

2021 measure evaluation cycle, and then we'll be turning to a MIMS tutorial. And as a reminder, MIMS is our measure information management system that is used for measure submission, storing all of our measure information at NQF. And as part of that, we'll be covering completeness checks, how to request referrals and withdrawals, as well as how to go through the annual update process.

Finally, we'll wrap up today's webinar with a reminder of measure developer resources that we have available for you. OK, so to provide you with updates to the measure evaluation criteria guidance document and measure developer guidebook, again, these are available as resources to you on our submitting standards web page. There are also links to these documents right from MIMS when you log in on your dashboard.

The last time we released updated versions was about two years ago, in 2019. And we'll be releasing updated versions either later this month or early September with, to be honest very minimal updates at this point. And to be clear, the measure evaluation criteria, nothing has changed. There, we've just added some clarifications and some updates to terminology.

So on slide 6, we do give high-level overview of what these changes or updates include. We've added several new definitions for different measure types, including patient reported outcome measures, PROMs and PRO-PMs. These are not necessarily new definitions they were pulled from earlier work that NQF has done in reports that were released back in 2013, 2014. But they're now defined and included that way in the guidebook and guidance document.

We also have some updated language that's relevant to scientific acceptability, specifically, reliability and validity testing. And this is a result of feedback from our Scientific Methods Panel members and other stakeholders who noted that the previous terminology of data element level and performance score level for testing can be confusing, especially for measure types like instrument-based PRO-PMs.

And for most measure types, the Scientific Methods Panel suggested switching from data element level to personal encounter level, and from performance score level to accountable entity level. So measuring performance at the entity level such as doctor at hospital, plan, et cetera. So, you'll notice throughout the criteria guidance document and developer guidebook that the term data element level in several places was replaced with patient encounter level, and same with measure score being replaced with accountable entity level.

But I would like to reiterate no change to the criteria, reliability and validity criteria itself, but we did make that change to language. We did provide also some additional guidance on composite testing. There is a section in the measure evaluation criteria guidance document towards the back that is specifically geared towards composites.

And the change there has to do with the preference to include the area of composite construction, either reflective or informative to explain testing methodology as part of your measure of submission. So, for reflective models, all measures or survey items if relevant reflect the same underlying construct and therefore, one would expect some level of correlation among the items or the measures.

And for informative models, the composite jointly determines the meaning of the construct, but the measures themselves may not correlate and therefore, an internal correlation test is not appropriate. And again, we will be releasing the updated versions over the next several weeks. No change to the actual criteria for evaluation, but we encourage you to look at the new language and reach out to us with any questions to the maintenance team directly, or to project teams or any technical assistance or clarification as you are completing your measure of submissions.

Moving on to update and next steps for fall 2021 review cycle-- so I know we sent out a lot of communication to our developer colleagues. And most of you are aware that we had a few changes to our cycle for fall. Mostly, as a result of COVID-19 and what we've heard from stakeholders who are facing challenges preparing major submissions to go through our consensus development process, their challenges related to finding testing sites or sites to test during the pandemic and other resource challenges.

We did make the decision to reassign many for the majority of maintenance measures that were due in fall 2021. We are in the process of making those reassignments. So, if you had a measure due for maintenance in fall '21, you'll be hearing from us soon about what cycle that measure has been reassigned to in the coming weeks.

We did receive several new measures submissions as well, and we've communicated with developers who did submit new measures to confirm that their measure has been accepted. And will be reviewed in fall '21. As of right now, those measures, if they are complex and going to the Scientific Methods Panel, they have started that process. Our internal scientific Methods Panel team is now performing completeness checks, and you'll be hearing from that team very soon. I think by the end of this week.

And they'll be sending you information through email about anything that maybe need to be addressed as part of your submission, as well as-- we'll be going over this later in today's webinar but we'll also be notifying you through MIMS. So, it's a little bit different process with our new MIMS system performing the completeness checks and how you respond to or how you address any issues. That will be done right in MIMS.

