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The Art and Science of eCQM Field Testing

Session 71, March 6, 2018

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COMMITMENT

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Conflict of Interest

Marlene Matosky, MPH, RN

Renee Rookwood, MS, RN

Has no real or apparent conflicts of interest to report.

Agenda

- Provide background
- Define electronic clinical quality measures (eCQMs)
- Describe eCQM testing methodology
- Share eCQM testing challenges and facilitators
- Offer recommendations for multiple stakeholders
- Conclusion

Learning Objectives

- Describe a rapid assessment methodology for electronic clinical quality measures field testing
- Use best practices to assess readiness for and validate electronic clinical quality measures
- Discuss lessons learned and future opportunities for electronic clinical quality measure testing and adoption

HRSA's HIV/AIDS Bureau

Vision

Optimal HIV/AIDS care and treatment for all

Mission

Provide leadership and resources to assure access to and retention in high quality, integrated care and treatment services for vulnerable people living with HIV/AIDS and their families

Ryan White HIV/AIDS Program (RWHAP)

- Provides comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV
- Funds grants to states, cities/counties, and local community based organizations
- Payor of last resort statutory provision: RWHAP funds may not be used for services if another state or federal payer is available

RWHAP Moving Forward

**RYAN WHITE
HIV/AIDS PROGRAM
MOVING FORWARD
FRAMEWORK**



- Public health approach to provide a comprehensive system of care
- Ensure low-income people living with HIV (PLWH) receive optimal care and treatment

HHS Clinical Priorities

- Serious Mental Illness
- Substance Abuse
- Childhood Obesity

RWHAP Measures

- RWHAP legislation requires quality management activities among the grant recipients
- History of developing HIV care and treatment measures
- Developed a measurement strategy
 - Emphasize priorities
 - Align with other federal stakeholders
 - Parsimony
- Given evolution of measures in healthcare, chose to develop eCQMs for select measures

HRSA HIV Measures

Gap in HIV Medical Visits

Percent of HIV patients who did not have a medical visit in the last 6 months of the measurement year

HIV Medical Visit Frequency

Percent of HIV patients with a visit in each 6 month period within 24 month time period

Rx of HIV Antiretroviral Therapy

Percent of HIV patients prescribed antiretroviral therapy

HIV Viral Load Suppression

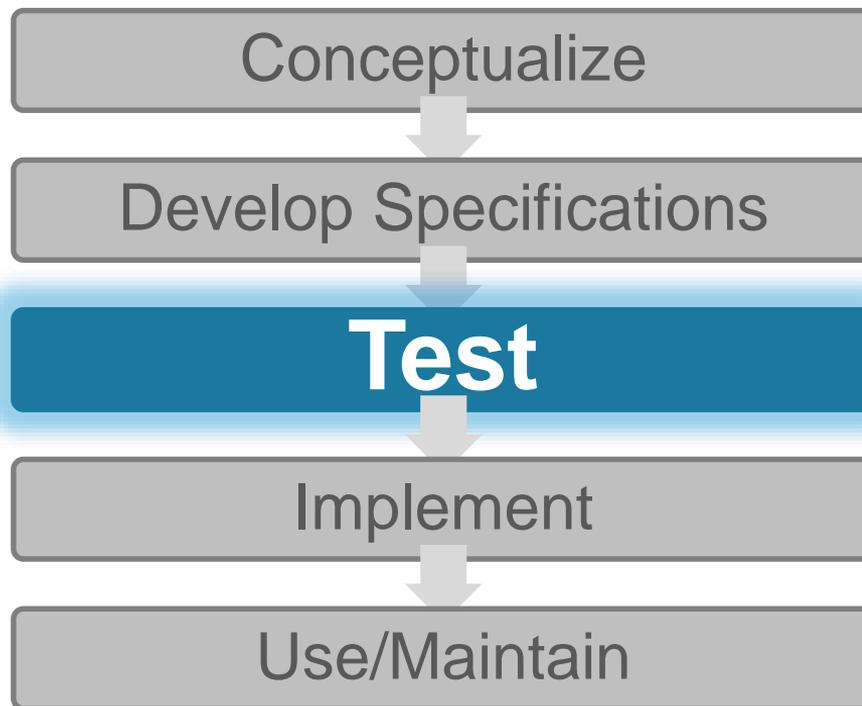
Percent of HIV patients with a HIV viral load less than 200 copies/mL

