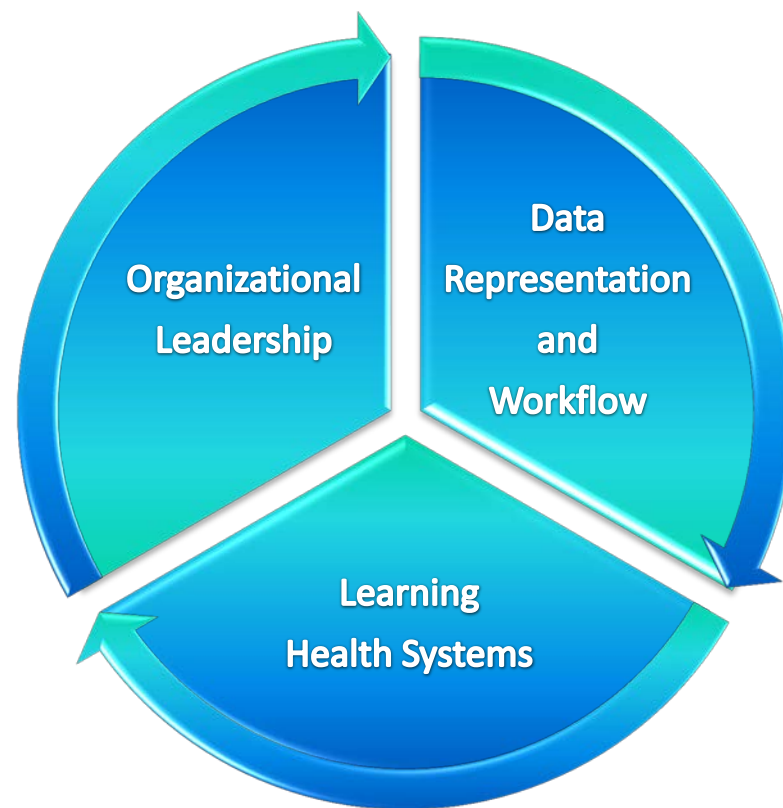   » *eMeasure Learning Collaborative: Report Out* (December 2012)

1st In-Person eMeasure Learning Collaborative: Meeting Summary

Best Practices in eMeasure Implementation

- April 26, 2012

- Keynote Speakers: Kate Goodrich, MD, MHS, CMS and Farzad Mostashari, MD, ONC

- Discussion Groups / Parallel Tracks

  » Implementation Acute Care Group

  » Implementation Small Practices Group

  » Technical Group

  » Clinical Data Analytics Group

  » Innovation Group

- Over 80 in-person and web attendees

eMeasure Learning Collaborative: Emerging Themes

- Three common themes emerged from the breakout sessions:
  - Organizational Leadership
  - Data Representation and Workflow
  - Learning Health System

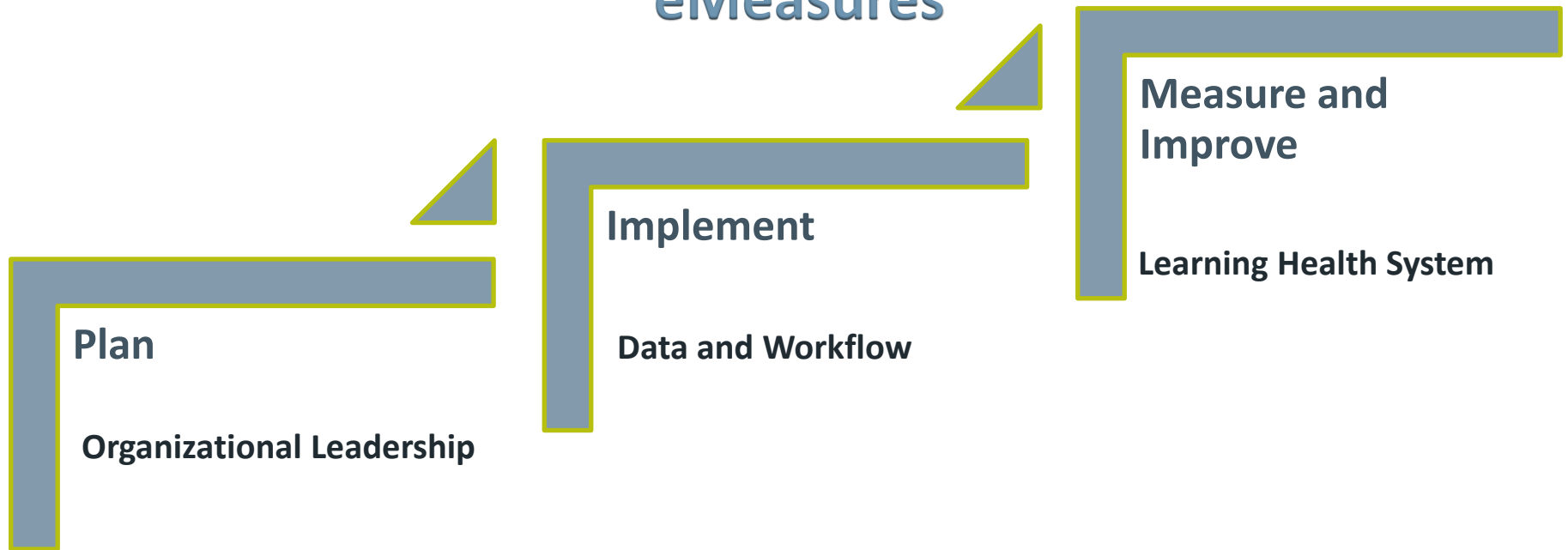# 2nd In Person eMeasure Learning Collaborative: Meeting Summary

