NATIONAL QUALITY FORUM

Measure Developer Webinar

Helen Burstin, MD, MPH
John Bernot, MD
Jean-Luc Tilly, BA

April 27, 2017

Agenda

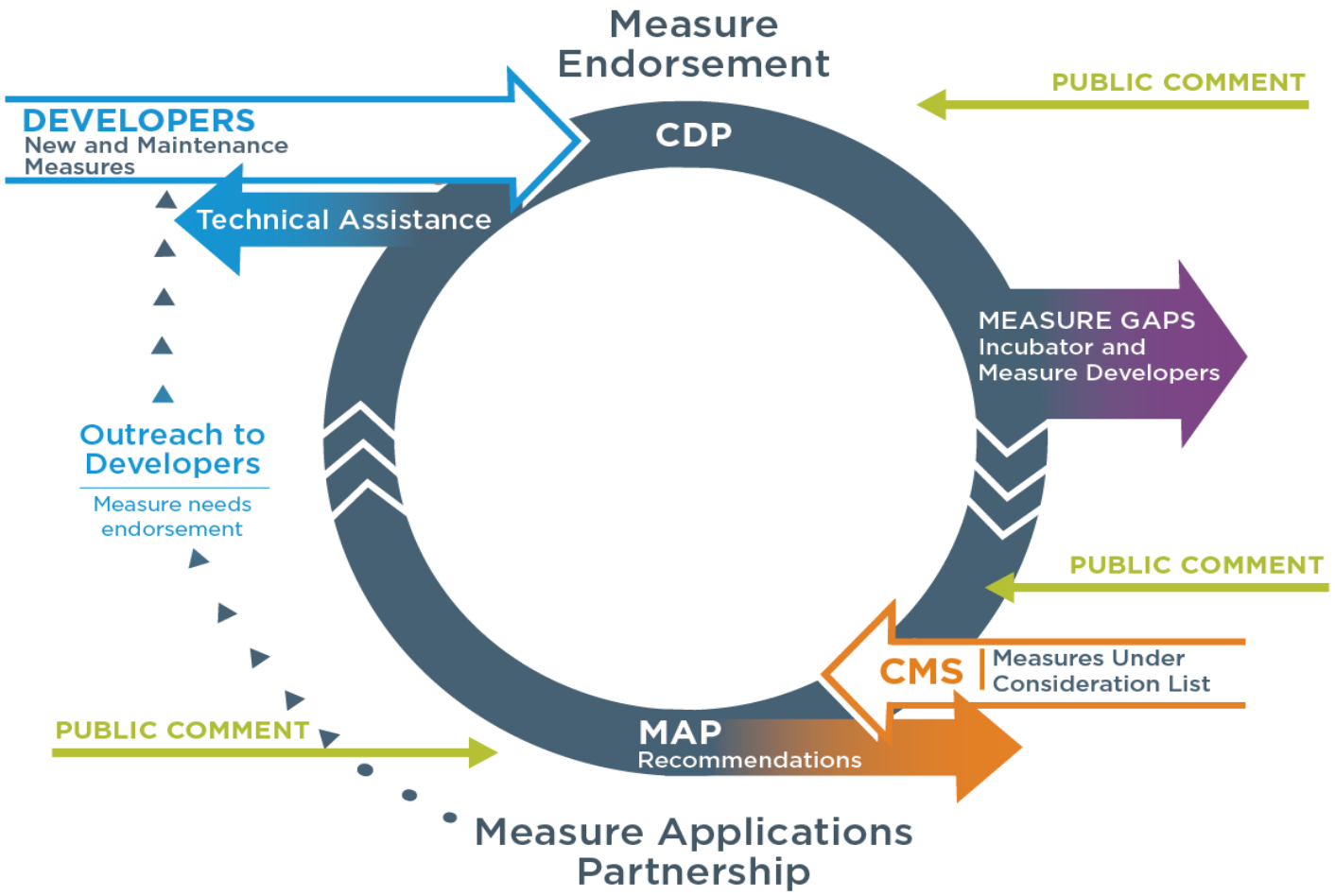
- Welcome and Review Meeting Objectives
- Feedback on Measures in Use
- Measure Prioritization
- Measure Developer Workshop / NQF Kaizen

NATIONAL QUALITY FORUM

Feedback on Measures in Use: What Can We Learn?

John Bernot, MD

Collecting and Sharing Information – Current Structure



Objectives

- Learn from the field about experiences with measures
- Enhance and expand feedback on the implementation and impact of measures
- Share learnings broadly within and outside of NQF
- Inform measure prioritization and reduction

Identifying Stakeholder Priorities

- Discussions with:
  - *Consensus Standard Approval Committee (CSAC)*
  - *Interested NQF member organizations*
  - *Advisory groups: Measure Developers, Standing Committee Co-Chairs*
- Measure Feedback Advisory Group
  - *Representatives from six NQF member organizations*

Collecting Measure Feedback

- Simple process of submitting feedback – any measure at any time
- Enhance commenting capability on NQF's Website
- Collaboration with partners (eg. NQF members) to encourage submission ongoing of feedback
- Targeted outreach campaigns to solicit feedback on specific measures

Use of Measure Feedback

- Will be publicly available
- Will be shared with decision makers – NQF endorsement committees, Measure Applications Partnership (MAP), measure stewards and developers, NQF Measure Incubator, and other interested individuals and organizations
- Will become a structured component of NQF processes
- Will inform measure prioritization and burden reduction efforts

Next Steps

- Work with potential partners to co-develop a feedback initiative
  - *Determine how to best incorporate feedback into NQF processes*
  - *Determine incentive to provide feedback*
  - *Identify target measures for feedback*
- Synthesize and share feedback received
- Identify ways in which to scale and/or replicate feedback efforts

Questions?

