National Quality Forum: Who We Are

The National Quality Forum leads national collaboration to improve health and healthcare quality through measurement.

- A non-profit, nonpartisan, membership-based, multi-stakeholder organization
- Sets the gold standard for quality measures through endorsement process
- Provides an essential forum to the quality community – 430+ organizational members and 800+ volunteer leaders
- Was founded in 1999 as a 501(c)(3) membership organization
NQF convenes multistakeholder groups to:

- **Endorse measures**, using the Consensus Development Process (CDP)
- Provide guidance about how to **improve measurement**
- Provide guidance about which **measures to use**, using the Measure Applications Partnership (MAP)
- Provide recommendations about how to address **measure gaps**
- Demonstrate opportunity for **implementing change** collectively across healthcare, using the National Quality Partners (NQP)
NQF Endorsement: The Gold Standard

- Measures are evaluated through the Consensus Development Process (CDP), which is continuously updated
- Measures must meet stringent criteria
- Endorsement is the “gold standard” for measures
- 600+ measures currently endorsed – available in our online database of endorsed measures
- The CDP relies on multi-stakeholder input at every step
- NQF has been endorsing measures since 2001
NQF Endorsement

- Fully developed and tested measures may be submitted to NQF for endorsement
  - NQF sends out a “Call for Measures” (based on specific topic areas: e.g., Cardiology, Infectious Disease, Renal Care, etc.)
  - Measures are reviewed by Standing Committees of SMEs convened by NQF for the specific topic area
  - Standing Committees evaluate each submitted measure against a standard set of criteria
NQF Measure Evaluation Criteria

1. Importance to measure and report
   - What is the level of evidence for the measures?
   - Is there an opportunity for improvement?

2. Scientific acceptability of the measurement properties
   - What is the reliability and validity of the measure?

3. Usability and Use
   - Can potential audiences use performance results for both accountability and performance improvement?
   - New criterion related to end-user input

4. Feasibility
   - Can the measure be implemented without undue burden, capture with electronic data/EHRs?

5. Assess related and competing measures
The Consensus Development Process (Before Redesign)

FROM MEASURE TO ENDORSEMENT: NQF uses a multi-stakeholder review and consensus process to evaluate measures for endorsement:

1. NQF Committee Assignment
2. Call for Candidate Measures and Standards
3. Measure Review
4. Public and Member Comment
5. NQF Member Voting
6. NQF Consensus Standard Approval Committee Decision
7. NQF Board Ratification
8. Appeals Period Opens
CDP Improvement

- NQF hosted a **Kaizen** event in May 2017
  - *Included more than 40 stakeholders from the public and private sectors*
- Goals:
  - *Facilitate more timely evaluation of measures*
  - *Increase opportunities for submission and review of measures*
  - *Reduce cycle time of the CDP*
  - *Improve flow of information between CDP and MAP processes*
CDP Improvement

The Kaizen event resulted in significant changes and improvements to the CDP

- More regular, predictable cycles of measure evaluation
  » Increased opportunities to submit measures for review
- New Scientific Methods Panel
- Revised process for continuous public comment and member input
- Revisions to content and structure of technical reports
- Change in role of CSAC & Board
- Designation of Standing Committee as final endorsement body
Measure Review: Two Cycles Per Year

Consensus Development Process:
Two Cycles Every Contract Year

- **Measure Review Cycle 1**
  - Intent to Submit
  - Scientific Methods Panel
  - Commenting

- **Measure Review Cycle 2**
  - Intent to Submit
  - Scientific Methods Panel
  - Commenting

**Submission Deadline**
- Staff Review
- Committee Evaluation
- Post-Comment Review
- Endorsement Decision
- Appeals
15 New Measure Review Topical Areas

- **All Cause Admission/Readmissions**
  - Cancer
  - Cardiovascular
  - Endocrine
  - Gastrointestinal
  - Neurology
  - Person and Family-Centered Care

- **Behavioral Health**
  - Care Coordination

- **Infectious Disease**
  - Eyes, Ears, Nose and Throat Conditions
  - Health and Well Being
  - Musculoskeletal

- **Palliative and End-of Life Care**
  - Pediatrics
  - Perinatal
  - Renal
  - Surgery

- **Cost and Resource Use**
  - Cost and Efficiency
  - Geriatric and Palliative Care

- **Patient Experience & Function**
  - Patient Safety

- **Primary Care and Chronic Illness**
  - Cardiology
  - Cancer
  - Cardiovascular
  - Cancer

- **Prevention and Population Health**
  - Geriatric & Palliative Care

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**Denotes expanded topic area**

- A Cost & Efficiency will include efficiency-focused measures from other domains
- B Geriatric & Palliative Care includes pain-focused measures from other domains
- C Patient Safety will include acute infectious disease and critical care measures
- D Prevention and Population Health is formerly Health and Well Being
Revised CDP Process

1. Intent to Submit
2. Measure Review
3. Public & Member Commenting with Member Choice
4. Endorsement Decision
5. Appeals
NQF Consensus Development Process (CDP)

Measure Review

- **NEW Scientific Methods Panel**
  - Evaluate Scientific Acceptability of Complex Measures
  - Serve in Advisory Capacity to NQF

- **Methods Review by Staff**
  - NQF will continue to provide preliminary analysis, review for non-complex measures

- **Examples of Complex Measures:**
  - Outcome measures, including intermediate clinical outcomes
  - Instrument-based measures (e.g., PRO-PMs)
  - Cost/resource use measures
  - Efficiency measures (those combining concepts of resource use and quality)
  - Composite measures
NQF Consensus Development Process (CDP)

**Public and Member Commenting Period with Member Choice**

- Extended opportunity for public and NQF member commenting
- **16 week commenting period**
  - Comments can be submitted at any time throughout this period

- **NEW!! Member Benefit**
  - NQF members can express their support or lack of support for each measure.
  - Replaces previous NQF Member Voting Period
NQF Consensus Development Process (CDP)

Measure Endorsement

- **Consensus Standards Approval Committee (CSAC)**
  - NQF Board-Approved Advisory Committee
    - Provide guidance to NQF leadership regarding enhancements to the CDP
    - Maintain Measure Evaluation Criteria
    - Render Final Endorsement Decision

[Stamp: APPROVED]
NQF Consensus Development Process (CDP)

Enhanced Training and Education

- Recognized Need for Increased Training and Education

- Expanded Range of Educational Resources
  - New Resource Library
    - Virtual On-Demand Trainings
    - Resource Guidebooks
    - FAQ Documents
  - Accessible for All Stakeholders
    - Committee members
    - Measure developers
    - NQF members and the public
    - NQF staff
Schedule of Measure Review Cycle

12 Measures: 8 Maintenance Measures + 4 New Measures

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Intent to Submit Evaluation Approval

Scheduled Review

Submission

Endorsement

Q1 Q2 Q3 Q4 Q1 Q2
Measure Submission Deadlines

**Group A:**
Submission Deadlines: November 1 & April 2
- Behavioral Health and Substance Use
- Cost and Efficiency
- Neurology
- Patient Safety
- Renal

**Group B:**
Submission Deadlines: November 8 & April 9
- All-Cause Admissions and Readmissions
- Cardiovascular
- Patient Experience and Function
- Prenatal and Women’s Health
- Primary Care and Chronic Illness

**Group C:**
Submission Deadlines: November 15 & April 16
- Cancer
- Geriatric and Palliative Care
- **Prevention and Population Health**
- Surgery
Questions?

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