



**NATIONAL
QUALITY FORUM**

Driving measurable health
improvements together

<http://www.qualityforum.org>

Quality Improvement Measures: Why They Matter and How You Can Use Them

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National Quality Forum



OUR MISSION

To be the trusted
voice driving measurable
health improvements

OUR VISION

Every person experiences
high value care and
optimal health outcomes

OUR VALUES

Collaboration •
Leadership • Passion •
Excellence • Integrity



**Support
the Transition
To Value**

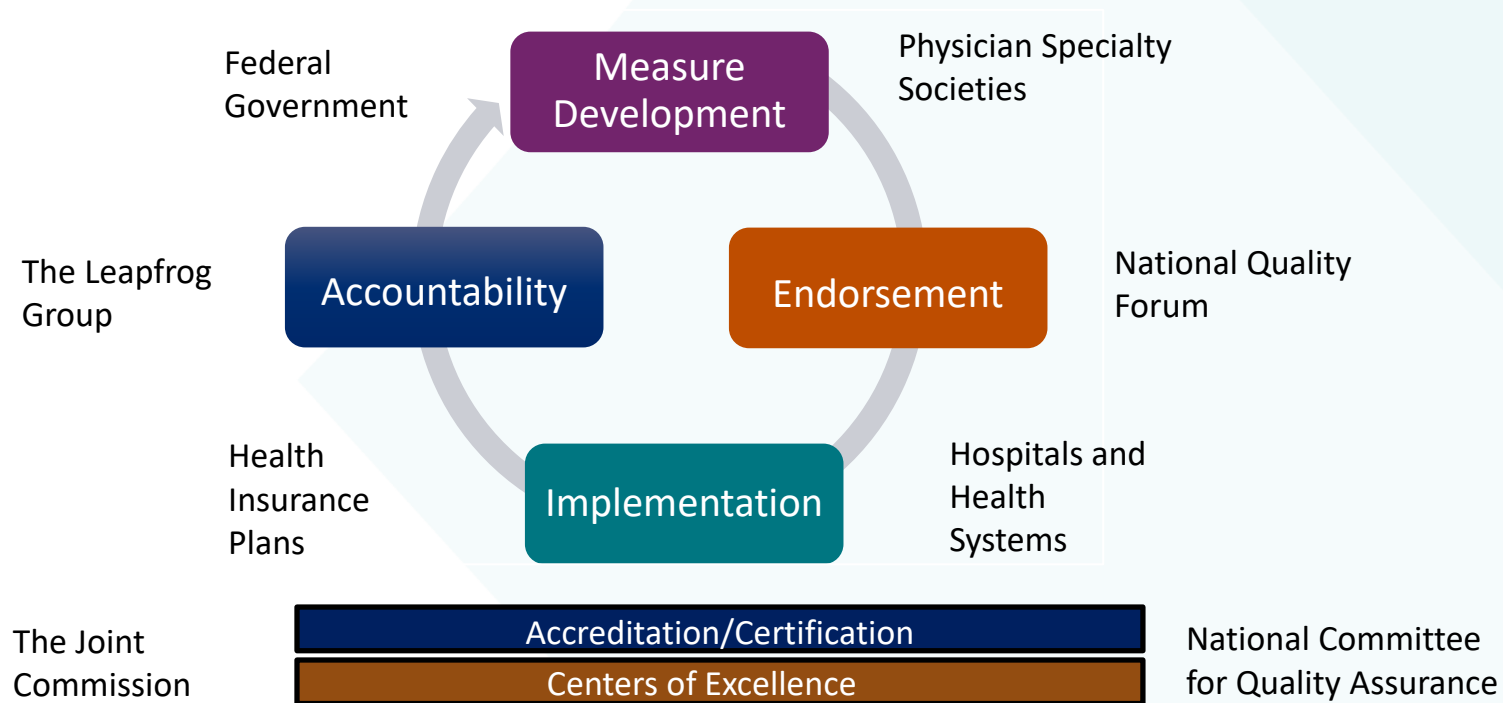


**Drive
National Priorities**



**Improve
Population Health**

Ecosystem of Quality Measurement and Improvement

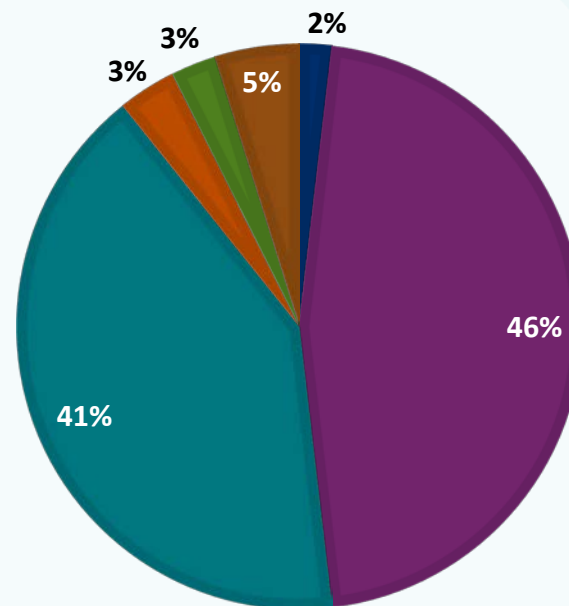


NQF Measure Endorsement

- Standards for quality measures
- Measures reviewed and approved by committees of hospitals, physicians, health plans, purchasers, and consumers
- About 500 endorsed measures