NATIONAL QUALITY FORUM

Strategic Plan: Prioritization of Measures and Gaps

Helen Burstin, MD, MPH
John Bernot, MD

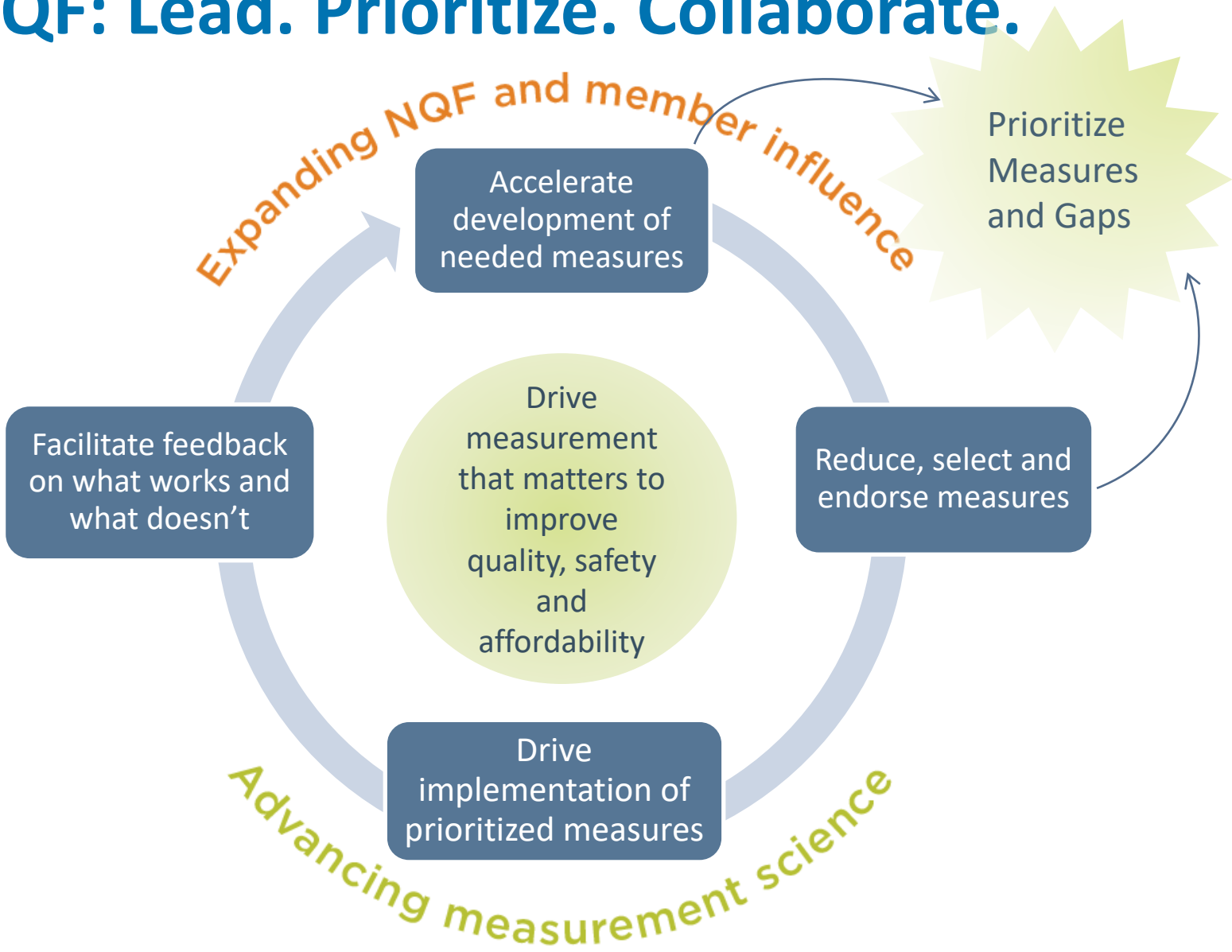
National Quality Strategy

Better Care

Healthier People, Healthier Communities

Smarter Spending

NQF: Lead. Prioritize. Collaborate.



Prioritization Criteria: Environmental Scan

- National Quality Strategy
- IOM Vital Signs
- NQF Prioritization Advisory Committees
- Healthy People 2020 Indicators
- Kaiser Family Foundation Health Tracker
- Consumer priorities for Hospital QI and Implications for Public Reporting, 2011
- IOM: Future Directions for National Healthcare Quality and Disparities Report, 2010
- IHI Whole System Measures
- Commonwealth Fund International Profiles of Healthcare Systems, 2015
- OECD Healthcare Quality Project
- OECD Improving Value in Healthcare: Measuring Quality
- Conceptual Model for National Healthcare Quality Indicator System in Norway
- Denmark Quality Indicators
- UK NICE standards – Selecting and Prioritizing Quality Standard Topics
- Australia's – Indicators used Nationally to Report on Healthcare, 2013
- European Commission Healthcare Quality Indicators
- Consumer-Purchaser Disclosure Project – Ten criteria for meaningful and usable measures of performance

NQF Prioritization Criteria

Criterion	Description
Outcome-focused	Preference for outcome measures and measures with strong link to improved outcomes and costs
Improvable and actionable	Preference for actionable measures with demonstrated need for improvement and evidence-based strategies for doing so
Meaningful to patients and caregivers	Preference for person-centered measures with meaningful and understandable results for patients and caregivers
Support systemic and integrated view of care	Preference for measures that reflect care that spans settings, providers, and time to ensure that care is improving within and across systems of care

