

Strategic Measurement Frameworks

A framework is a conceptual model for organizing ideas about what is important to measure and how measurement should take place. It provides a structure for organizing currently available measures, areas where gaps in measurement exist, and prioritization for future measure development. Over the years, NQF has created several measurement frameworks for priority gaps including care coordination, interoperability, diagnostic safety and quality, palliative and hospice care, and emergency department transitions of care.

Framework Title	Summary
Behavioral Health	
<u>Integrating Behavioral Healthcare Performance Measures Throughout Healthcare</u>	This report examines the state of behavioral healthcare performance measurement. As part of the proceedings, the report also contains three behavioral health areas identified by workshop participants as critical areas for performance measurement.
<u>A Path Forward to Measuring Continuing Care Management for Substance Use Illness</u>	This report outlines a path forward to operationalize measurement of the NQF-endorsed practice of continuing care management of substance use illness by applying NQF's measurement framework for evaluating efficiency across patient-focused episodes of care.
Cost and Efficiency	
<u>Improving Cost and Affordability Measurement Across the Performance Measurement Enterprise</u>	This report provides the field with a diverse portfolio of tools and perspectives for improving affordability and cost measurement.
<u>Measuring Affordability from the Patient's Perspective</u>	This white paper explores what healthcare affordability means from the consumer and patient perspective, including the information patients and consumers need to find affordable care.
<u>Efficiency and Value in Healthcare: Linking Cost and Quality Measures Paper</u>	To explore the state of measurement science in this area, this commissioned white paper categorized the various methodologies for and challenges of linking cost and quality measures. The paper outlined various approaches to measuring efficiency in health care, explore their current and potential uses, and determine possible paths forward.
<u>Measurement Framework: Evaluating Efficiency Across Patient-Focused Episodes of Care</u>	This report presents the NQF-endorsed measurement framework for assessing efficiency, and ultimately value, associated with the care over the course of an episode of illness and sets forth a vision to guide ongoing and future efforts.
Decision Supports	
<u>National Standards for the Certification of Patient Decision Aids</u>	This report outlines recommendations on how performance measurement can be used to incentivize the use of shared decision making (SDM). It also summarizes previous efforts and proposed options for national standards for decision aids and conducted an environmental scan of performance measures and instruments related to assessing SDM quality.
Emergency Medicine	
<u>Emergency Department Crowding and Boarding, Healthcare System Preparedness and Surge Capacity</u>	This report discusses priority areas and reviews issues to consider in the development of voluntary consensus standards for hospitals, healthcare systems and regions in the areas of emergency department and hospital crowding including, boarding and diversion, emergency preparedness, and surge capacity.
<u>Emergency Department Quality of Transitions of</u>	Improving the management of transitions of care has the potential to improve person-centered care, increase value, and reduce costs. This framework includes priority

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Care—A Quality Measurement Framework	measures and measure concepts and a set of guiding recommendations to help promote improvement in the management of transitions of care.
Evaluating Regionalized Emergency Medical Care Systems using an Episodes of Care Approach	The concept of “regionalization” has been identified as a potential method for improving emergency medical care through efficient resource utilization. This report provides a framework to guide measurement of regionalized emergency care systems (REMCS).
Health Equity	
A Comprehensive Framework and Preferred Practices for Measuring and Reporting Cultural Competency	This report outlines a comprehensive framework—a road map—for measuring and reporting cultural competency. The report also details a set of 45 preferred practices for providing culturally competent care covering a range of issues, including communication, community engagement, and workforce training.
A Roadmap for Promoting Health Equity and Eliminating Disparities: The Four I’s for Health Equity	This roadmap is intended for the U.S. healthcare system (i.e., providers and payers) to reduce health and healthcare disparities through performance measurement and associated policy levers. Focusing on selected conditions as case studies, the roadmap also lays out four actions for promoting health equity and eliminating disparities.
Food Insecurity and Housing Instability	This framework is intended for state Medicaid programs to support the collection of social determinants of health (SDOH) data and the integration of health and non-health services, using food insecurity and housing instability as illustrative examples
Healthcare Disparities Measurement	This commissioned paper strives to provide guidance in selecting and evaluating disparity-sensitive quality measures, describes methodological issues with disparities measurement, and identifies cross-cutting measurement gaps in disparities.
Health Information Technology (HIT)	
Creating a Framework to Support Measure Development for Telehealth	Telehealth offers tremendous potential to transform the healthcare delivery system by overcoming geographical distance, enhancing access to care, and building efficiencies. This conceptual framework serves as a foundation for future efforts by measure developers, researchers, analysts, and others in the healthcare community to advance quality measurement for telehealth. By identifying some of the highest-priority areas for measurement, this report may support the development of measures that can be incorporated into a telehealth environment as part of an iterative development process.
Driving Quality—Health IT Assessment Framework for Measurement	This framework is designed to define a method for expressing data that can be captured by health IT systems to understand and measure their effectiveness. Health IT use assessment can provide valuable information for most healthcare stakeholders, including the quality improvement community, the health IT vendor community, providers, payers, purchasers, and policymakers.
Health Information Technology Automation of Quality Measurement: Quality Data Set and Data Flow	The Quality Data Set (QDS) provides a common technological framework for defining clinical data necessary to measure performance and accelerate improvement in patients’ quality of care. The QDS enables quality measurement from a variety of electronic sources, including electronic health records (EHRs), personal health records (PHRs), registries, and health information exchanges (HIEs). This QDS framework creates a dynamic product that will enable versioning, growth, and expansion to meet future needs for measurement and guideline implementation
Identification and Prioritization of HIT Patient Safety Measures	This report provides a conceptual framework for analyzing measures of safety in health IT and to identify priority measurement areas with the greatest potential for both improving the safety of HIT and using HIT to improve patient safety.
Interoperability	This measurement framework identifies gaps where new measures need to be developed and identifies suitable existing measures. The report includes a synthesis of available evidence from an environmental scan, key informant interviews, and input from an expert, multistakeholder audience, including NQF membership and public

