

Measure Developers' Webinar

April 15, 2013



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Agenda

- 2013 Annual Conference Summary
 - Measurement Gaps
 - Feedback Loops
 - Measurement Incubator



Taking Action to Prioritize and Fill Critical Measure Gaps




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NQF's Measure Gaps Analysis

Three key recommendations:


- **Use existing measures wisely** – align use of existing measures that meet the most important needs and drive improvement
- **Get the next generation of measures faster** – focus on complex and high-need measures, such as composite measures, patient-reported outcomes, resource use measures and eMeasures
- **Reinforce that performance measurement is a team sport** – emphasize improved collaboration that includes stronger partnerships between stakeholders focused on gaps and those who fund, develop, test, endorse and implement measures



2013 Annual Conference Gaps Sessions; Objectives

Sessions

1. Taking Action to Prioritize and Fill Critical Measure Gaps
2. Filling Gaps Faster



2013 Annual Conference Gaps Sessions; Objectives

- Engage in active discussions about the prioritization of critical measure gaps to achieve the National Quality Strategy (NQS)
- Identify and offer additional specificity to measure ideas that address key NQS gap areas
- Engage in a discussion about the importance of filling high-priority measure gaps
- Identify strategies to resolve barriers and to accelerate the creation of measures that address key NQS gap areas