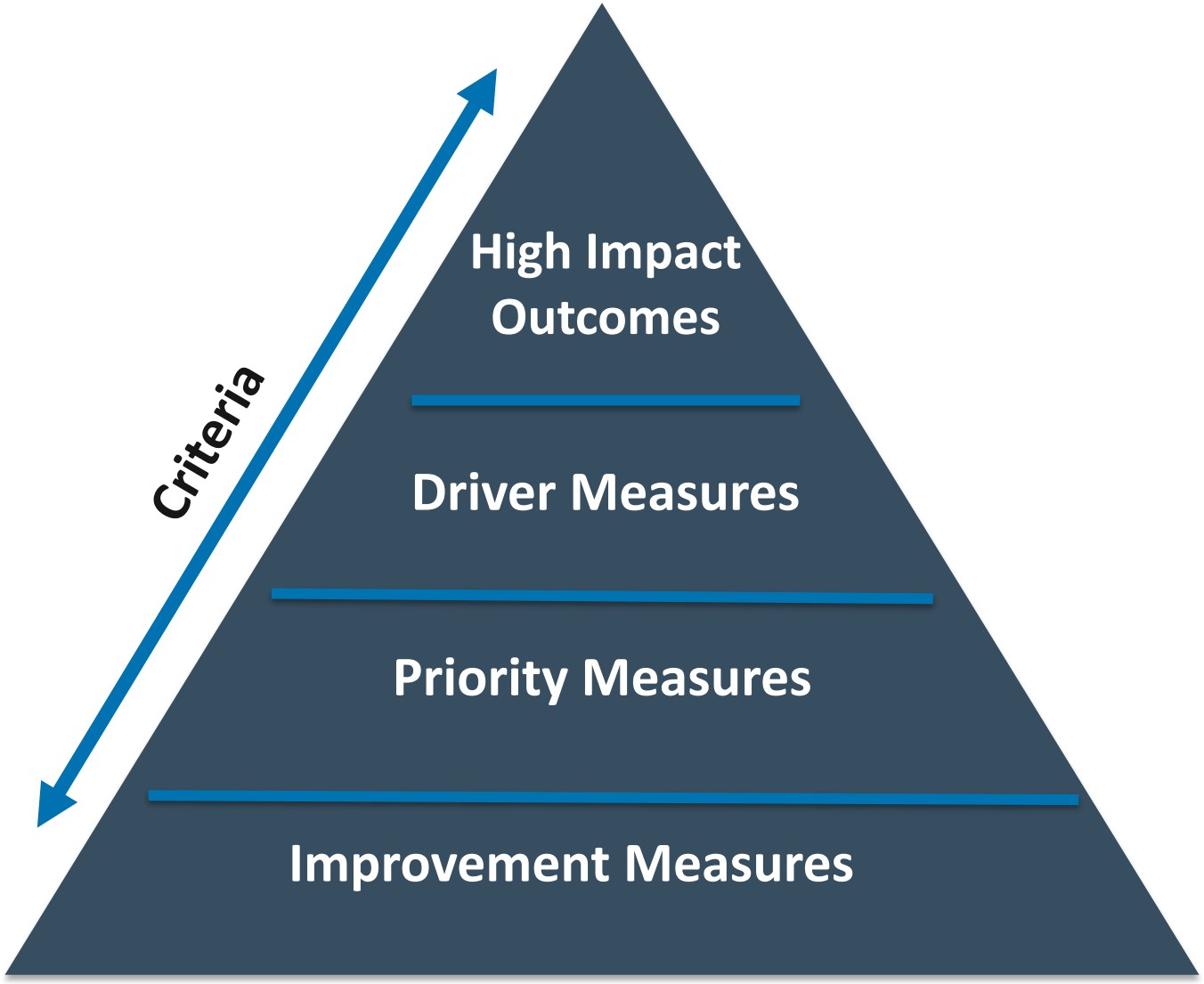
High-Impact Outcomes

High Impact Outcomes
Functional status/well-being
Patient experience (including care coordination, shared decisionmaking)
Preventable harm/complications
Prevention/healthy behaviors
Total cost/low-value care
Access to needed care
Equity of care

