



NATIONAL  
QUALITY FORUM

# 2017 Kaizen Consensus Development Process: Proposed Redesign

## Measure Developer Webinar

*June 19, 2017*

# Introduction to Kaizen

改

**KAI=Change**

善

**ZEN=Good**

改善

**KAIZEN**  
(Continual  
Improvement)

# NQF Kaizen Event

- NQF held a process improvement, or Kaizen event on May 18-19 (in collaboration with CMS) to thoroughly examine the consensus endorsement process (CDP).
- The outputs from this event reflected feedback from more than 40 private- and public-sector stakeholders

# Objectives

Continuous  
availability of  
CDP for all  
measure  
types

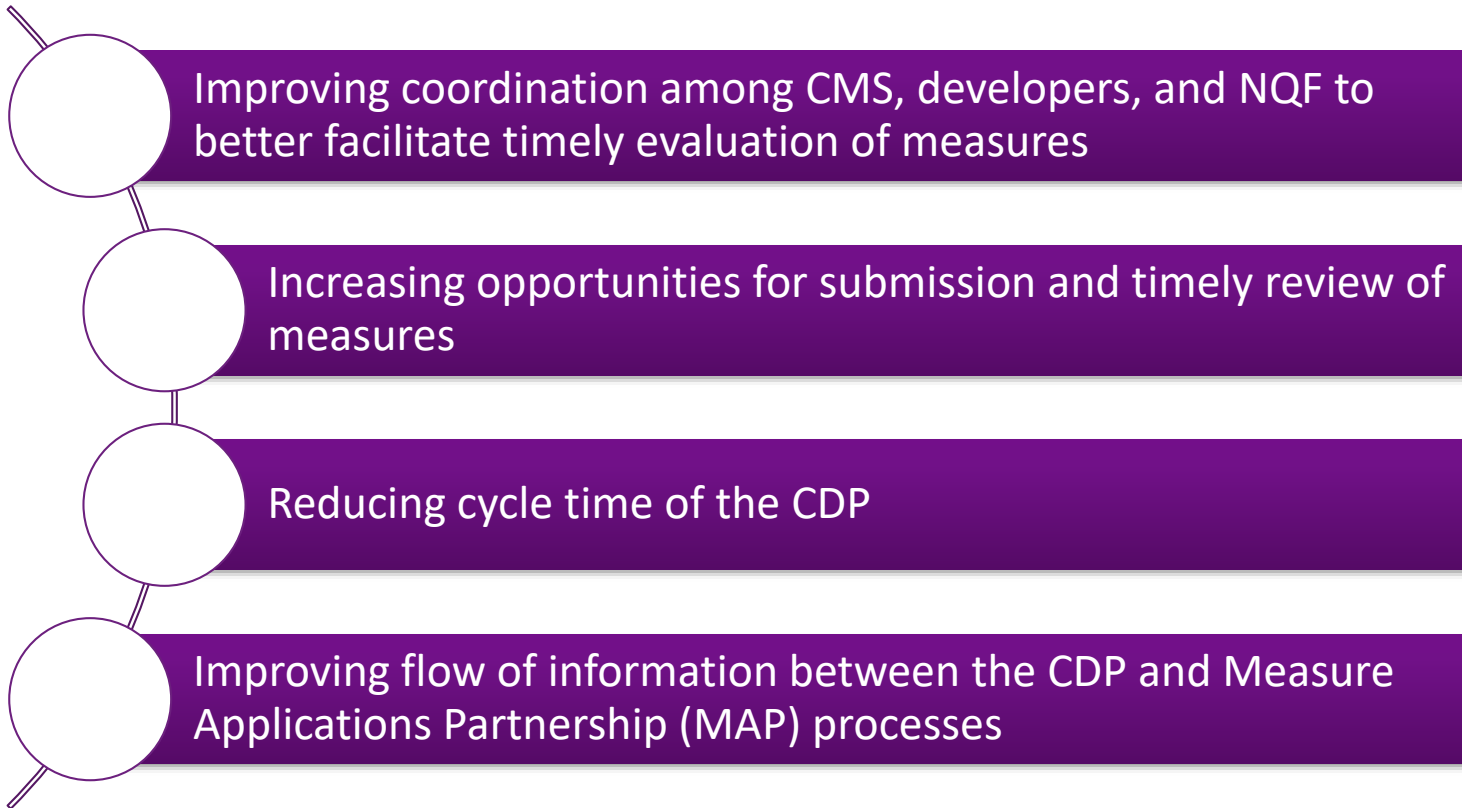
Improved  
management  
of the CDP  
measure  
pipeline