But again, that communication will be coming later this week. And then the deadline to make any edits that have been requested, I believe will be August 25, but the Scientific Methods Panel team will confirm that due date in their communication that will be coming out later this week. For those measures that are not considered to be complex, they are going through a separate process and are being reviewed by project teams, NQF staff. And those completeness checks will probably be a little bit different timeline.

I wouldn't expect them as early as this week. But in the coming weeks, the project teams will be following up with everyone with more clear information about when to expect any follow up and next steps and more concrete dates very soon.

OK I'll quickly pause to make sure there aren't any questions before we move on to our MIMS tutorial. OK. All right, I will turn it over to Hannah, then she'll be walking us through some new functionality that we have in MIMS. Hannah.

Thanks Katie. Hi, everyone. My name is Hannah, and as Katie mentioned, I'm a manager on the measure and maintenance team, and I'll be walking us through our MIMS tutorial today. On the next slide, I'm highlighting a couple of new functionality that we have. So as Katie mentioned, completeness checks are done in MIMS now with the launch of our new system.

Previously, we did this via email and we would send a feedback and any requested edits via email, but now it's all done within our system. And so, I'm actually going to start screen sharing so I can show you what it looks like. And, one second--

OK, so it doesn't share it, but let me know if you're not seeing my screen. But right now, I am logged into the MIMS dashboard. And from here, for measures that are undergoing the fall 2021 review cycle, you would see under My Measures here. You'd navigate here to take a look at your measures to see if any feedback was required through completeness check at this point on the process.

And so, I have a test measure here. It's a measure but within our test site. But I'm just going to navigate here, so you can see I'm opening Read Only View. And I've provided just like dummy feedback to this measure here. It's not actually real but just for the purposes of the tutorial, I wanted to show you what you would see as a developer.

And so when you open up your measure submission, it doesn't look very different from how you left it when you submitted for ITS or intent to submit, but a couple of things you will notice are this orange like the NQF feedback summary here. And then if you scroll down, you'll see an orange star as well on some of these sections.

So what this will indicate is the first area here, this is NQF feedback summary, NQF will provide you with a summary of the feedback that they provided, but you'll also get some information on when they would like your updates to be submitted by. And here I just put in August 24. I think that's the date we're anticipating for the complex measures.

But again, you'll hear guidance from SMP on that. But if you open this, you'll see just a very high level summary of what we've provided for you. And then when you get into the sections, you'll see this orange star. I'm going to open this section here. And what is orange is going to indicate is that NQF have provided feedback and is requesting an update from you.

So, the way to find where they left you feedback, is navigating to that section and then looking for an orange notification here. So here it says NQF requested updates to this question. So if you click on this notification here, you have a couple of options. So you can give you instructions. This is going to give you some instructions on how to update your question. And basically, it's walking you through the completeness check process, So there's some information here. This will also get sent in the email from SMP.

And then, the second option is to view NQF feedback. So again, the orange notification is saying NQF left you feedback. And then you select that second option to take a look at the feedback that we provided to you. Again, this is just some test feedback here. So I just said please, include more information on the numerator. And then the third option is, mark question as response update completed. I'll show you what that means in a minute.

But what I am going to do is after I've gone through my feedback, I'm going to open up this measure for edit. I'm actually not seeing my Edit button here. There should be an Edit button here.

But I'll go ahead and move forward. So the Edit button, what it would do, it will open up these fields that we've learned as requiring updates from developers. So I would select Edit at the top. And it's going to unlock this question here that receives feedback from NQF. And it's actually going to keep all the other fields locked because we don't allow you to make changes after you submit your intent to submit.

And so this question, SP 09, for example, it was not marked as requiring updates from developers, but this one was. And so you'd be able to make your changes here.

And the same thing would happen in the other section here. So these sections are still blue, so that's basically telling me that NQF didn't request any feedback on any of the questions in this section.

But if I navigate to Scientific Acceptability Validity section, I can scroll down and look again for that orange notification. And I see it here. And I can view my feedback or NQF feedback on the question.

And again, you would just select Edit to open up the field, and then add in your edit. And one important note that I will say is after you make edits, it's important to save your changes, because there's no auto save option in MIMS.