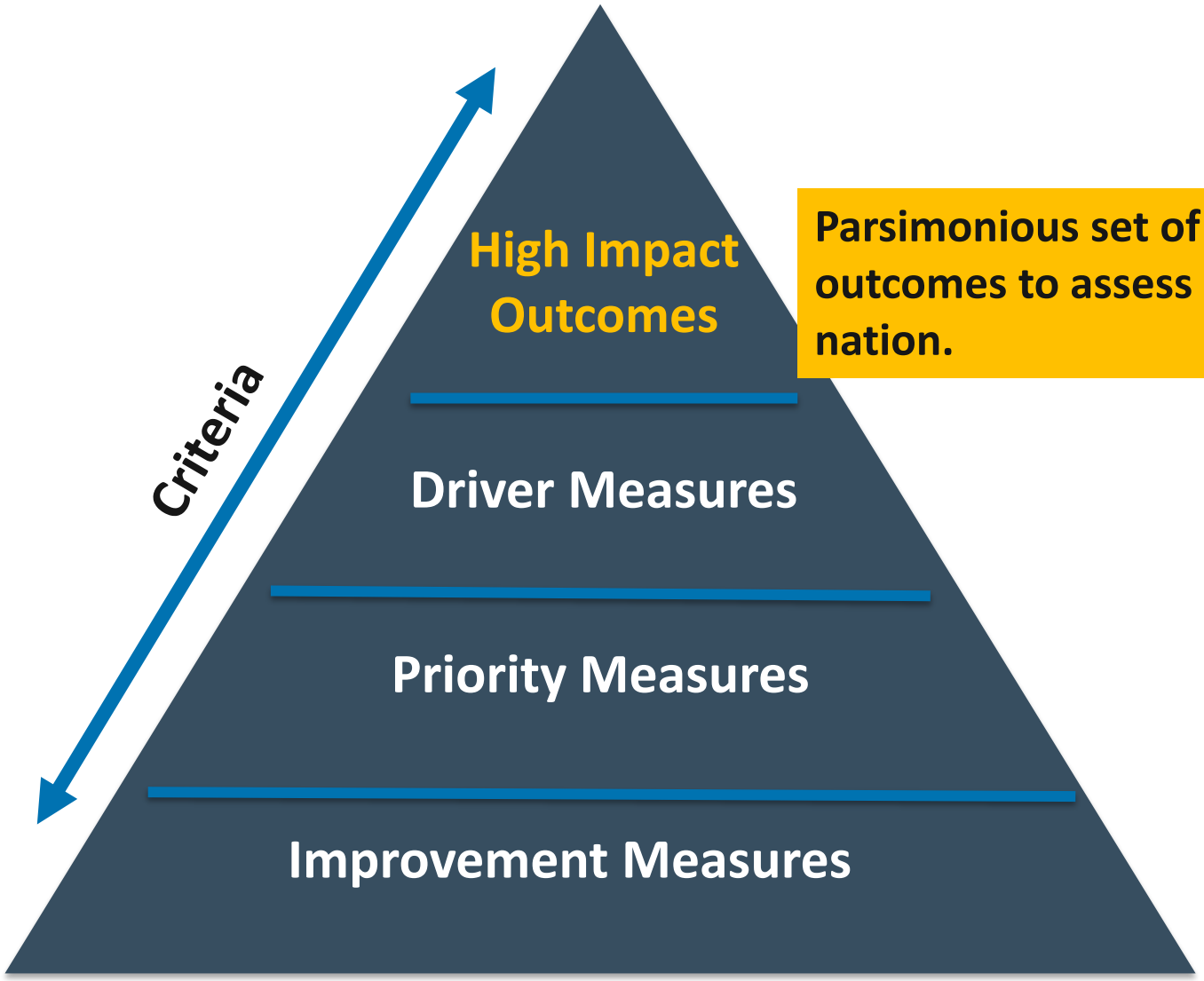
High-Impact Outcomes

High Impact Outcomes: Person-Centered Translation
Are you getting better?
How was your care?
Did you suffer adverse events from your care?
Do you need more help staying healthy?
Did you receive the care you needed and no more?
Can you get the care you need when and where you need it?
Are you getting high quality care regardless of who you are or where you live?