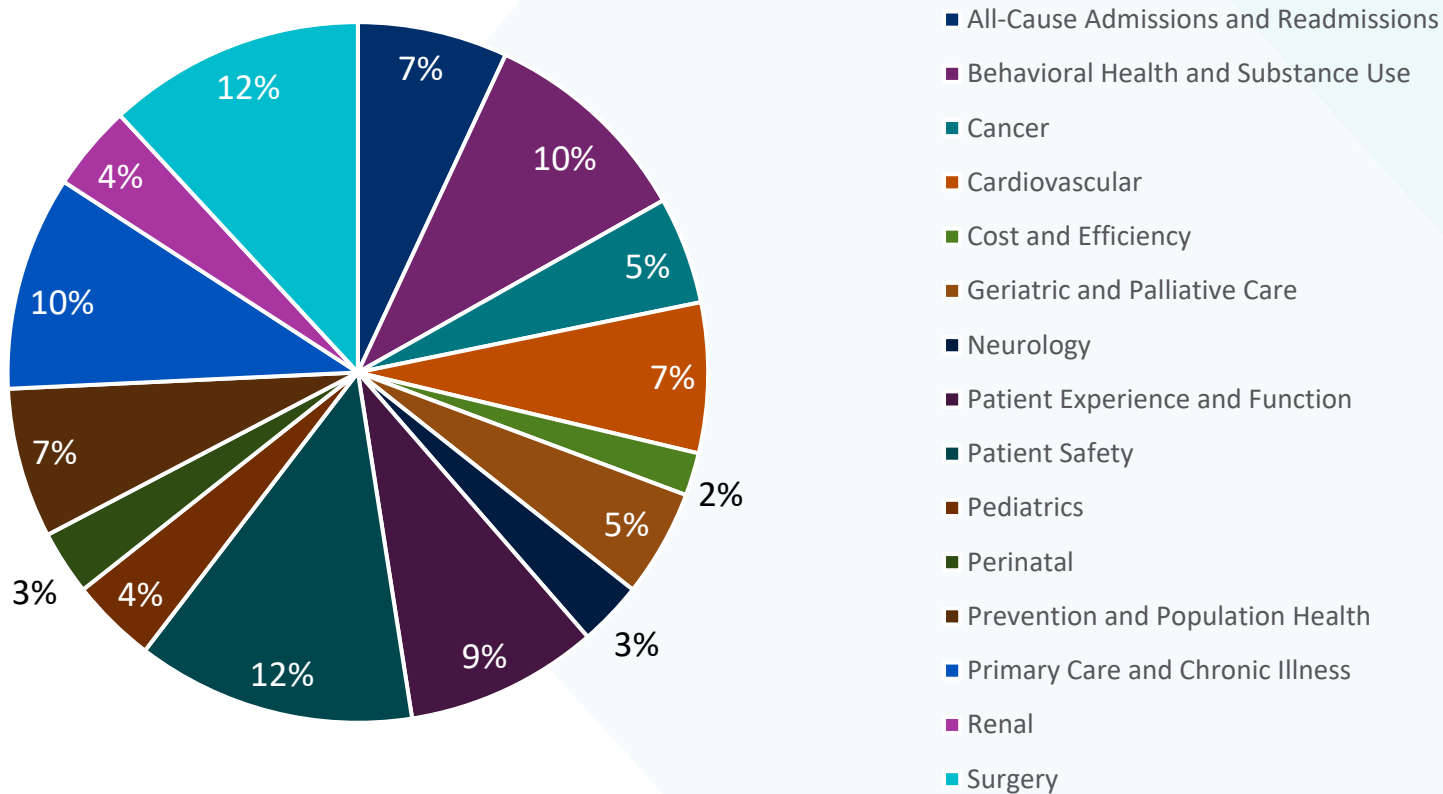
NQF ENDORSED MEASURES

■ Structure
■ Outcome
■ Cost/Efficiency
■ Process
■ Composite
■ Patient Reported Outcomes