So if you make edits to this section, it's not going to auto save. Definitely remember to scroll back up and select the Save button at the top. It should be here, but I'm on Edit mode right now for some reason, so it's not showing.

And then so let's say we've made all of our edits to the section that you NQF requested feedback on. What you're going to do is after each question that you receive feedback on, if you've updated each and every one of them, you're going to mark question as response update completed. So that's because we want to allow you the time and the ability to collaborate with your colleagues on making the updates.

So the status is not going to auto update. You do need to mark the question as response update completed so that NQF knows it's ready for us to review again. So we'll mark it as completed, and I'm going to go ahead and click Submit.

OK. And once you select completed, your star is going to go back to blue. It's not blue right now because I'm in the section. But if I were to click out of it, it would show just like this one here. And then just so you can see what it looks like, after you've submitted the update, it'll turn green here. So then you would just do that for everywhere where you see that orange notification. And I believe that I have one here.

OK. And again, it'll look green once you've submitted it. So what this is going to do is it's going to notify NQF staff, and it's going to say, hey, the developer provided updated information based on completeness check feedback. And then the project teams will go in and review the feedback that you provided.

And if the feedback is what they were looking for, then they will go ahead and mark your intent to submit as completed, and you'll see some status change just saying that your initial completeness check was completed. And then the feedback summary will go away, and then you won't see those notifications anymore on the questions where we said that we were requiring an updated response.

And if-- sorry. If you made updates and NQF is requesting clarification or more details or more information, you basically go back and forth through the same process until staff marked your completeness check as completed. So there will be some back and forth. And you'll get notified as NQF provides you more feedback. And again, you would see the orange star again with the same notification, the same orange notification that we had seen previously before we marked it as complete.

So you would just follow that process until NQF is completed with your measure. And then at that point, your initial completeness check would be considered complete, and no further action would be required from you.

I'll go ahead and pause there. I know we have a couple of other MIMS items to show you. But I'll pause and see if there are any questions related to completeness check before we move on.

Hey, Hannah. Thank you so much for that walk-through. I do have a quick question. Will the MIMS system send us an email reminder, or will we have to check the website over and over? Just wondering if we'll get email notifications.

Thanks, Brittany. That's a great question. You will receive an email when NQF provides you feedback on your completeness check.

OK. Thank you.

Mm-hmm. I see-- I got a question here in the chat. It says, can you see the feedback in Edit mode? Yes, you will be able to see your feedback in Edit mode. Any other questions before we move on?

OK. I'm hearing none, so we'll go ahead and move on to the next item that I just wanted to walk you through quickly. So all of our deferral management is now performed in MIMS. So again, previously, with our old system, you would reach out to either the project team or to Measure Maintenance to request a deferral. Now that is all performed in MIMS, and I'll walk you through how to do that in just a moment.

A couple of things to note is deferrals can be requested on current submissions. So let's say you're in MIMS and you're in your Measure Details page and you see a fall 2019 submission for one of your measures. You can't request a deferral on that, because it's not considered a current submission. But if you were to log in and see a fall 2021 submission, for example, which is a current submission, you'd be able to request a deferral on that submission through MIMS.

And when you're requesting deferrals, our deferral policy will be applied in MIMS. So it's only one cycle of deferral at a time if NQF approves your request. So let's say you're wondering if you can-- we're in the fall 2021 cycle right now, so let's say you'd like to defer your submission to fall 2022. Because our cycle allows for one cycle at a time or our policy allows for one cycle at a time, you can request a deferral to spring 2022. And then when spring 2022 comes along, you can request the deferral to fall 2022.

So those were the couple notes, but I'll go ahead and start sharing my screen again so you can see how to request a deferral in MIMS. I don't know if it's working. Can anyone see my screen, or did something happen?

No, Hannah. It just says Hannah Bui is starting to share content.

OK. I see that it says my Webex is not responding. I'm not sure if I should close the program or wait for it to respond, but I'm worried if I'm the host and I close it, it's going to push everyone out of the meeting. Gabrielle, are you a co-host?

Yeah, I am.