Hierarchical Framework

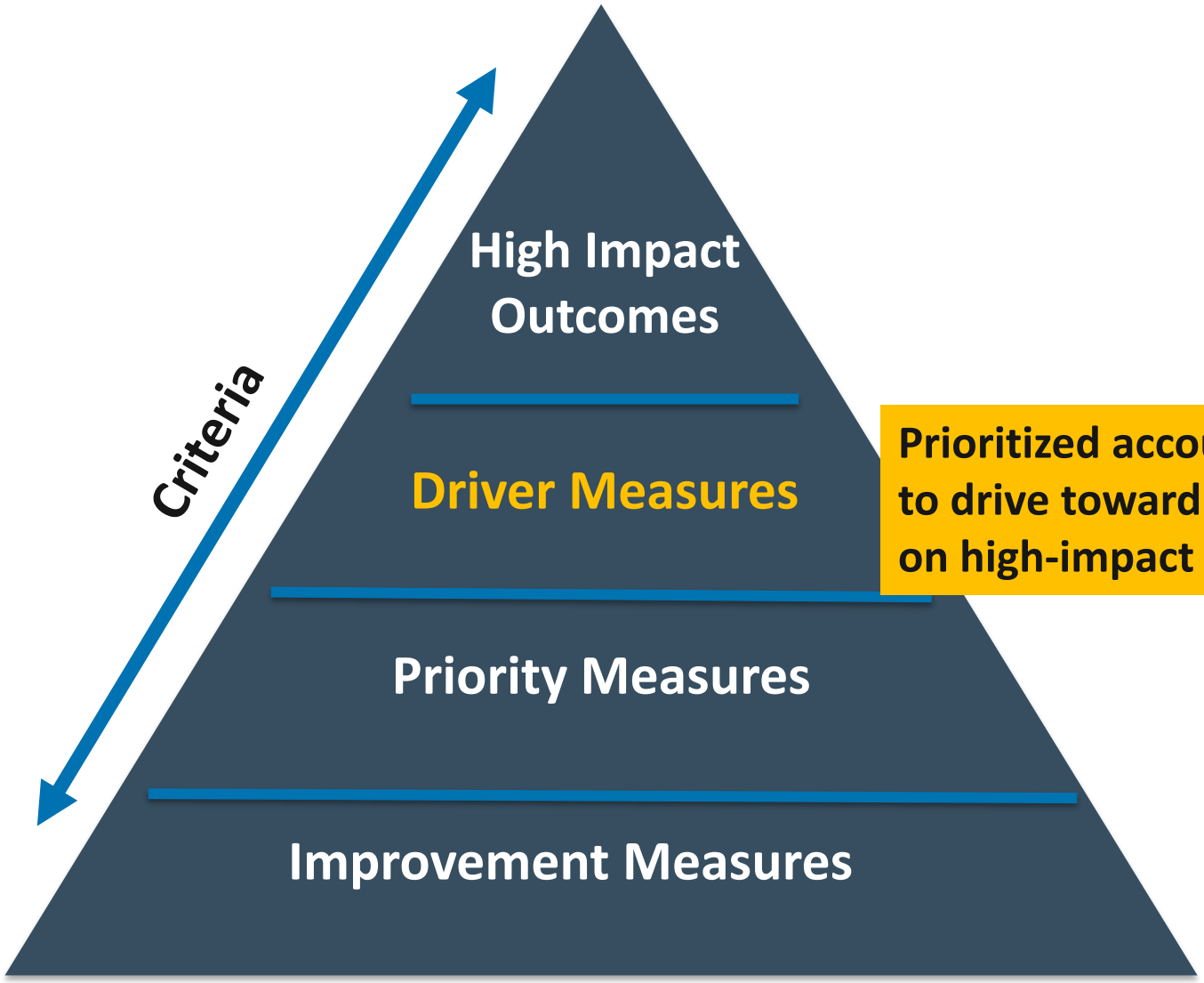


Hierarchical Framework



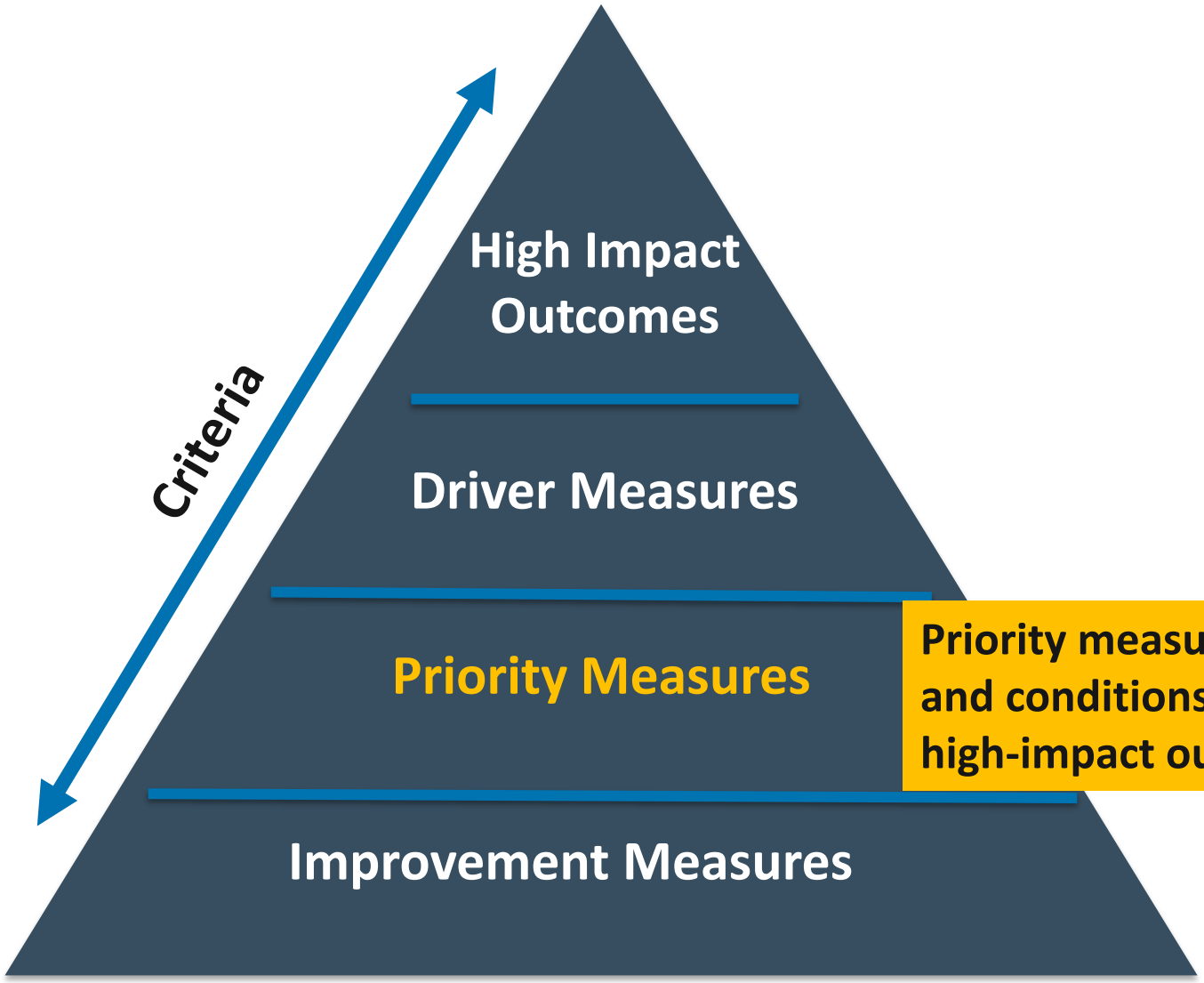
Parsimonious set of high-impact outcomes to assess progress as a nation.