Improved  
utilization of  
standing  
committee  
expertise

Improved  
leveraging of  
NQF and  
external  
expertise

Significant  
reduction in  
overall  
endorsement  
time to about  
6.5 months

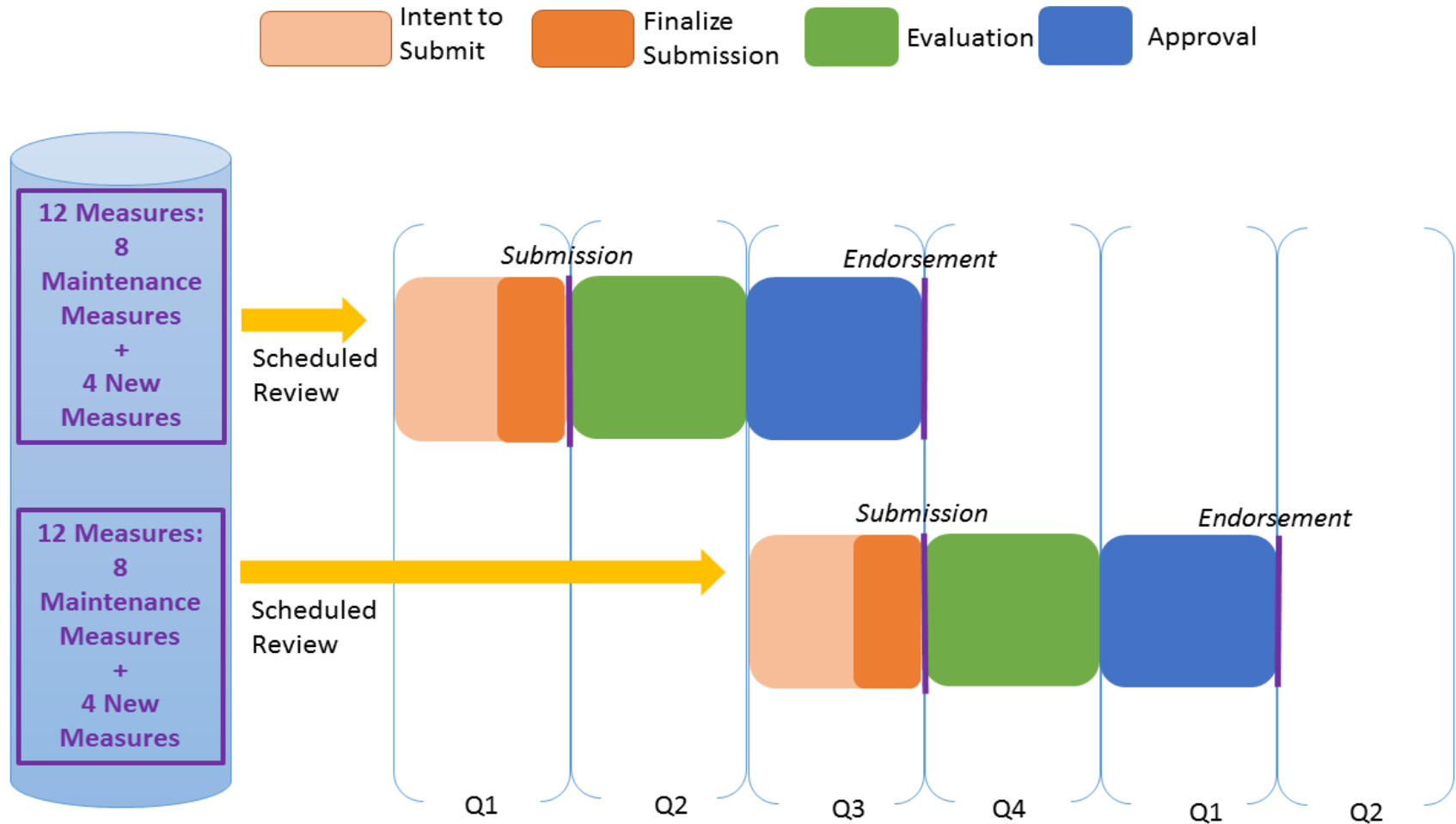
# Approach



# Proposed Recommendations

- ▣ *Increased Opportunities for Measure Submission*
- ▣ *Intent to Submit*
- ▣ *Technical Review: Methods Panel*
- ▣ *Measure Evaluation Technical Report – Content Structure*
- ▣ *Public Commenting Period with Member Expression of Support*
- ▣ *Stakeholder Education and Training*
- ▣ *Endorsement Decision and Adjudication of Appeals*
- ▣ *Improvement in Information Exchange and Access*

# Increased Opportunities for Measure Submission



# Intent to Submit

- This would require that all measure stewards/developers notify NQF of their plan to submit measures for endorsement consideration two months prior to submission.
- The Intent to Submit form would include:
  - Submission Type
  - Measure type
  - Measure title
  - Level of analysis
  - Data source
  - Measure description
  - Numerator statement
  - Denominator statement
  - Planned submission date



# Technical Review: Methods Panel

- NQF would establish a technical advisory panel to assist in conducting methodological reviews of submitted measures.
- The NQF staff and/or the Methods panel would conduct a methods review of the *Scientific Acceptability* and provide a rating
  - Generally, measures with a low or insufficient rating from the methods review would not be forward to the committee for further evaluation
- Shifting the scientific, methodological review of measures to NQF staff and this advisory panel will allow for greater participation by consumers, patients, and purchaser

# Measure Evaluation Technical Report – Content and Structure

- NQF would reduce the amount of information provided in the technical report. The revised report would include:
  - an executive summary indicating the endorsement decisions;
  - brief summaries of the measures;
  - details of each measure's evaluation in an appendix ("Appendix A" in current reports).
- The remaining background information on the topic area would be included on NQF's public website.
- In addition, an annual cross-cutting report would summarize endorsement activities and identify prioritized gaps in measurement across all of the topic areas at the end of the year.