NQF Endorsement Areas

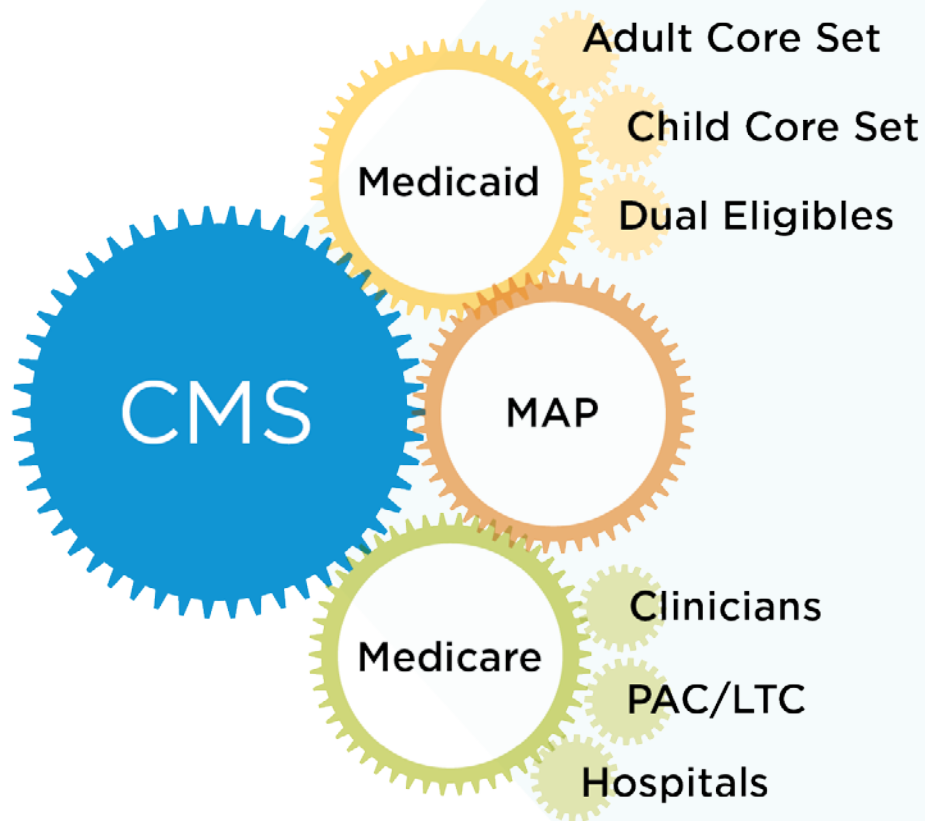
Percent of Total Endorsed Measures



Why Endorsement Matters

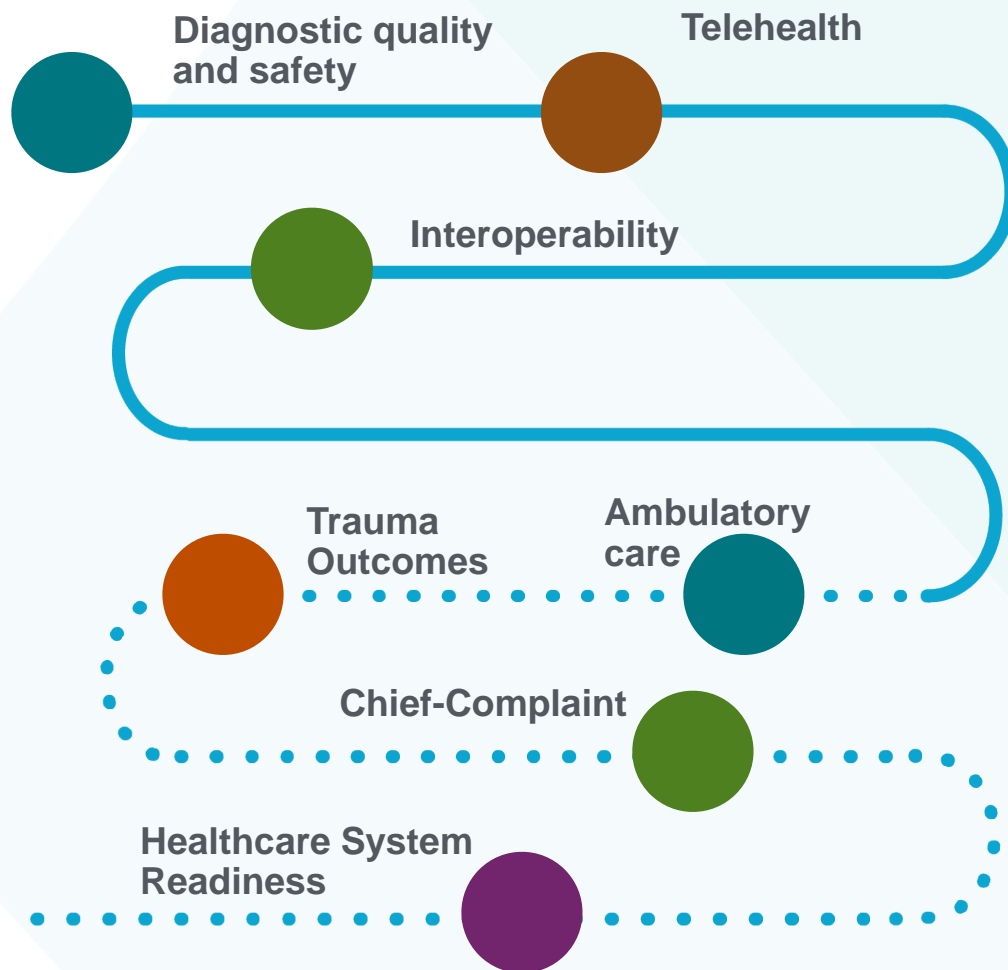
- Evidence based and scientifically sound
- Allow for accurate and effective assessments across clinical and cross-cutting topic areas
- Accurately discern quality of provider performance
- Performance on quality measures increasing tied to payment

Measure Selection: Measure Applications Partnership



Emerging Quality Areas

NQF provides strategic blueprints—national guidance on key health issues—to map a path forward to improve care in areas with major measurement gaps or lack of clarity.



Measurement Sets and Systems



Drive continuous
quality improvement



Integrate healthcare
and social services



Establish
accountability while
reducing measurement
burden



Illuminate critical
population-level needs
and define high quality
care



What is a Measurement System?

Intended health
system change

The method of
individual
performance
measure aggregation

Incentive mechanism
in the program

Approach to risk-
adjustment

There are several key elements of a measurement system. Measurement systems combine these aspects to make inferences about the performance of an accountable unit.