Hierarchical Framework



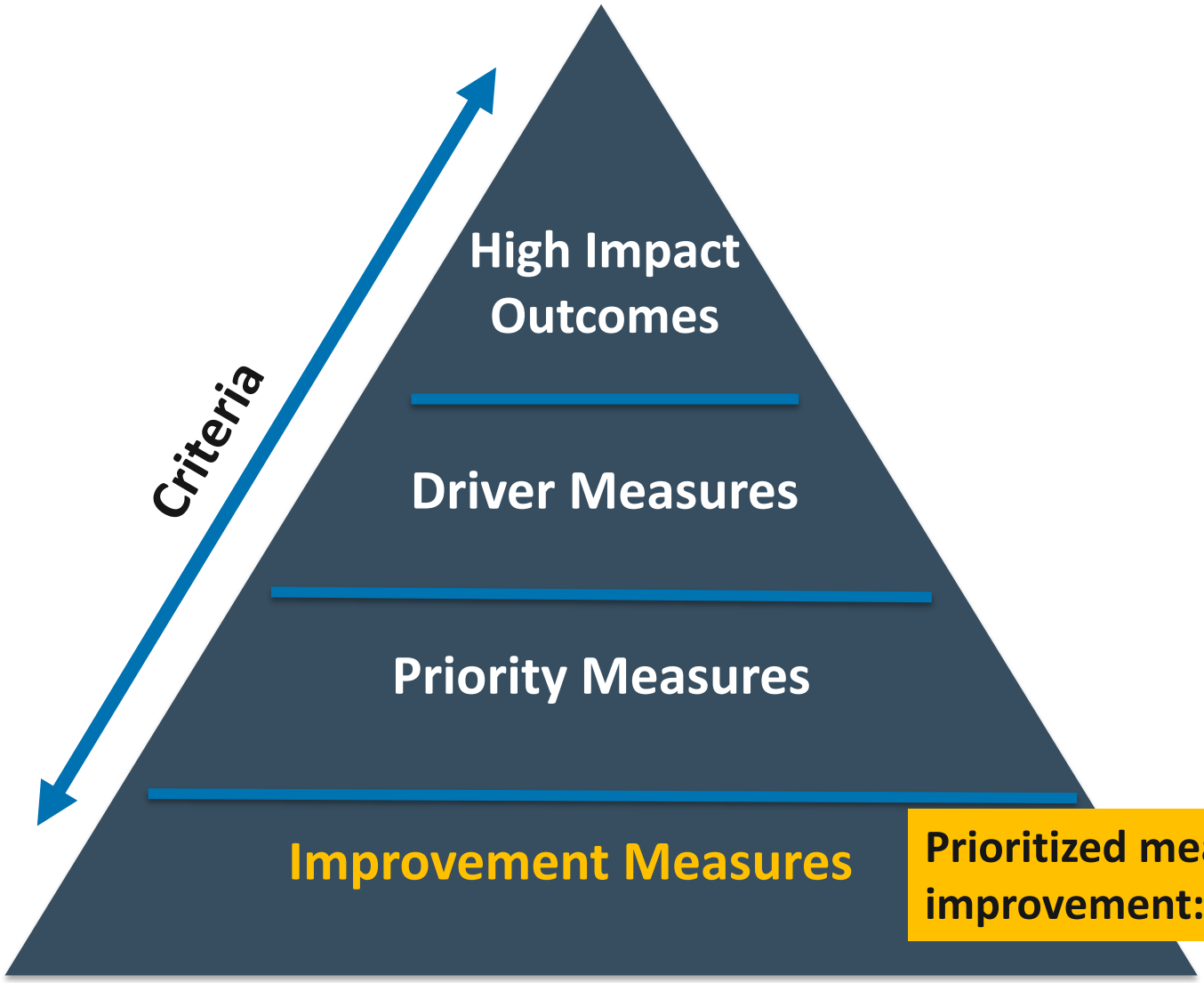
Prioritized accountability measures to drive toward higher performance on high-impact outcomes.

Hierarchical Framework



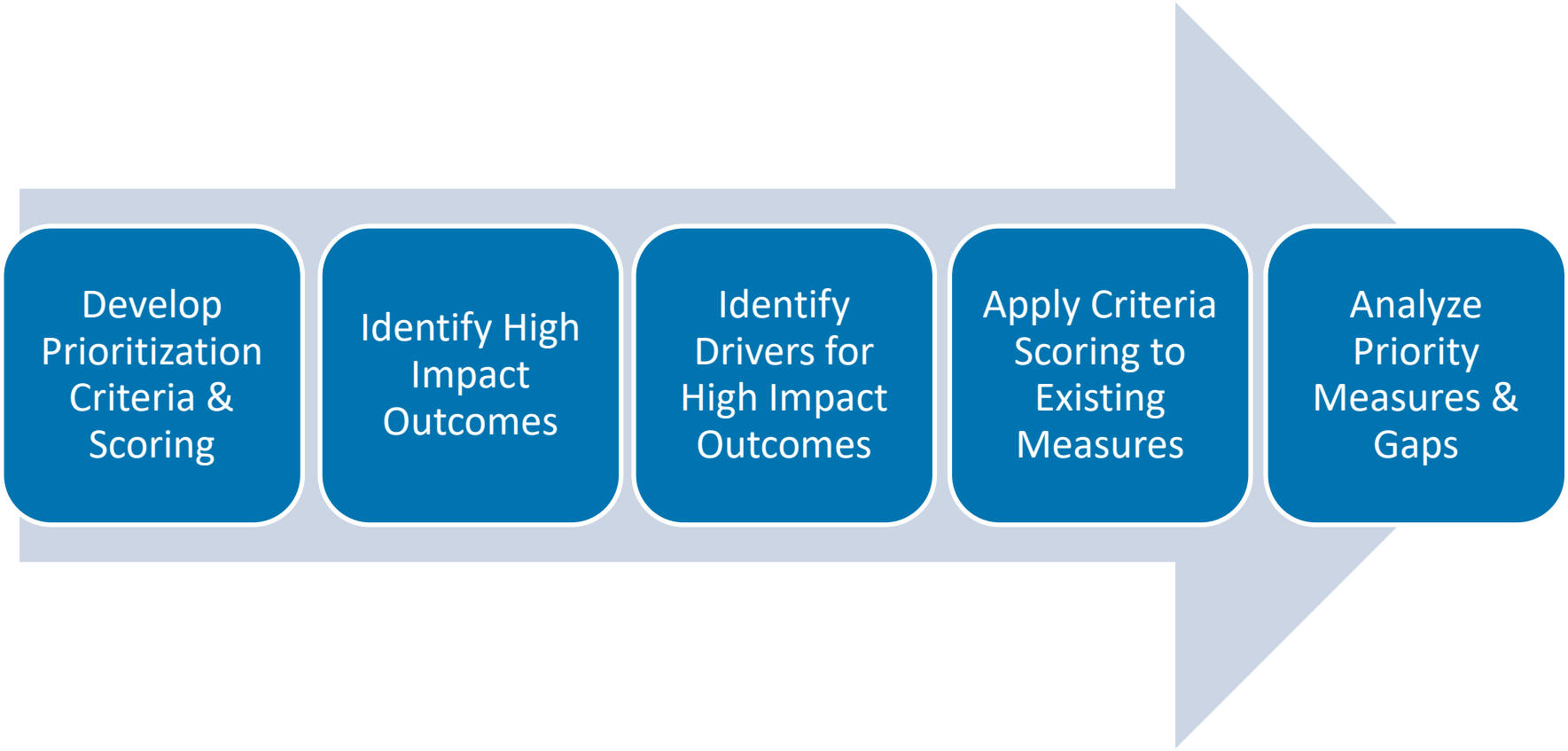
Priority measures in specific settings and conditions that contribute to high-impact outcomes.