OK. I'm going to try closing the program. Hopefully, because you're co-host, it keeps everyone on, because my Webex just isn't responding to me right now.

OK.

OK. I'll join back in just one moment. Thank you. Hello. Can everyone hear me?

I can hear you.

OK. So sorry about that. OK, so I'm going to start sharing once more. Hopefully, it doesn't freeze on me this time. OK. Can you see now?

Yes, we can.

Yes.

OK. Thank you. So sorry about that, everyone. So where were we? We were on requesting deferrals. So I'm going to go back to my measures, and I'm just going to use one of our test measures here to request a deferral. So I'm going to click into the measure that I want to request a deferral on.

And as you can see, there is a current submission, fall 2021. So I'm going to select these three dots right here and request a deferral. And with the deferral request, you will have to provide a reasoning to NQF. So I'm just going to say we're having data access issues due to COVID. And I'll go ahead and confirm. And I'll select Yes.

And when a deferral request has been submitted, you'll see this envelope icon next to that submission. If you click on it, you'll see that a deferral was requested and then the reasoning that you provided to NQF staff. NQF will have the same view, so we'll see the reasoning. We'll see that you requested a deferral, and the status will change for that submission.

And what they'll do is they will either approve or reject the deferral request. And with any rejection, we'll provide you with a reasoning. But if it is approved, you'll see that the deferral was approved, and then this will get pushed to the next cycle. So you'll see this change of geriatrics and palliative care spring 2022, and then the cycle would change to spring 2022.

I'll go ahead and pause. That's really what I wanted to show you for requesting deferrals. But I'll pause and see if there are any questions. OK. I'm hearing none.

The next item that I wanted to show you is-- and I'm just going to keep sharing from here. We have a slide on it, but I can just tell you what on the slides we're seeing, just a couple of notes.

The next thing that I wanted to show you was withdrawals. So again, withdrawals are also performed in MIMS, and withdrawals can only be requested on current submissions. And also, we will ask you for a reason for the withdrawal. We won't ever deny a withdrawal request, but we do just ask for you to provide a reasoning so that we can track the reasoning within the system.

And so I'll go to another test measure and show you how to do that. So again, I'm here on my fall 2021 submission. And let's say I was working on the intent to submit, but I decided that I'm not going to submit this measure for endorsement review or maintenance of endorsement review. So I'll go to the three-dot option or menu options again, and I'm going to select Withdraw.

And under Withdraw, again, it's going to ask for a withdrawal reason. So I'll go ahead and put in just a dummy reason. And then I'm going to select Confirm. And it's going to ask me if I'm sure, and I'll select Yes.

And then a couple things will happen at this point. Again, you'll see that envelope with the withdrawal request that you submitted. And then you'll see the submission status changed to withdrawal requested. And then once NQF approves your withdrawal request, it's basically just saying we are acknowledging-- the approval is not really an approval. It's just saying, we acknowledge that you submitted a request, and we're going to approve it in our system.

And once they approve that, the status will change to withdrawal or withdrawn and endorsement will be removed. If it's a new measure, endorsement won't be removed because it will have never been endorsed, but the status will get updated. Any questions on requesting withdrawals?

Hi, Hannah. It's me again. [LAUGHS] So you kind of answered my question at the end, but I just want to clarify again. So if we want to remove endorsement for a measure that we have not started yet, we would still go through the same process. It's called withdrawal. Is that right?

So if there is a submission that's been created in MIMS-- so like one of these, if you haven't started it but it's one of these, then yes, you would follow the process that I just showed you. If it is a measure that-- let's say it's just this previous submission here and it's not a current one-- then you could submit an RFA or a Request For Assistance and ask us to remove endorsement if that's what you're wanting to do for the measure.

OK. Thank you.

Does that answer your question?

It does. Thank you so much.

OK. Yeah. Once we receive your request, then we would update the measure status as the developer requested removal of endorsement from the measure, and we would remove endorsement that way.

And to follow up on that, if we submitted a request for withdrawal and it goes through the process, we would still have access to whatever had been put into the measure submission form leading up to that.

