



# Welcome and Thank You for Joining!

## We will begin at 1:00 pm ET

- Housekeeping reminders:
  - ▣ Please mute your computer when not speaking
  - ▣ The system will allow you to mute/unmute yourself and turn your video on/off yourself throughout the event
  - ▣ We encourage you to keep the video on throughout the event
  - ▣ We will take attendance once the meeting begins
  - ▣ Feel free to use the chat feature to communicate with each other and NQF staff

If you are experiencing technical issues, please contact the project team via chat on the RingCentral platform or at [patients@qualityforum.org](mailto:patients@qualityforum.org)



**NATIONAL  
QUALITY FORUM**

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# Consensus Development Process (CDP) Patient & Caregiver Orientation Meeting



*January 27, 2021*

# Welcome



## NQF Patient and Caregiver Engagement

NQF recognize that the patient/caregiver voice is a crucial part in measures and measurement concepts. As such deliberate action is being taken to engage patient/caregivers to ensure that quality-of-care expectations and challenges that are faced by individuals with different medical conditions is highlighted.

This webinar and the Consensus Development Process (CDP) portion of the NQF Patient and Caregiver Engagement work is funded by CMS.



## NQF Project Staff

- **Chelsea Lynch**, MPH, MSN, RN, CIC, Director
- **Poonam Bal**, MHSA, Director
- **Yvonne Kalumo-Banda**, MS, Manager
- **Michele Gomez**, MHA, CPHQ, Project Manager
- **Maha Taylor**, MHA, PMP, Managing Director

## CDP Standing Committee Patient/Caregiver Representatives

- Lisa Freeman – *All-Cause Admission*
- Kellie Goodson – *All-Cause Admission*
- Sonya Pease – *All-Cause Admission*
- Vitka Eisen – *Behavioral Health*
- Raquel Mazon Jeffers – *Behavioral Health*
- Andrew Sperling – *Behavioral Health*
- Heidi Floyd – *Cancer*
- Shelley Fuld Nasso – *Cancer*
- Wenora Johnson – *Cancer*
- Stephen Lovell – *Cancer*
- Jacqueline Hawkin Alikhaani – *Cardiovascular*
- Tiffany Johnson – *Cardiovascular*
- Gwen Mayes – *Cardiovascular*
- Jeffrey Wexler – *Cardiovascular*
- Naftali Zvi Frankel – *Cardiovascular*
- Danny van Leeuwen – *Cost & Efficiency*
- Amy Berman – *Geriatrics*
- Laura Porter – *Geriatrics*
- Mary Kay Ballasiotes – *Neurology*
- Kimberly Rodgers – *Neurology*

## CDP Standing Committee Patient/Caregiver Representatives (continued)

- Desiree Collins Bradley – *Patient Experience*
- Lisa Morrise – *Patient Experience*
- Kirk Munsch – *Patient Experience*
- Randi Oster – *Patient Experience*
- John James – *Patient Safety*
- Yanling Yu – *Patient Safety*
- Jill Arnold – *Perinatal*
- Nan Strauss – *Perinatal*
- Larry Curley – *Population Health*
- Whitney Zatzkin – *Population Health*
- Anna McCollister – *Primary Care*
- Adam Thompson – *Primary Care*
- Mike Guffey – *Renal*
- Lori Hartwell – *Renal*
- Precious McCowan – *Renal*
- Cher Thomas – *Renal*
- Bobbi Wager – *Renal*
- TeMaya Eatmon – *Surgery*
- Kimberly Richardson – *Surgery*
- Kevin Wang – *Surgery*