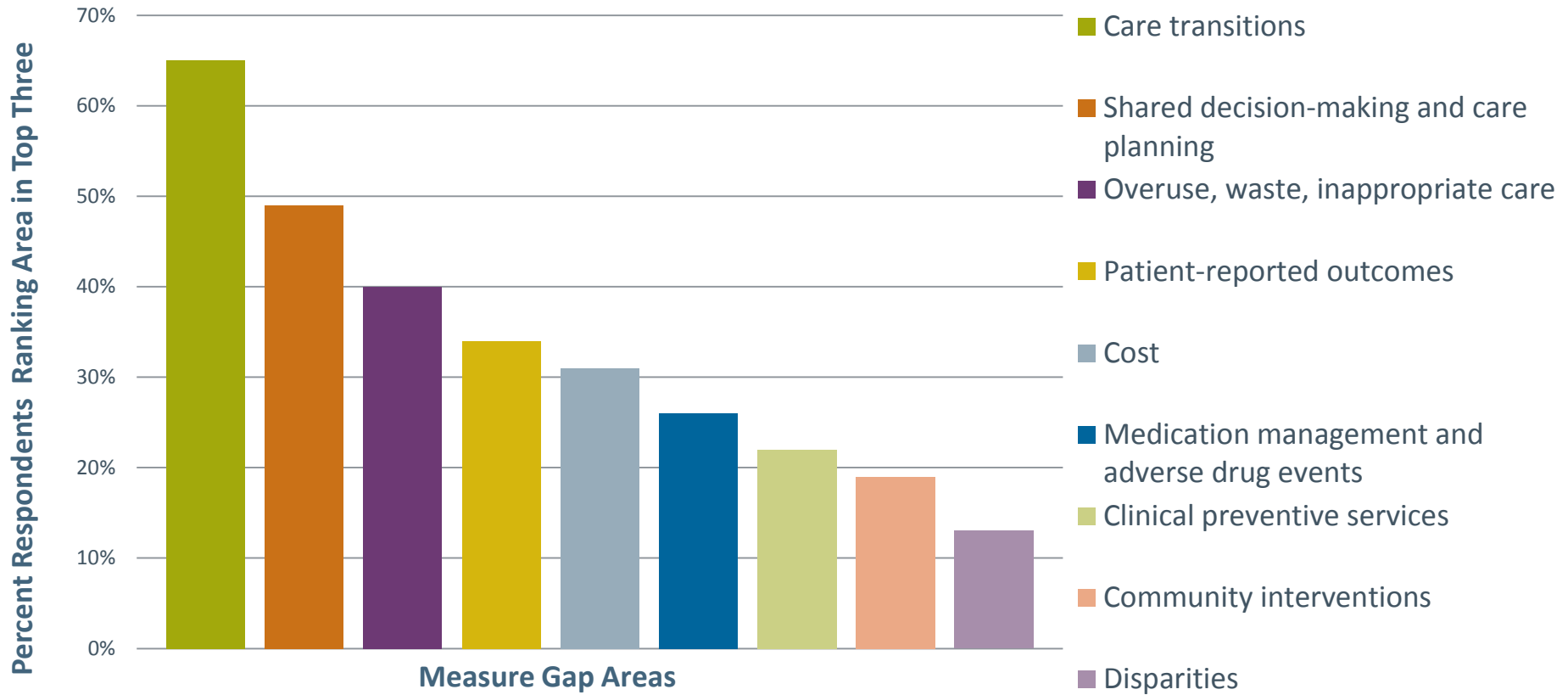


Member Ranking of Measure Gap Priorities

NQF members and networks prioritized the top three gap areas as:

- Care transitions
- Shared decision making and care planning
- Overuse and waste as the top three gap areas

Member Ranking of Measure Gap Priorities





Next Steps: NQF High-Priority Areas of Focus

What measures do we most need to drive improvement?

What are the main barriers to developing or implementing these measures?

What are potential strategies for overcoming these barriers?

How do we fill gaps faster?

Feedback Loops



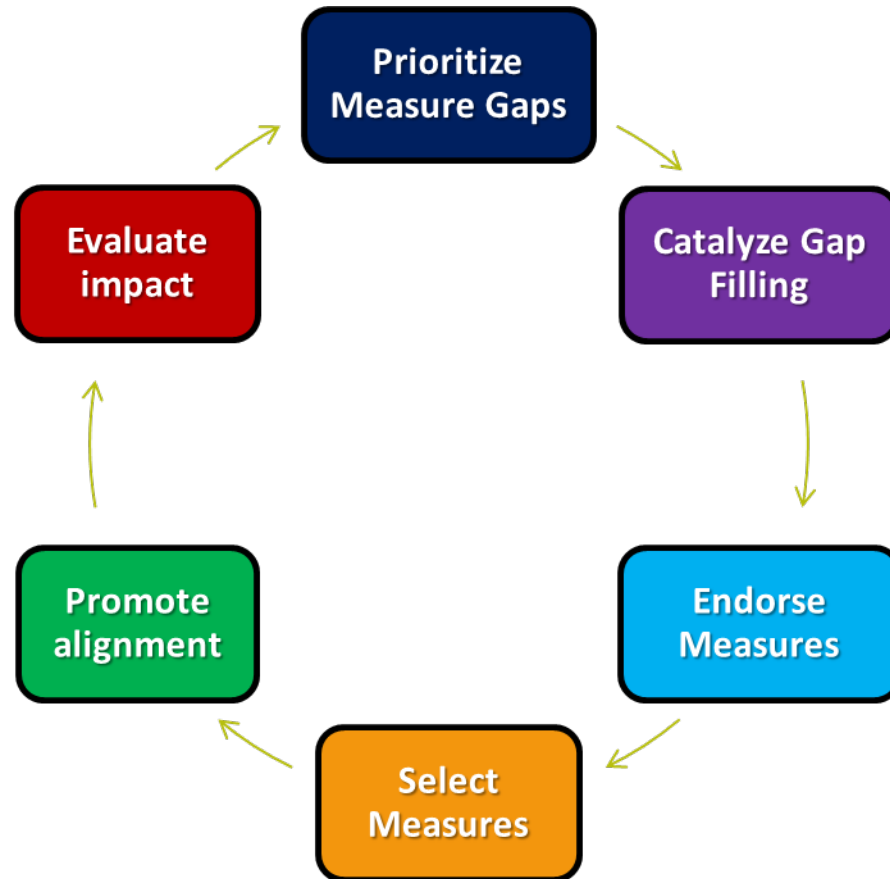
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What are Feedback Loops?