# Public Commenting Period with NQF Member Expression of Support

## **Public Commenting**

- In place of two separate public commenting periods, NQF would have one continuous public commenting period:
  - Commenting period for a span of 12 weeks

## **Member Support/ Non-support**

- NQF membership voting would no longer be a separate 15-day voting period. NQF members would have the opportunity to express their support ('Support' or 'Do Not Support') along with their public comment.

Comments and NQF member indications of support received at least one week prior to the measure evaluation will be provided to the committee for their consideration.

# Stakeholder Training and Education

- Expand and strengthen the current range of resources offered for staff, committees, and developers, including:
  - *On-demand virtual references*
  - *Developer educational webinars*
  - *Written guidance materials*
  - *Consumer/patient-focused webinar training*
  - *Meeting facilitation training*

# Endorsement Decision and Appeal Adjudication\*

Recommendations include:

- Final measure endorsement decision would switch from the Consensus Standards Approval Committee (CSAC) to the Standing Committees as the final ratification body.
- Elimination of the Appeals Board— CSAC would review and adjudicate all submitted appeals

\*Given several strategic considerations, NQF will re-evaluate a change of this magnitude at a later time.

# Improvement in Information Exchange and Access\*

Recommendations include:

- A centralized information system that would allow for a comprehensive and longitudinal view of a measure.
  - *Access real-time information, including both MAP and CDP data*
- Ideal State Attributes
  - *Version control*
  - *Consistency between NQF projects*
  - *Easily pull and edit information*
  - *Consistent, intuitive, and user-friendly tool submitting, reviewing, and analyzing measures and comments*

\*NQF will develop short-term solutions to get closer to the ideal state and investigate technological solutions to achieve longer-term recommendations

# Questions?

# Commenting through June 23<sup>rd</sup>

- NQF Webpage:
  - [http://www.qualityforum.org/2017\\_Kaizen\\_Comment.aspx](http://www.qualityforum.org/2017_Kaizen_Comment.aspx)
- Questions:
  - [NQFKaizen@qualityforum.org](mailto:NQFKaizen@qualityforum.org)