Advancing Solutions for eMeasure Implementation

- Friday, September 21, 2012

- Brief presentation by Farzad Mostashari, MD, ONC

- Panels:
    - » *Condition/Problem Management,*
    - » *Medication Management,*
    - » *Data Visibility: Essential Elusive Elements, and*
    - » *Measure Developers*

- Over 150 attendees in person and via the web

Summary of Best Practices
and
Recommendations

Key Factors in the Adoption and Implementation of eMeasures

Measure and Improve

Learning Health System

Implement

Data and Workflow

Plan

Organizational Leadership

Organizational Leadership:
Best Practices

- Create inter-professional teams focused on an integrated approach to eMeasure adoption and implementation

- Develop a strategy and plan for data standardization
  - Clinical intent of the measure

- Integrate intent of the quality measure into processes of care and point of care documentation

Organizational Leadership:
Best Practices

- Educate stakeholders prior to eMeasurement projects

- Develop an organization-wide plan for execution of small-scaled pilots using a technique such as the Plan, Do, Study, Act (PDSA) cycle

- Use an Agile process for responding to clinician feedback on data use, workflow, and decision support

Data Representation and Clinical Workflow: Best Practices

- Use eMeasurement standards (QDM, HQMF, QRDA, NLM's value sets and structured terminology)

- Engage in joint interactive communication between measure developers and other stakeholders early in the measure development process

  - Develop a crosswalk between QDM, measure logic, value sets and corresponding codes and logic for eMeasures

- Adopt an integrated approach with data necessary for quality measurement

- Conduct pilots starting with simple clinical quality measures, leveraging data already contained within the EHR

Data Representation and Clinical Workflow: Best Practices

- Use extensible technology and processes that support structured data fields for data capture

- Capture data once and then make it available to all applications that utilize it including CDS and eMeasures

- Use MU clinical quality measures for creation of performance dashboards

- Develop electronic quality reports that not only meet regulatory mandates but also show "how it is clinically meaningful for providers while caring for patients"

Learning Health System:
Best Practices

- Use eMeasurement to generate new knowledge.

- Create a community of successes and share internally and across all stakeholder groups.

- Rely on outcome measures to improve clinical practice; don't simply measure, learn and revise.

eMeasure Learning Collaborative: Future Implications/Recommendations

- Harmonization across key themes:
  - The use of electronic Clinical Quality Measures (eCQMs) in quality programs
  - Address technical aspects of measures including the consistent use of standards and composite scoring methodologies
- Identify lessons learned, perspectives and successes in patient reported outcomes
- Engage the leadership of the major professional organizations to define standards of practice
- Involve key leaders and stakeholders such as practicing clinicians to examine usability and reliability to improve data submission; and
- Provide a forum for stakeholders to share workflow and discuss opportunities for collaboration

Key Factors in the Adoption and Implementation of eMeasures

Plan

Organizational Leadership
- Integrated leadership and operational teams
- Align clinical intent of the measures within all projects – not just health IT
- Engage clinicians in CQM selection and integration into practice
- Corporate data strategy
- Education
- Usability testing in simulation centers

Implement

Data and Workflow
- Data necessary for quality measurement is not a stand-alone effort but part of all EHR projects
- Pilot Design – start simple
- Re-use existing data
- Flexibility – map front end to back end data necessary for quality reporting
- Reports showing what is clinically meaningful for providers

Measure and Improve

Learning Health System
- Evidence generating medicine – using the eMeasurement to generate new knowledge
- Create a community of successes and share internally and across all stakeholder groups
- Rely on outcome measures to improve clinical practice; don't simply measure → learn and revise

Questions?

To provide a comment and/or ask a question use the Chat box located to the left of the presentation window