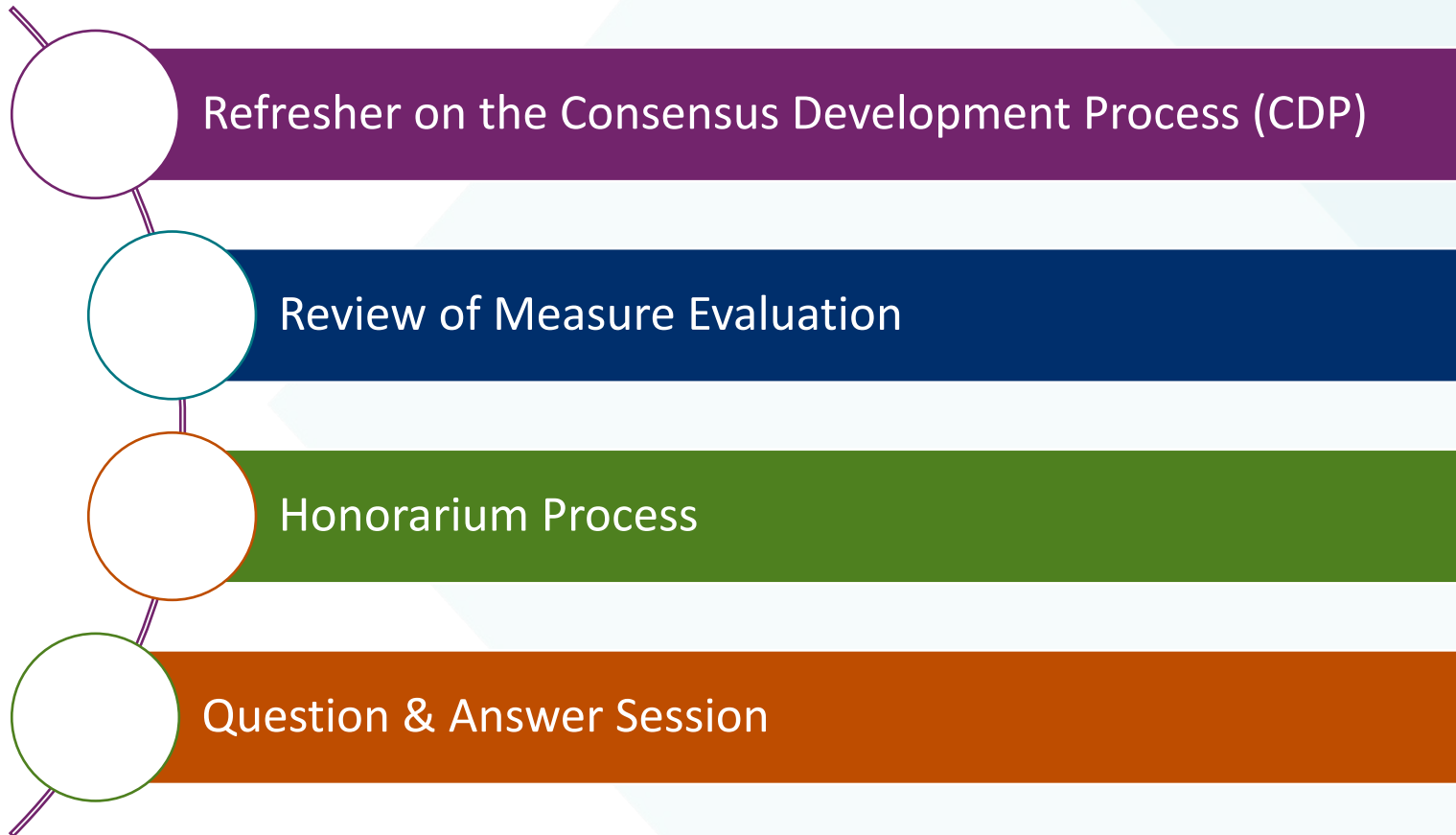
## Meeting Objectives

- Discuss and provide guidance to patient and caregiver representatives on how they can provide feedback in their respective CDP Standing Committee meetings with specific emphasis on the preliminary analysis
- Share information on the Honorarium Process that NQF has made available to eligible patient and caregiver representatives