Systematic, real-time exchanges of information that help us:

- Promote alignment of public- and private-sector measurement programs and reduce data collection burden by collecting information on measure use
- Assess the positive and negative impact of measure usefulness (e.g., measure performance, achievement of intended consequences, changes in patient/provider behavior, and system improvement); and
- Identify implementation issues that that need to be resolved regarding feasibility of data collection and unintended consequences.

Measure Life Cycle



Example Feedback Loops

- Enhanced functionalities through QPS
- Providing a real-time system for front-line measure to submit structured input on measures
- Creating standardized tools so that existing efforts to collect information on measure use and usefulness could easily be integrated or compared
- Create a collaborative space for stakeholders to communicate with one another about measure use and implementation experience

Initial Questions on Measure Use and Usefulness

1. Have you used the measure for any purpose? (QI, QI with benchmarking, certification/recognition, regulatory/accreditation, payment, public reporting)
2. Indicate where the measure is being used
3. How or why was the measure selected for use?
4. Provide feedback regarding the usefulness of the measure
5. Provide feedback on the usefulness to end-users (e.g. consumers who view results, clinicians participating in the program)
6. Have you encountered challenges while implementing this measure? (with specs, obtaining data, lack of harmonization, interpreting results, obtaining reliable/valid comparisons, unintended consequences)
7. Did you have to change anything about the measure during implementation? (yes/no)
8. Have you seen an impact? (e.g. performance change over time, changes in patient/provider behavior, system improvement)

Questions?

- What information do you need regarding measure use and usefulness?
- What efforts do you currently have to collect information regarding measure use and usefulness?
- What do you think are the best mechanisms for sharing information regarding measure use and usefulness?

NQF's Evolving Measurement Roles



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A National Framework for Healthcare Quality and Reporting -- Strategic Framework Board, 2002

The NQF should endorse a parsimonious common set of quality measures that is incrementally improved based on feedback from all providers and other key users (e.g., consumers, purchasers, health plans, and payers) of the information.

Preference should be given to selecting common measures that:

- Linked directly to a national goal;
- Have a clear and compelling use;
- Do not impose undue burden on those who provide data;
- Help consumers select plans, providers, or treatments; and
- Help providers improve the delivery of care

Evolution of Performance Measurement: Two Sides of a Coin

- Move toward value
- More outcomes
- Measure across patient-focused episodes
- Don't let the perfect be the enemy of the good



- Fears of measure use
- Hard to influence outcomes
- Need to reduce burden
- Need measures that drive improvement