Outcome Measure

Differences Between Chart-Abstracted and eCQMs

Chart-Abstracted:	eCQMs:
Narrative description	Computable Syntax
Data gathered from any source	Data gathered from structured fields
Can rely on interpretation	No human interpretation
Resource intensive	Less resource intensive
Limits use	More scalable

eCQM Lifecycle



Reality Check on Testing eCQMs

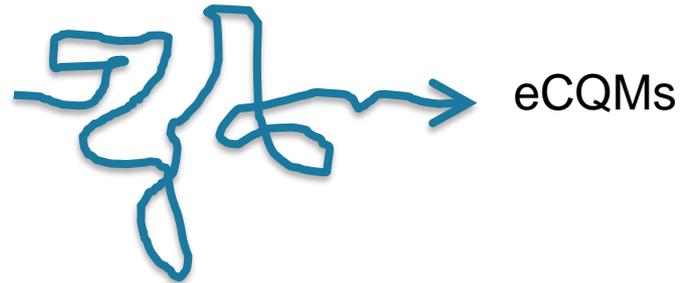
Vision:

Chart Abstracted Measures



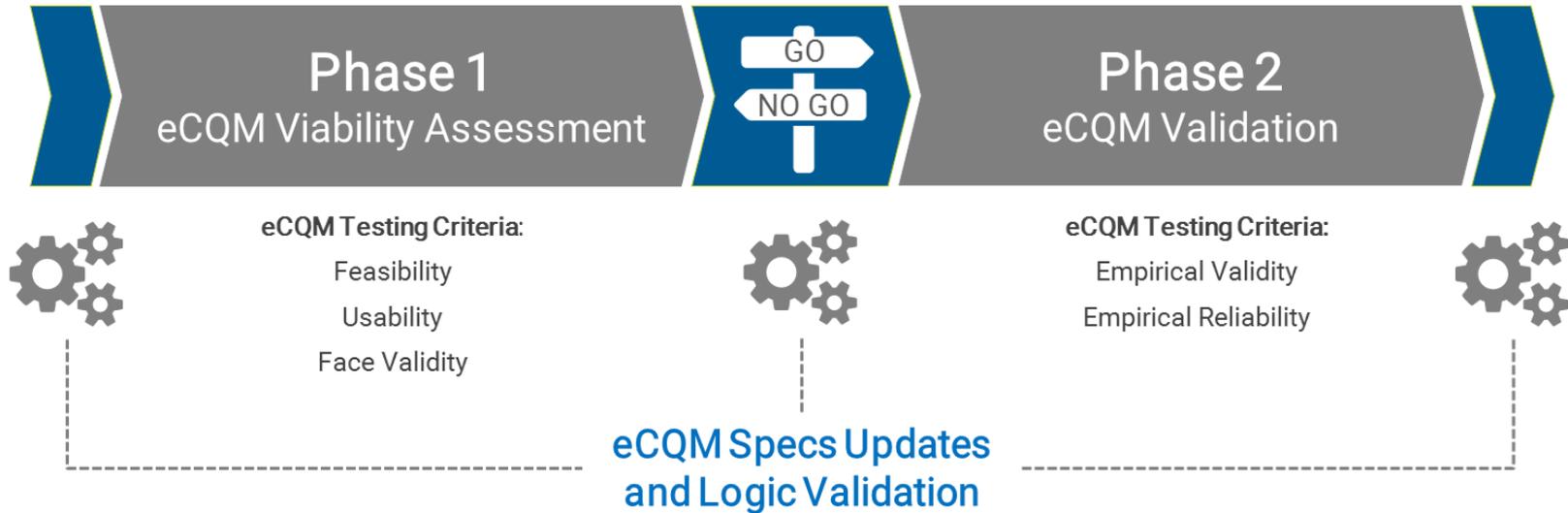
Reality:

Chart Abstracted Measures

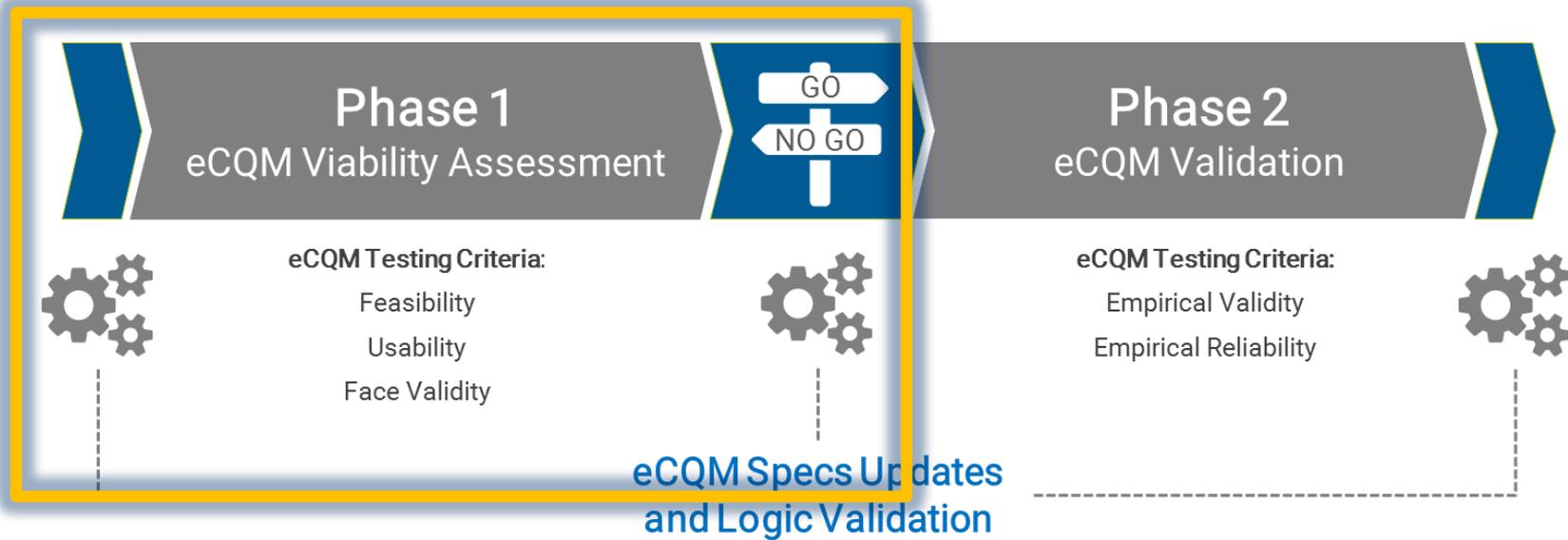


Testing electronic clinical quality measures is not a straight shot.

Gated Testing Approach



Today's Discussion



Qualitative testing to inform a Go / No-Go decision

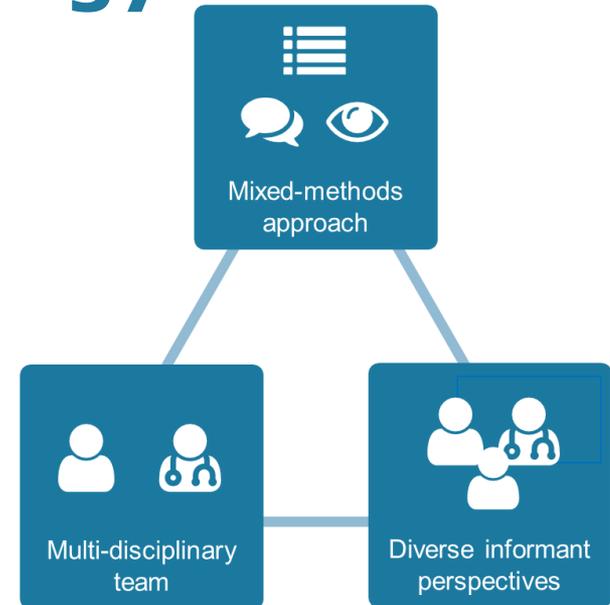
Qualitative Testing Strategy

What is Rapid Assessment Process?