Hierarchical Framework

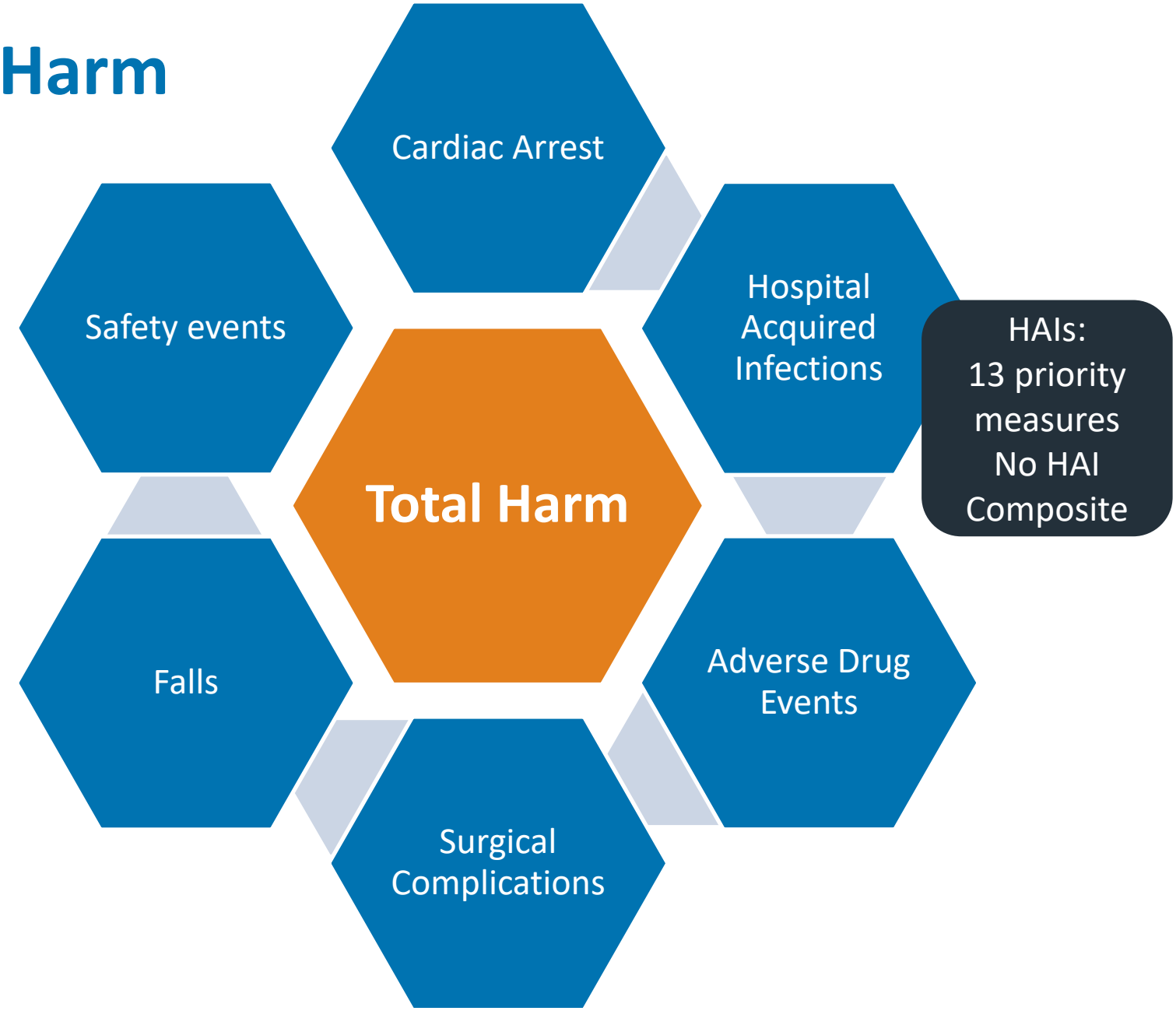


Prioritized measures to drive improvement: standardize & share

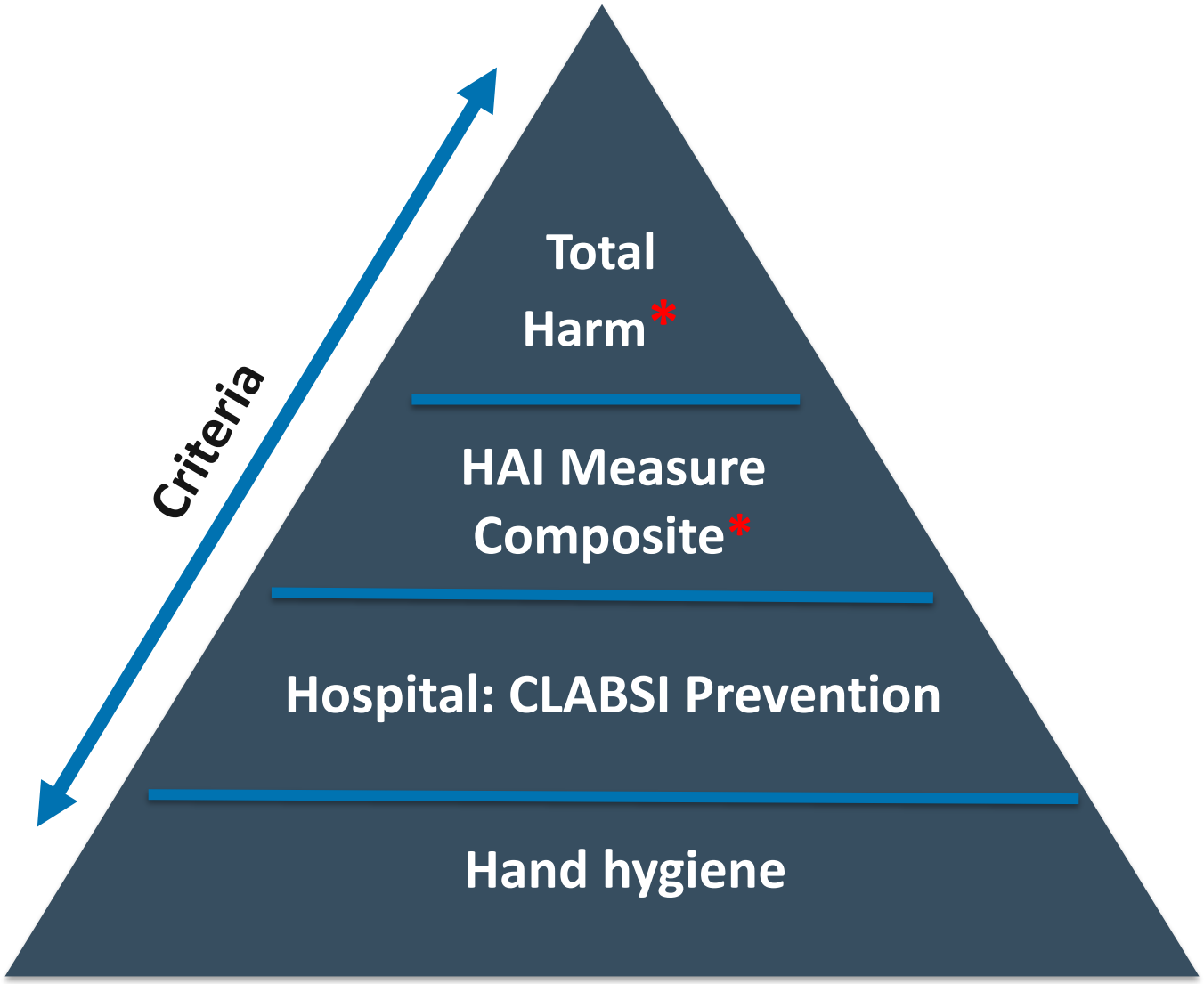
NQF Measure Prioritization Process



Total Harm


Cardiac Arrest
Safety events
Hospital Acquired Infections
HAIs:
13 priority measures
No HAI Composite
Total Harm
Falls
Adverse Drug Events
Surgical Complications

Example: Total Harm



* Gap

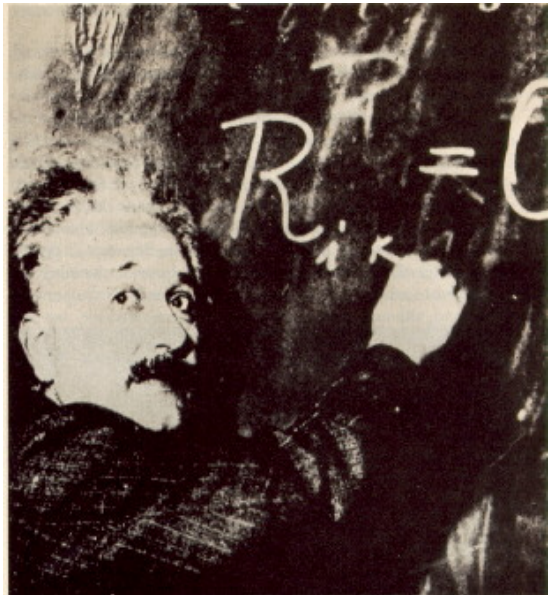
Next Steps

- NQF staff will further research the attributable effect of potential measures that can drive toward improved performance on the high-impact outcomes.
- NQF will build the prioritization approach for measures and gaps into the endorsement and selection processes.
- NQF will explore potential partnerships to share and standardize prioritized improvement measures.

Quality Imperative

Not everything that counts can be counted, and not everything that can be counted counts

~William Bruce Cameron



But…..

You can't improve what you don't measure

~ W. Edwards Deming

Discussion/Questions

hburstin@qualityforum.org
jbernot@qualityforum.org
jtilly@qualityforum.org

NQF Kaizen 2017
今井正明

Ashlie Wilbon, MS, MPH, FNP-C, CRNP

Kaizen

=

Culture of continuous quality improvement

NQF 2017 Kaizen Event

- May 18-19 at NQF offices
- Goals:
  - *Increase opportunities for submitting and for timely review of measures*
  - *Reduce cycle time of the CDP*