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	stakeholders and combined all of these elements into a framework applicable to various stakeholders.
Meaningful Use: Identification of Potential 2013 e-Quality Measures	This report identifies potential types of e-Quality Measures (eQMs) using a two-dimensional framework—one dimension reflects important cross-cutting areas that impact all types of patients and clinical areas, such as care coordination, while the other dimension reflect leading conditions across “patient-focused episodes.”
Health Workforce	
Priority Setting for Healthcare Performance Measurement: Addressing Performance Measure Gaps for the Health Workforce	This report provides guidance on priorities for performance measurement to address Health Workforce. It contains a conceptual measurement framework that encompasses measurement across the life-span and for measurement opportunities beyond clinical settings for the health workforce. The report identifies high-leverage measurement areas, measure concepts and opportunities for future measure development and endorsement to improve the effectiveness and efficiency of health workforce deployment in the areas of prevention and care coordination.
Home and Community-Based Services	
Home and Community-Based Services to Support Community Living: Addressing Gaps in Performance Measurement	This report describes key components of a conceptual foundation for home and community based services (HCBS) quality measurement, specifically an operational definition of HCBS, a list of characteristics describing high-quality HCBS, and a measurement framework of 11 domains and 40 subdomains. The report also contains multistakeholder recommendations on how to advance HCBS quality measurement so individuals who use HCBS can be assured they are receiving high-quality, effective services.
Hospital Reporting	
A National Framework for Healthcare Quality Measurement and Reporting	The report contains a comprehensive framework and standardized process for hospital quality measurement and reporting, and identifies areas where research is needed to develop appropriate measures.
Measurement Science	
Improving Attribution Models—Principles and Approaches	Attribution is a process that aims to assign accountability for a patient’s outcomes to a clinician, groups of clinicians, or a facility. The report combines findings from a commissioned environmental scan of current attribution models, guiding principles for attribution, the Attribution Model Selection Guide for measure developers and program implementers, and a set of recommendations for the field.
Composite Measure Evaluation Framework and National Voluntary Consensus Standards for Mortality and Safety—Composite Measures	The composite evaluation framework includes a set of criteria that were adapted from and that build on the proven NQF performance measure evaluation criteria. The intent is to provide guidance for NQF committees, Members, and measure developers and to make transparent how composite measures will be evaluated in the NQF process.
Variation in Measure Specifications - Sources and Mitigation Strategies	This report identifies reasons for variation in measure specifications and the impact of such variation, as well as provides guidance on ways to mitigate or prevent variation. The report synthesizes available evidence on variation in measure specifications and proposed standard definitions of key terms used in measure development and implementation, identifies the primary causes of variation in a taxonomy, including strategies and guiding principles to prevent or mitigate negative consequences of variation, and combines all of these elements in a usable framework for measure developers and implementers.
Neurology	