Hospital Quality Star Rating Summit

Goal and Process:

- NQF convened the Summit to allow various stakeholders to discuss their perspectives on the program and jointly identify opportunities for improvement.
- NQF identified critical topics related to program design by examining public comments and documentation on the program, referencing published literature and related NQF work, and using input from the Planning Committee and CMS representatives.
- No voting process to confirm consensus



Hospital Quality Star Rating Summit

Recommendations:

- Be clear about the program intent and goals. The program's methodology and design elements should align with the underlying intent and user needs.
- Be transparent about what the Star Ratings do and do not convey. The Star Ratings are designed to provide a summary of measures on Hospital Compare to support consumer understanding. Clear communication about the interpretation of the program and its methods is imperative.
- Design data presentation to meet consumer priorities and other user needs. There is an opportunity to enhance the presentation of the Star Ratings and user interaction with the summary data to make the program more actionable and relevant

Core Quality Measures Collaborative (CQMC)

- Identify high-value, high-impact evidence-based measures
- Align measures across public and private payers
- Reduce burden of measurement
- Developed 8 core measure sets



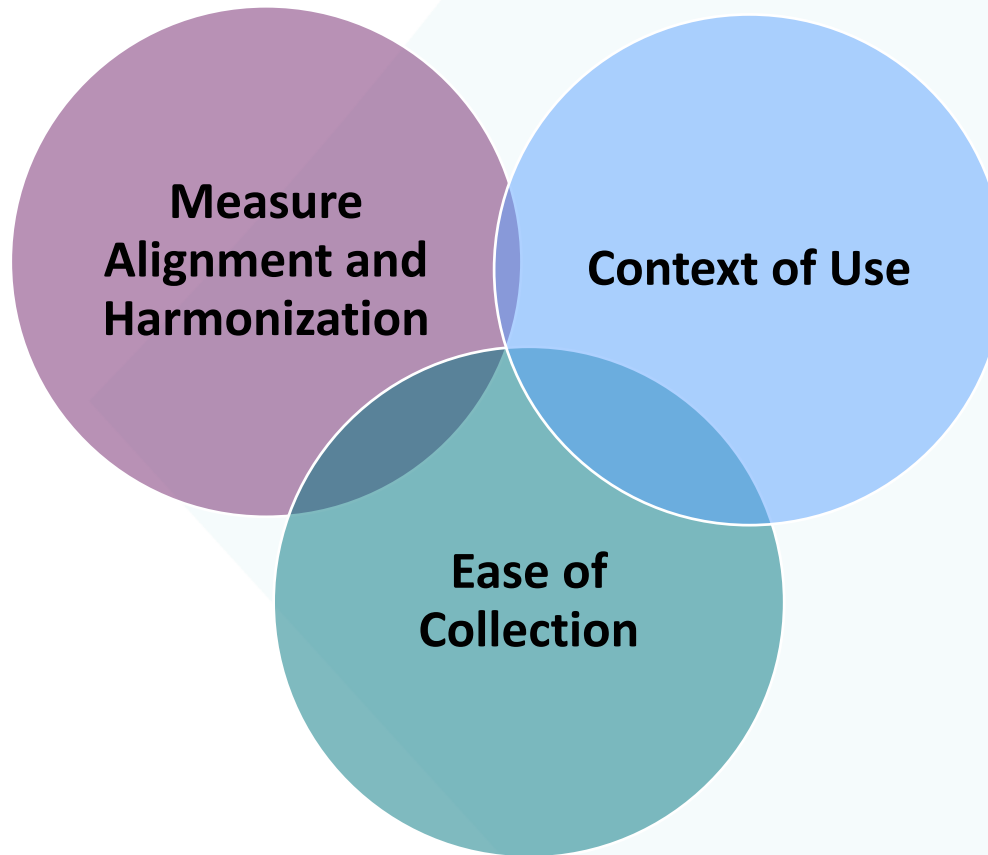
CQMC Measurement Set Areas

- Accountable Care Organizations/Patient Centered Medical Homes/Primary Care
- Cardiology
- Gastroenterology
- HIV & Hepatitis C
- Medical Oncology
- Obstetrics & Gynecology
- Orthopedics
- Pediatrics
- Behavioral Health
- Neurology

In 2020, a newly formed Implementation Workgroup will help develop strategies for facilitating core set adoption across payers and programs to promote measure alignment.