  - *Improve flow of information and integration between the CDP and MAP processes*
  - *Implement improvements with projects beginning October 2017*
- Multistakeholder input

NQF 2017 Kaizen Event

- 3 “Streams”
  - *Stream 1: Measure pipeline and scheduling*
  - *Stream 2: CDP cycle time*
  - *Stream 3: Integration of Measure Application Partnership (MAP) & Consensus Development Process (CDP)*
- Process
  - *Map out and understand current process*
  - *Identify waste and opportunities for improvement*
  - *Design a “future state”*
  - *Implementation*

We need your input!

- Developer Survey:
  - *Your experience with the process*
    - » Technical Assistance
    - » Challenges in participating in CDP
    - » Length of the process
  - *Opportunity to offer suggestions and recommendations for consideration during the Kaizen*
- ***Deadline: Friday, May 12***
- Input will be used for understanding “current state” and designing the “future state”

NATIONAL QUALITY FORUM

Measure Developer Workshop

Jean-Luc Tilly, BA

Agenda Overview

- Measure Prioritization and Feedback
- Incorporating Patients and Family Caregivers into Measure Review
- Submitting eMeasures
  - *Submission strategies*
  - *Approval for Trial Use*
- Scientific Acceptability of Measure Submissions
  - *Reliability (Testing)*
  - *Validity (Specifications, Testing)*

Registration

- Attendance Options:
  - *In-Person at NQF Headquarters*
  - *Online*
- Register!
  - *http://www.cvent.com/d/45qkjv/4W*