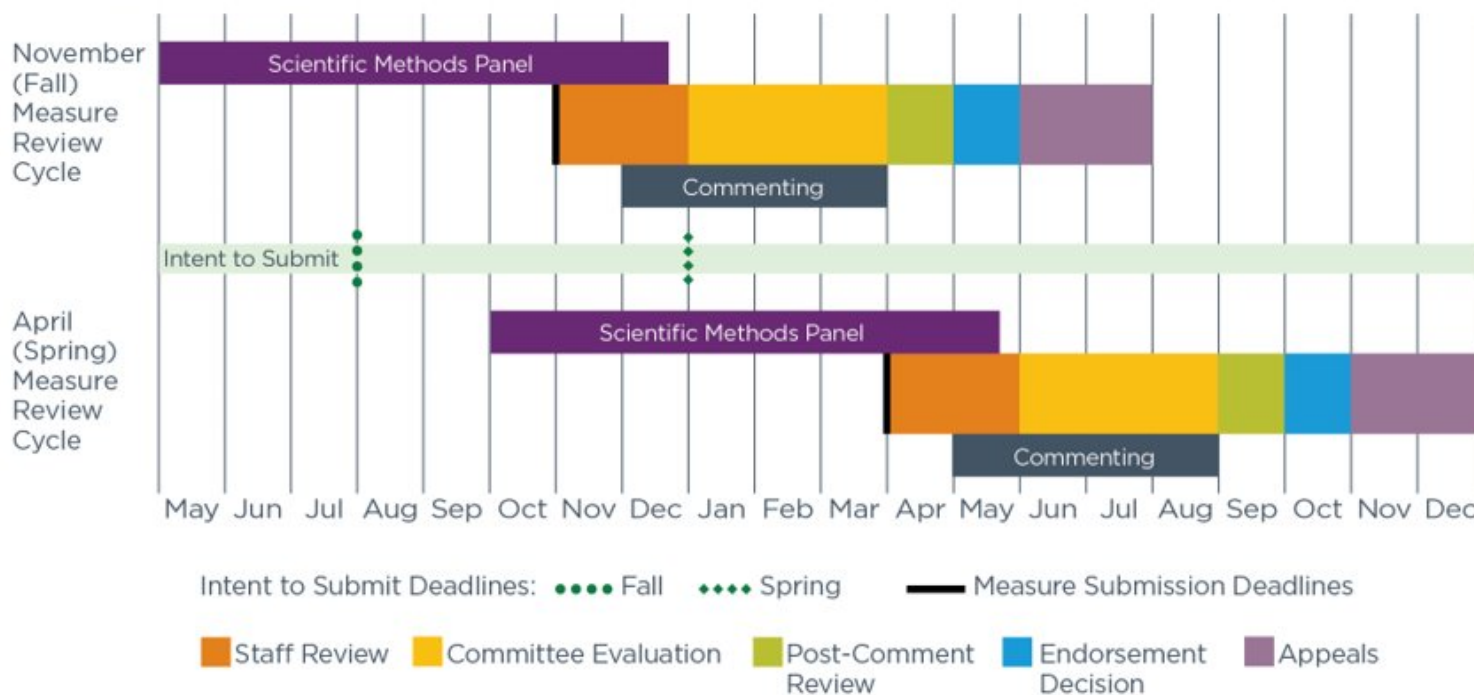
# Meeting Agenda



# Refresher on the Consensus Development Process (CDP)

## Measure Review: Two Cycles Per Year

Consensus Development Process:  
Two Cycles Every Contract Year



## Consensus Development Process (CDP)

- Yearly Call for Nominations – *Complete*
- Intent to Submit/Scientific Methods Panel (SMP) Review – *Fall 2020 Complete; Spring 2021 Ongoing*
- Measure Evaluation – *Fall 2020 Ongoing; Spring 2021 Upcoming*
  - ▢ Pre-meeting evaluation survey
  - ▢ Evaluation webinars/initial endorsement recommendations
- Commenting – *Fall 2020 Ongoing*
  - ▢ Pre- and Post-commenting/Member Support
  - ▢ Draft Report posted during the last 30 days of commenting
  - ▢ Post-comment evaluation webinar/final endorsement recommendations
- Consensus Standards Approval Committee (CSAC) Review and Endorsement
- Appeals
  - ▢ Only for endorsed measures