Transitioning to Value Faster – Measurement Challenges





Quality Improvement Areas

Drawing on extensive experience in healthcare quality improvement and measurement, we lead projects on a variety topics across our major focus areas



Mental/Behavioral Health and Substance Use

- Serious Mental Illness
- Telebehavioral Health
- Substance Use Disorder and Treatment
- Depression

Patient Experience and Function

- Patient-Centered Measurement
- Shared Decision Making



Patient Safety

- Antibiotic Stewardship
- Opioid Stewardship
- Surgical Pain Management

Social Determinants of Health

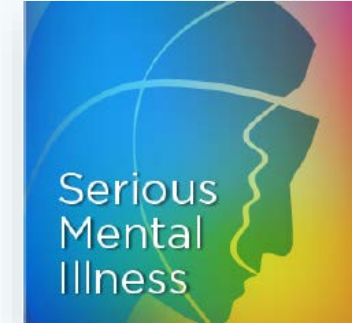
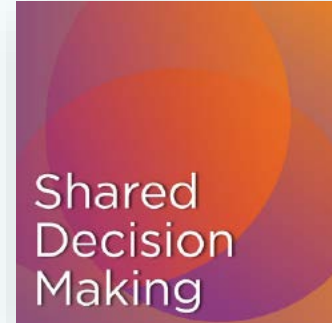
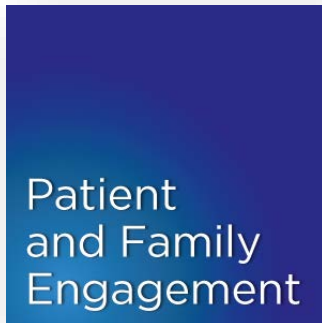
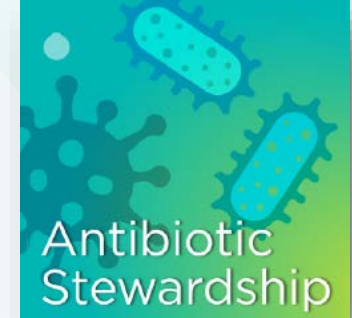
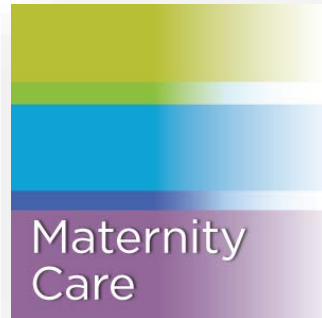
- Data Integration in Clinical Care
- Food Insecurity
- Transportation



Prevention and Population Health

- ACO Performance Measure Benchmarking
- Chronic Obstructive Pulmonary Disease
- Lung Cancer and Melanoma
- Obesity
- Rheumatoid Arthritis
- Serious Illness

Quality Improvement Tools



NQP Action Team to Prevent Healthcare Workplace Violence

- The NQP Action Team to Prevent Healthcare Workplace Violence launched in October 2019 and will meet through May 2020
- The NQP Action Team includes 27 diverse member organizations representing nearly every sector of healthcare

Preventing Healthcare Workplace Violence

The NQP Action Team is focusing on preventing, reporting, and rooting out healthcare workplace violence by:

- Exploring innovative programs that support safe healthcare work environments, and
- Identifying and sharing best practices that promote physical and emotional safety

NQP Action Team to Co-Design Patient-Centered Health Systems

- The NQP Action Team to Co-Design Patient-Centered Health Systems launched in December 2019 and will meet through July 2020
- The NQP Action Team includes 29 diverse member organizations representing nearly every sector of healthcare; more than ¼ of the Action Team is comprised of patient advocate organizations

The NQP Action Team is focusing on engaging patients as active partners to improve quality and patient safety within health systems by:

- Strengthening authentic patient and family engagement in health system design
- Engaging patients in quality improvement and patient safety initiatives
- Identifying best practices to engage patients along the continuum of co-design

Co-Designing
Patient-Centered
Health Systems

Health Disparities in the U.S.