- Team-based qualitative research

Rationale

- Supports limited time and limited resources
- Encourages multiple perspectives
- Applied to many industries including clinical information systems (2011)



Rapid Assessment Process (RAP) Triangulation¹

5 Key Steps of RAP

Step	Description
1. Prepare	<ul style="list-style-type: none">• Identify sites• Gain IRB approval
2. Develop data collection tools	<ul style="list-style-type: none">• Field manual• Interview guides• Observation guides• eCQM data element scorecard
3. Gather preliminary data	<ul style="list-style-type: none">• Develop site profile
4. Collect data	<ul style="list-style-type: none">• 13 stakeholders: 3 clinic visits and 28 interviews
5. Analyze data	<ul style="list-style-type: none">• NVIVO software tool• TEP

1. Prepare



3
HIV Clinics



2
Measure Developers



5
EHR Vendors



2
Consumers

Gather Multiple HIV eCQM Stakeholders

2. Develop Data Collection Tools

 **Field manual**

 **Interview guides**

 **Observation guides**

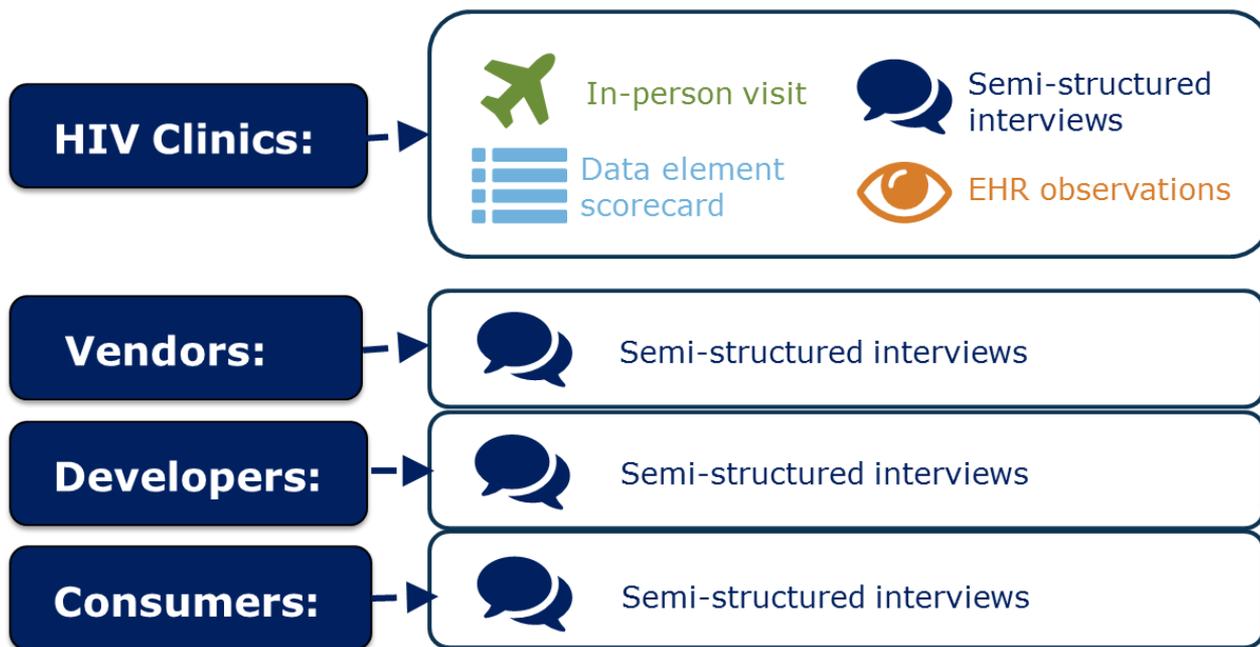
 **eCQM data element scorecard**

3. Gather Preliminary Data

Develop site profiles:

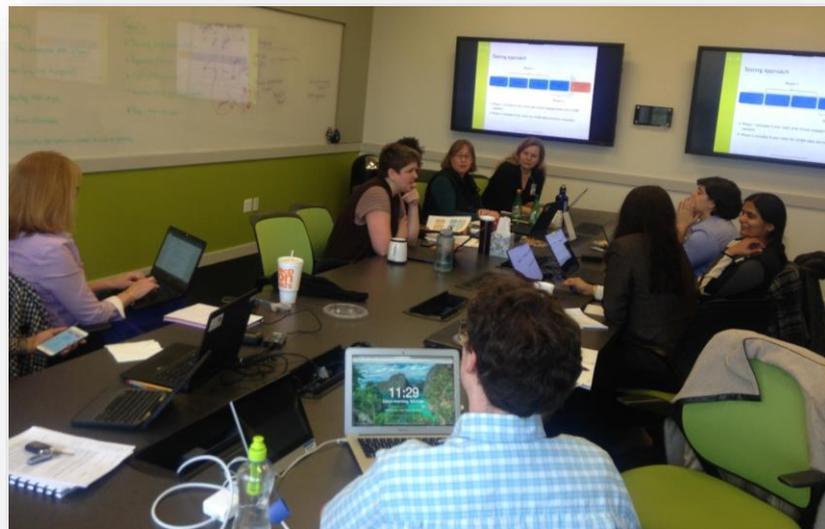
- Type of facility
- Number of locations
- Total patients
- EHR statistics
- IT support description

4. Collect Data Using Mixed-Methods



5. Analyze Data

- **NVIVO qualitative data analysis software**
 - 2 qualitative data analysts
 - Bottom-up coding
 - Excellent interrater reliability
- **Convene Technical Expert Panel**
 - Subject matter experts in research, clinical quality measures and quality reporting



Testing Challenges



eCQM Knowledge



Site Recruitment



eCQM Tools Evolving



Limited eCQM Testing Results



Time Intensive



eCQM Guidance Evolving



Limited Resources



Success Criteria



Manually Programmed



Siloed eCQM Reporting



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Testing Facilitators



Gated mixed-methods approach



Engaged measure developer



Collaborative participants



Use of a Technical Expert Panels

Recommendations for eCQM Development and Testing

- Front-load broad stakeholder engagement and qualitative data collection prior to quantitative data collection
- Implement a mixed-methods eCQM field testing methodology
- Forge deeper collaboration, including shared testing tools and results, between eCQM developers, clinical settings, and vendor implementation

Recommendations for Clinical Sites

- Improve communication between quality improvement and IT teams within clinics
- Plan thoughtful data capture and strong data governance processes, especially at beginning
- Strive to work towards full, semantic interoperability to lower implementation barriers to data sharing and reuse
- Participate in testing and actively collaborate with measure developers and vendor implementation

Recommendations for National Programs

- Foster alignment of eCQMs development, quality improvement, and reporting programs
- Consider strategies to accommodate the varied maturity of EHR implementation, organizational culture, and resources
- Establish minimum standards for eCQM field testing
- Provide a central mechanism to engage and share experiences, tools, and techniques

Testing Update

- All 4 measures moved forward to Phase 2 of testing (patient level quantitative testing)
- Three out of the 4 measures are on CMS' Measures Under Consideration list
- Testing team has shared lessons learned and recommendations with CMS
- HRSA continues to share testing results with CMS for future program implementation
- HRSA providing transparency to their experience and results on their website

Conclusion

Healthcare Settings Teamwork Cooperation Transparency
Vendors **COLLABORATE**
Developers Learn Share Partner Communicate

Questions

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