# Review of Measure Evaluation



## Patient/Caregiver Measure Evaluation Tips

- Ask probing questions
  - ▣ It is ok not to understand
  - ▣ Asking probing questions encourages the measure developer to explain the measure in plain, everyday language and may assist your fellow committee members to better understand the measure
- Use your background and experiences as a patient or caregiver to express if a measure is important to you or not
  - ▣ Sharing your personal story can ground the discussion in the main goal of measurement: improving patient care
- Analyze the measure to the best of your ability and highlight areas of interest to you
  - ▣ Remember every member of the Standing Committee brings a different perspective and your perspective is an essential part of multistakeholder consensus
- Point out any measurement gaps you observe



## Major Endorsement Criteria (page 32 in the SC Guidebook)

- **Importance to measure and report** (Evidence and Opportunity for Improvement): Goal is to measure those aspects with greatest potential of driving improvements; if not important, the other criteria are less meaningful (**must-pass**)
- **Scientific acceptability of measure properties** (Reliability and Validity): Goal is to make valid conclusions about quality; if not reliable and valid, there is risk of improper interpretation (**must-pass**)
- **Feasibility**: Goal is to, ideally, cause as little burden as possible; if not feasible, consider alternative approaches
- **Use** (**must-pass** for maintenance measures) **and Usability**: Goal is to use for decisions related to accountability and improvement; if not useful, probably do not care if feasible
- **Comparison to related or competing measures**

# Honorarium Process





## Honorarium

NQF recognizes the critical voice patient and caregivers have in driving measurable improvements in health and aims to mitigate financial barriers to patients and caregivers participating in NQF initiatives and ensure diversity in participation.



## Honorarium Eligibility Criteria

- Participate as an individual whose own lived experiences bring meaningful perspective to the program or project
- Is not an employee of or paid by a participating organization
- Have not received any separate financial compensation or remuneration for their participation in the event or project, except for travel support paid directly by NQF
- Fully participate in the event or project, which typically includes at least 75% of an event's preparatory efforts and/or a project's meeting and calls
  - ▣ For CDP projects, that is at least 75% of two cycles

Up to \$1000/year for eligible representatives to be paid via an electronic funds transfer. Eligible candidates can apply on a yearly (or every 2 cycles) basis



## Honorarium Application Process<sup>1</sup>

- Upon completion of at least 75% of the project's meetings and calls, all patients and caregivers will be emailed an Honorarium application from the Patient and Caregiver Engagement mailbox
- Eligible patients and caregivers will have to complete their application form which includes an attestation of their eligibility, within 2-weeks of receipt
- Upon receipt of the Honorarium applications, CDP project teams will review the applications to ensure that applicants participated in at least 75% of the project's meetings and calls
- A decision will be communicated with the applicants no later than 3-weeks after the Honorarium application is received.



## Honorarium Application Process

- Honorarium applications that do not meet eligibility requirements will receive an email from their respective CDP project mailbox stating the reason why they were not approved
- Honorarium applications that meet eligibility requirements will be notified via the Patient and Caregiver Engagement mailbox that they have been approved and will be contacted by the NQF Finance Department who will provide a secure link to submit their W-9 form.

Honorariums are taxable income and are reported to the Internal Revenue Service. NQF will send a 1099 form for filing your taxes by January 31<sup>st</sup> of the following year of when you were reimbursed.

# Question and Answer Session

## Next Steps

- Complete pre-meeting evaluation survey
- Participate in CDP Standing Committee measure evaluation meetings
- Encourage fellow patients and caregivers not on committees to learn more about this work and provide feedback via public and NQF member commenting opportunities

**THANK YOU.**

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