Yeah, that's a great question. Yes. We would still have access to all of this here. So you just wouldn't be able to edit your submission anymore, because you've withdrawn it. But you would have access to all of these previous submissions, and you could open it and see the information that you've put into the form.

OK. That's really helpful. So at least you wouldn't be starting from scratch. Well, I guess, actually the follow-up question for that is, can you try to remove the withdrawal request from that later on?

So are you asking if you've withdrawn the measure and then want to bring it back at a later time, are you able to do that?

Yes. Yes.

OK. That's a great question. We have some policies around what our preference is to do. Sometimes we like measures to come back under a different measure number, and other times we do bring them back under the same measure number. So it would just depend on what the case is at that time. Does that answer your question? But we would handle it accordingly, depending on how it panned out.

OK. So if something happened and we wanted to bring it back, we would just submit a request for assistance and sort it out on a case-by-case basis.

Correct.

OK. Thank you.

Mm-hmm. Any other questions related to withdrawal requests or deferral requests? OK. And then the one last thing that I wanted to show today is annual updates. So our policy is not changing an annual updates. At the moment, it's still not required. It's only upon request from the developer if you want to update your submission or provide an annual update to your measure.

And none of the questions that we ask on our annual update form have changed, so none of that has changed. Really, the only thing that has changed is that it's done in MIMS now. And I'll go ahead and show you what that looks like.

So I have a test measure 3453. And I'm opening my Measure Details. So let's say you as a developer wanted to provide an annual update on one of your measures, and you reached out to NQF requesting us to open up an annual update submission for you. We would go ahead and do that.

And then once we did open up an annual update form or submission for you, you would see it under your Measure Details. So here, you can see all of the different submissions that this measure has gone through. And then you'll see this annual update form that has been opened.

So I'm going to open that annual update form in my Read Only view. And you'll notice that it looks very similar to the full submission form that I showed previously when I was walking you through completeness check. The only difference is that the sections, there are far less sections than a full form.

And so you'll just click through each of the sections. And you will want to look for any question that has red text that indicates that it's required for an annual update. So we'll have the measure annual update instructions available for you, and you'll go through and edit those.

So the maintenance update questions are required for annual updates. And then under measure specs, not every question is required for you to make an update for annual update. It's only the ones that are in red. So you'll update these if you want to make updates or have updates for these questions in the measure submission.

The same thing will be true for the Use section here. So we'll indicate in red text which questions are required for annual update. And again, if you don't have any updates to those questions, you can leave them as is.

And then once you went ahead and made your updates and saved all changes and saved your draft, then you could submit for an annual update right here. So it looks very similar to intent to submit for a new measure, but the form is just different. But it is the same process as all other measure submissions.

That's it for annual updates. I'll pause again and see if there are any questions on that. OK. I'm not hearing any. I'm going to go ahead and stop sharing and then return to the slides. And I'm going to go-- so we went through all of this here. And then I'll go ahead and move into our next section, which is developer resources, measure developer resources.

So again, we highly encourage you to refer to our Submitting Standards web page. We have a lot of information on there, a lot of questions that developers often come to us with. So we have our Measure Evaluation Criteria and Guidance document, as well as the Measure Developer Guidebook.

When we update or publish the updated Measure Evaluation Criteria and Guidance and Measure Developer Guidebooks, they will be posted on our Submitting Standards web page. You'll also have access to the 2019 version, which is our most current version, and is the one that is linked in the slide here. But we'll also be publishing the most recent one on our Submitting Standards page, the 2021 version.

A new resource that we've published recently is an Intent to Submit Checklist as well. So you can refer to that for any questions you have on the intent to submit process. And this is for both complex and non-complex measures.

And we also have MIMS resources. So we have printable versions of our new Measure Submission forms that include the Quality Measure Form, the Composite Measure Form, and the Cost and Resource Use Measure form.

And then we also have A measure Submission Form Crosswalk. So the crosswalk is between our previous forms. So our forms that we had before MIMS and our new forms that we have from MIMS, so you can refer to that if you need.