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Priority Setting for Health Care Performance Measurement – Alzheimer’s Disease	This report presents a conceptual measurement framework and multistakeholder recommendations for future performance measurement development focusing on persons with dementia and their family caregivers. The framework includes five measurement domains and eleven subdomains and addresses the experiences of both the person with dementia and the family caregiver. This framework can be applied to Alzheimer’s disease, vascular dementia, frontotemporal dementia, dementia with Lewy bodies, and mixed dementia, as well as to subpopulations disproportionately affected by dementia. The report identifies and describes six priority areas for future performance measure development and includes additional recommendations for measure development and for dementia research and policy more generally.
Palliative and Hospice Care	
A National Framework and Preferred Practices for Palliative and Hospice Care	The report details a framework for palliative and hospice care, intended to serve as a foundation upon which a quality measurement and reporting system should be built. The report also discusses a set of preferred practices designed to improve palliative and hospice care.
Patient Experience and Function	
Measuring What Matters to Patients: Innovations in Integrating the Patient Experience into Development of Meaningful Performance Measures	This work builds upon NQF’s previous PRO-PM research and PatientsLikeMe’s online patient community-based platform research. The findings of this work confirm that patient-reported outcomes are integral in developing meaningful quality measures and suggest that in aggregate, patient-reported outcomes can address a series of measure development challenges.
Patient-Reported Outcomes in Performance Measurement	Patient-reported outcomes (PROs) are defined as “any report of the status of a patient’s (or person’s) health condition, health behavior, or experience with healthcare that comes directly from the patient, without interpretation of the patient’s response by a clinician or anyone else.” NQF, with funding from the Department of Health and Human Services, brought together a diverse set of stakeholders who could facilitate the groundwork for developing, testing, endorsing, and implementing PRO performance measures.
Priority Setting for Healthcare Performance Measurement: Addressing Performance Measure Gaps in Care Coordination	This report conceptual framework highlights the need for improved coordination between primary care settings and community-based services. It also describes recommendations for measure development in four high-impact areas: linkages and synchronization, individuals’ progression toward goals, comprehensive assessment, and shared accountability.
Patient Safety	
Improving Diagnostic Quality and Safety	This conceptual framework was developed to aid in measuring diagnostic quality and safety and to identify priorities for future measure development. The conceptual framework is intended to facilitate systematic identification and prioritization of measure gaps and to help guide efforts to fill those gaps through measure development and endorsement.
National Voluntary Consensus Standards for Developing a Framework for Measuring Quality for Prevention and Management of Pressure Ulcers	The purpose of this project was to develop a framework for measuring quality for prevention and management of pressure ulcers at both the facility and practitioner levels across the continuum. A nationally endorsed framework around the prevention and management of pressure ulcers across the continuum can serve as a road map that identifies preferred practices and performance measures, as well as areas requiring additional research or development. The evidence-based framework provides a conceptual model that identifies interrelated domains and sub domains that are applicable to multiple settings of care and providers of care. The framework, therefore,

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	can be used to identify and organize NQF-endorsed preferred practices and performance measures.
Preferred Practices for Measuring and Reporting Patient Safety and Communication in Laboratory Medicine	The report highlights six preferred practices that have been endorsed as national voluntary consensus standards to drive quality improvement within the pre- and post-analytic laboratory phases. The six practices are intended as the starting point for the development of performance measures in laboratory medicine communication and patient safety.
Patient-Reported Outcomes in Performance Measurement	
Priority Setting for Healthcare Performance Measurement: Addressing Performance Measure Gaps in Person-Centered Care and Outcomes	This report defines person- and family-centered care and identifies seven core concepts to guide performance measurement. The report further highlights three key principles that should inform the identification of measure concepts for person- and family-centered care as well as provides recommendations on a standard label for person- and family-centered care.
Prevention and Population Health	
An Environmental Scan of Integrated Approaches for Defining and Measuring Total Population Health	This commissioned paper includes an environmental scan of the current efforts to measure and improve the health of total populations and the subpopulations targeted and/or directly served by the clinical care system and the government public health system. The paper includes a list of recommendations for defining key concepts, presents examples of conceptual frameworks for an integrated approach for measuring total population health and health improvement activities, and discusses several challenges and opportunities to align health improvement activities and measurement across the clinical care and government public health system.
Improving Population Health by Working with Communities: : Action Guide 3.0	This Guide is a handbook for anyone who wants to improve health across a population, whether locally, in a broader region or state, or even nationally. The Guide's purpose is to support individuals and groups working together to successfully promote and improve population health over time. It contains brief summaries of 10 useful elements that are important to consider when engaging in collaborative population health improvement efforts, and includes examples and links to practical resources.
Priority Setting for Healthcare Performance Measurement: Addressing Performance Measure Gaps for Adult Immunizations	This report identifies critical areas for performance measurement to optimize vaccination rates and outcomes across adult populations. The report contains a conceptual measurement framework, which prioritizes measurement needs by illustrating measure gaps in specific age groups and subpopulations including young adults, pregnant women, adults, the elderly, people with chronic disease, and healthcare workers. The report also identifies ten measure gap priorities.
Primary Care and Chronic Illness	
Multiple Chronic Conditions (MCC) Measurement Framework	This report establishes a measurement framework for individuals with multiple chronic conditions. Specifically, it establishes a definition for multiple chronic conditions in order to achieve a common understanding and a shared vision for effectively measuring the quality of care for affected individuals; identifies high-leverage measurement areas for the multiple chronic conditions population; presents a conceptual model that serves as an organizing structure for identifying and prioritizing quality measures; and offers guiding principles to address methodological and practical measurement issues.
Rural Health	
Performance Measurement for Rural Low-Volume Providers	This report presents 14 recommendations tasked to address low-volume providers and other challenges of healthcare performance measurement for rural providers, particularly in the context of CMS pay-for-performance programs. The resulting recommendations can help advance a thoughtful, practical, and relatively rapid integration of rural providers into CMS quality improvement efforts. The



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	recommendations also can be used to enhance the quality measurement and improvement efforts of other public- and private-sector stakeholders.