- **Food Insecurity:** *forty million people struggle with hunger in the United States, including more than 12 million children.*
- **Homelessness:** *on any given night in the United States, more than half a million people experience homelessness.*
- **Maternal Mortality:** *the risk of pregnancy-related deaths for black women is 3 to 4 times higher than those of white women.*
- **Quality of Care:** *African-Americans, Hispanics, Native Americans, and Alaska Natives received worse care than whites for about 40 percent of quality measures.*
- **Rural Areas:** *residents more likely to be in poor health and have higher mortality rates for chronic conditions.*

NQF Health Equity Priorities

Enabling Data Integration

- *To identify and stratify vulnerable populations to recommend and track interventions*

Improving Quality Measurement

- *To embed health equity in quality measurement to substantiate resource use, inform risk adjustment, and track improvements and outcomes*

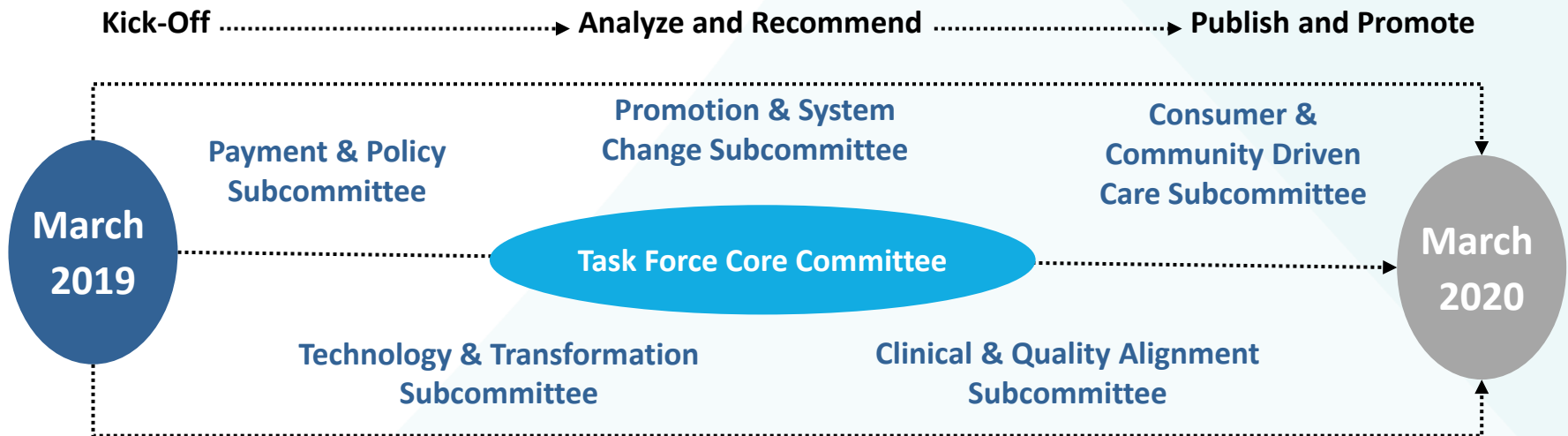
Fostering Innovative Practices

- *To identify targeted practices that improve outcomes for specific communities, vulnerable populations, and individuals*



Better Outcomes, Better Value

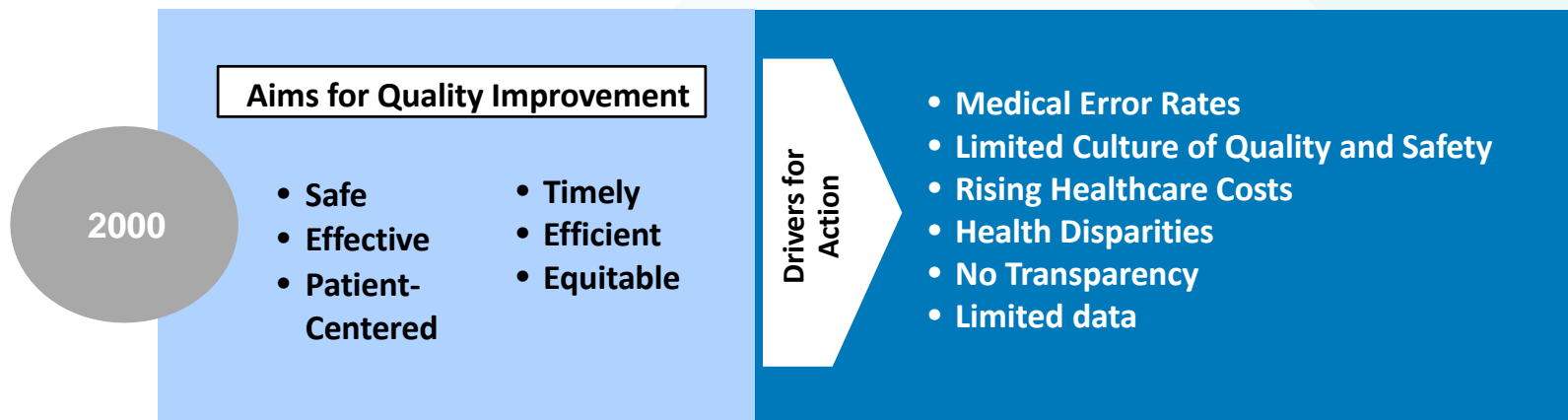
Driving Value through the Next Generation of Quality