We also have a MIMS FAQ or Frequently Asked Questions document on the Submitting Standards web page. And we've also uploaded the recordings and transcripts of our May MIMS demo and our June Creating a New Measure in MIMS demonstration as well. And this webinar that we're recording today will also be posted on our Submitting Standards web page.

And I do also want to add that all of these resources are also available on your MIMS dashboard. So we've provided links to all of these different documents on your dashboard, so you can access it easily through there as well.

Moving on to some general reminders, again, we encourage you to refer to the NQF Submitting Standards web page. We would also encourage you to attend the bi-monthly measure developer webinars just to ensure you're up to date. That's usually where we go through in more depth some of the processes-- process changes or updates to our NQF timeline.

And so if you'd like to be added to the listserv or if anyone on your team would like to be added to the listserv so that they receive notifications about our bi-monthly webinars, then definitely reach out to us. You can contact us at measuremaintenance@qualityform.org. And you can do this for any general inquiries you have or questions related to the CDP or if you're looking for technical assistance.

So we also encourage you to check your MIMS dashboard regularly to verify that your measure information is correct and up to date. And if any changes need to be made, feel welcome to either send us an email or submit a request for assistance in MIMS.

And lastly, regarding any measure submissions, if you're looking for technical assistance, if you have any questions about our criteria or our process, definitely feel free to reach out to us early on so that we can provide you with that request well before our deadline. So you can either reach out to Measure Maintenance at the email that's on the slide, or you can reach out to the project team that you'll be submitting your measure submission to. But that's up to you, and we're happy to help with any questions you have or provide any assistance that you need.

I'm going to pause one last time and see if there are any other questions. I see a couple of questions in the chat that were sent to me privately, so I will respond to those before we log off today. But just want to see if there are any other questions for the group.

So hi, this is Stacy. I was wondering about the quality positioning system. It says it's undergoing maintenance. Is that going to be coming back up, or is there another way we should be searching for measures that are NQF-endorsed?

Hi, this is Katie. Thank you for your question. You still should be able to search for measures on our QPS system. There are some functions that are not currently available, mostly around the ability to create portfolios. So if you are running into issues with searching and accessing measure information, let us know. But as of right now, all of that should be functioning as normal.

As for the option to create portfolios, we do hope to have that up and running fairly soon. I believe that's the only thing that's not working at this time.

So previously in the QPS, you could actually download a zip file that would have the Measure Information form, the Evidence form, and the Testing form that was last submitted? It doesn't appear to still have that functionality. Is that a temporary thing, or is that-- because it does say it's undergoing maintenance. There's a big--

[INTERPOSING VOICES]

--at the top. So I wonder if that part's coming back.

I'm not aware of that issue. Actually, you could just send us a quick email and note the measure you're trying to pull, and we can just do some troubleshooting on our end. Thank you for letting us know, though. There may be something going on that we're not aware of, and we can follow up on it.

OK. And I guess-- so what is the purpose of the banner that's there now?

That orange banner?

Yeah, the banner that says the system is undergoing maintenance.

Oh, I think that's specific to the ability to create those portfolios. That's the function that is currently undergoing maintenance.

OK, great. Thanks.

Yeah. You're welcome.

Hi, Katie. It's Dave. Yeah, I can confirm that. That is specific to portfolios only. And please send us the measure number that is missing the orange download banner, and we'll figure that out. It should be-- if it's supposed to be there, it should be there, so we'll figure it out.

Thanks, Dave. Any other questions? I know Hannah, you said there were a couple in chat?

Yes, they were specific to measures, so I'm just following up one on one with those. Yeah.

All right. That is it for today's webinar. We'll pause one more time to see if there are any questions. Feel free to send them in chat or email our maintenance team or ask them now if you have them.

All right. Well, thank you all for joining us today, and thank you to our maintenance team. We'll be following up. Like I said, if you did have measure submissions for fall 2021, you'll be hearing from project teams and scientific methods panel team if applicable soon.

And please don't hesitate to reach out to us with any additional questions if we didn't get to them today. But thank you all, and we hope you have a good rest of the afternoon and good rest of the summer. Take care.