HHS's National Quality Strategy

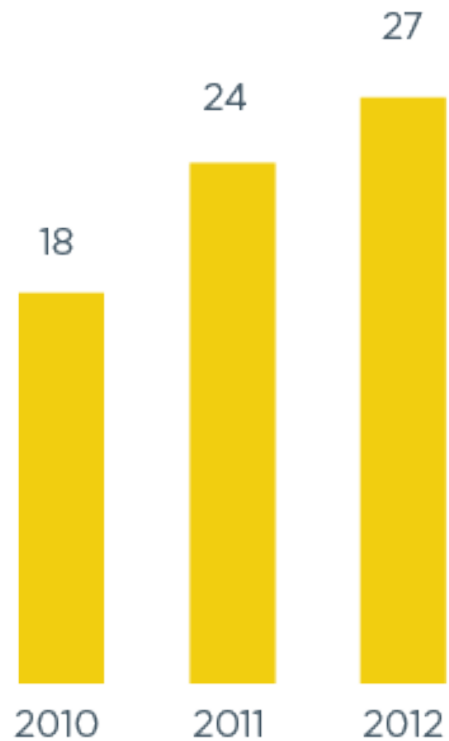
Better Care



Healthy People/
Healthy Communities

Affordable Care

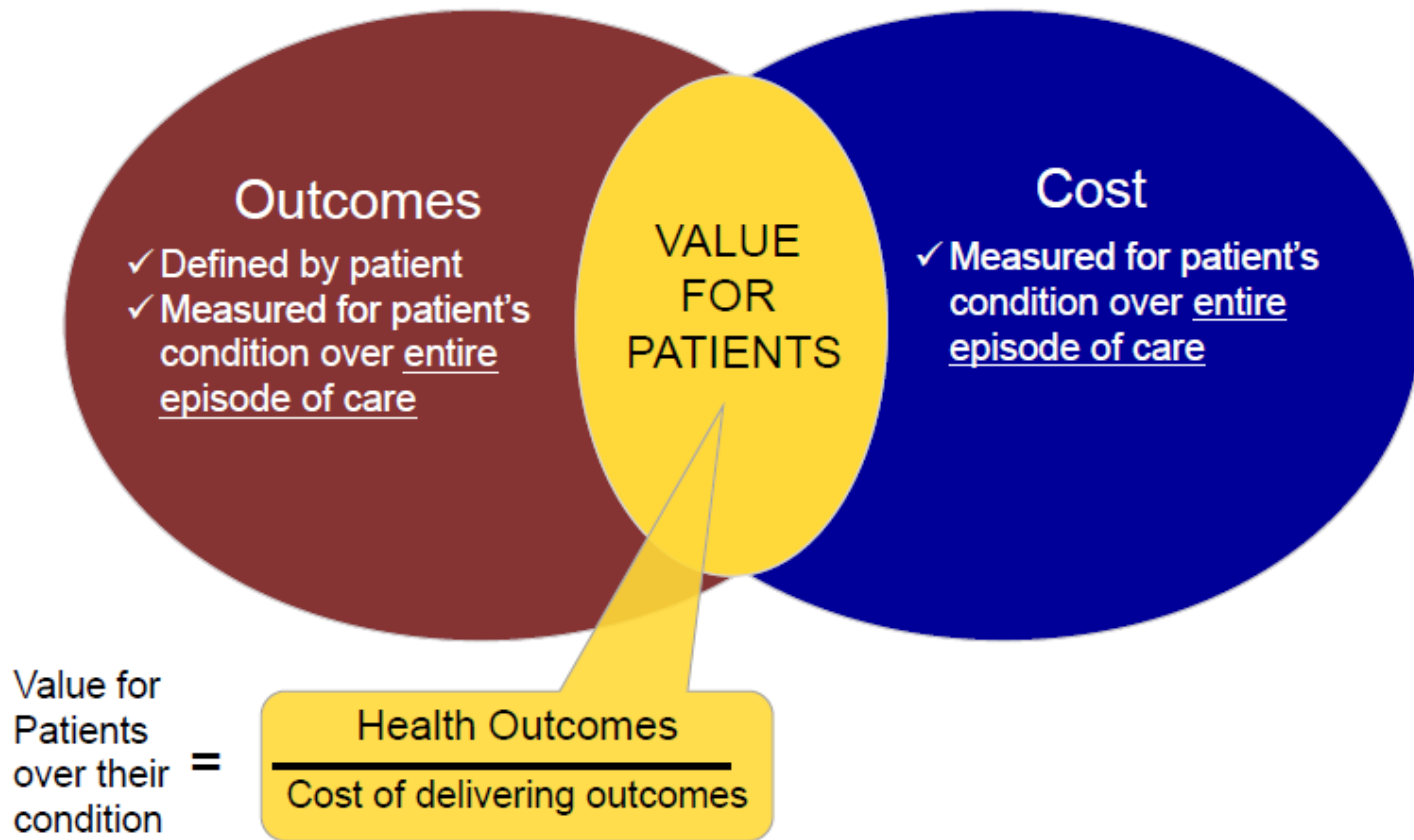
Percentage of Outcome Measures in NQF Portfolio, 2010-2012