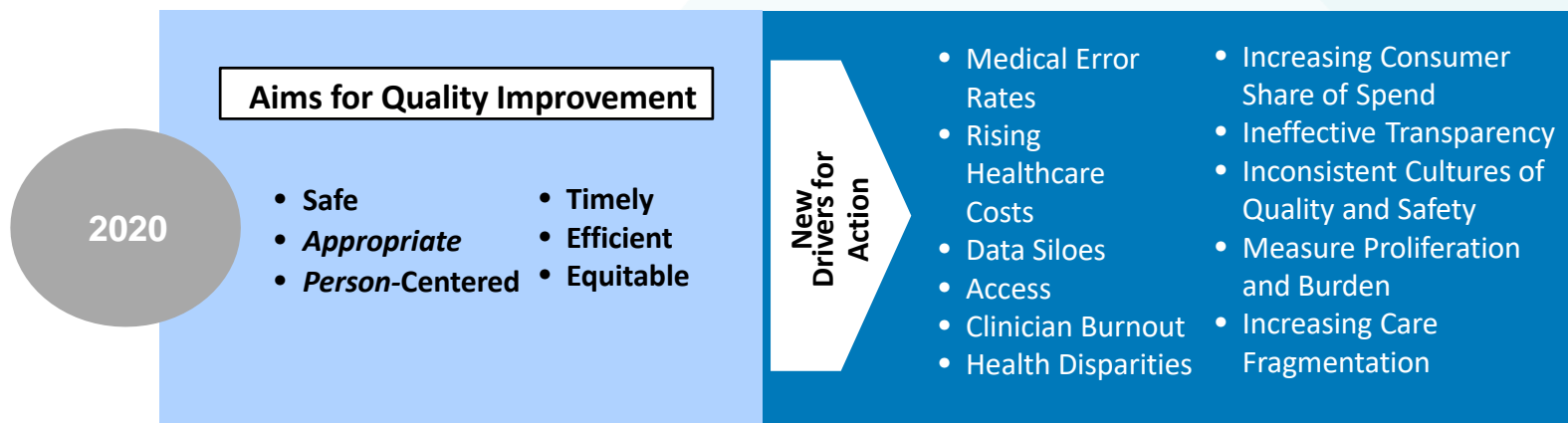
National Quality Task Force Mission: *Identify actionable opportunities to improve alignment across the delivery system to achieve better health outcomes and value for every person.*

National Quality Task Force Vision: *Every person in every community can expect to consistently and predictably receive high quality care by 2030.*

Drivers of “To Err is Human”



Current Quality Landscape



National Quality Task Force Report – Coming Soon

Anticipated Report to be published in March 2020 - learn more at the NQF Annual Conference!

NATIONAL QUALITY FORUM ANNUAL CONFERENCE

**20
20** Driving Value
Through the Next
Generation of Quality

March 23—25, 2020

OMNI SHOREHAM HOTEL, WASHINGTON, D.C.
QUALITYFORUM.ORG

THANK YOU.

Please use following discount code for the NQF Annual Conference:

For NQF's Members: QIEBM
For Non-Members: QIEBNM

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