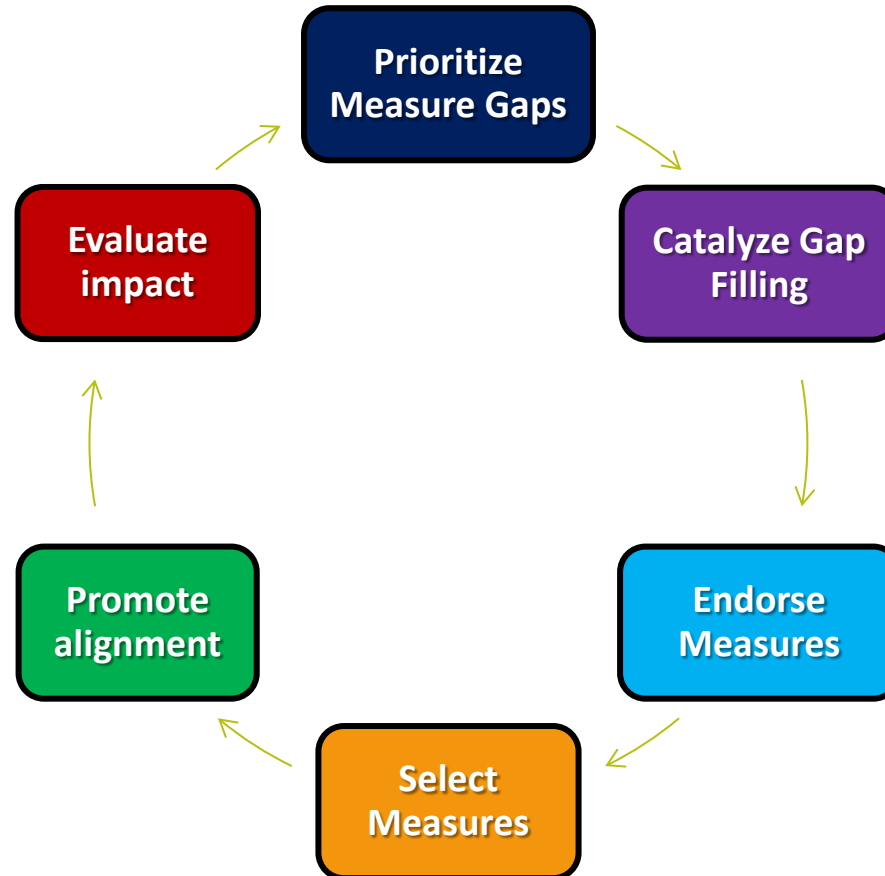
Moving to Where the Puck *Will* Be



Scope of Future Measurement



Collaborative Role in Measurement



Evolving Roles for NQF

- Catalyze measurement gaps filling through collaborative “incubator” role in the measurement enterprise;
- Prospect for innovative measures in use
- Reengineer the multi-stakeholder consensus process to meet emerging needs (e.g., single flow processing)
- Provide expert guidance and a pathway forward on emerging measurement issues (e.g., PROs, SES)
- Collaborate with broad set of HIT and measurement stakeholders, including EHR vendors on eMeasures
- Promote alignment between public and private purchasers
- Assess impact through systematic data collection on the use and usefulness of measures

Incubators in Healthcare



Incubators in Healthcare

- Supports innovation and transformation of innovative ideas into timely solutions.
- Accelerates solutions through networking and collaboration among developers, funders and interested stakeholders.
- Developers have access to end-users and stakeholders
- Supports developers with ideas or prototypes.
- Incubators provide mentorship and technical support from experienced developers
- Matchmaking between developers and potential funders.

Measure Incubator

- Facilitate discussion of prioritized measure gaps with funders and end-users
- Share opportunities between developers and funders
- Provide virtual collaborative “matchmaking” space
- Track pipeline of measures
- Facilitate early collaborative development and harmonization
- Provide opportunities for shared learning
- Connect measure developers with stakeholders early for feedback
- Facilitate linkages to test beds and EHR vendors
- Support collaboration across measure developers, EHR vendors, and end-users of eMeasures.
- Prospect for innovative measures and link to measure developers and EHR vendors

Evaluate Impact: Importance of Feedback Loops

- IOM report, *Best Care at Lower Cost: The Path to Continuously Learning Health Care in America*, cites feedback loops as essential for continuous learning and system improvement
- Continuously learning system uses information to change and improve its actions and outputs over time

