



Balancing Value and Burden: CMS Electronic Quality Reporting

Shanna Hartman, MS, BSN, RN
Division of Electronic and Clinician Quality

The Center for Clinical Standards & Quality,
Centers for Medicare & Medicaid Services

July 17, 2019

Patients Over Paperwork Introduction

- ▶ Primary goal of Administration
 - ▶ Remove obstacles that get in the way of the time clinicians spend with their patients
- ▶ Patients Over Paperwork
 - ▶ Shows CMS's commitment to patient-centered care and improving beneficiary outcomes
 - ▶ Includes several major tasks aimed at reducing burden for clinicians
 - ▶ Motivates CMS to evaluate improvements to its regulations

eCQM Value and Burden Reduction Agenda

- ▶ Introduction
- ▶ Patients Over Paperwork
- ▶ Meaningful Measures Initiative
- ▶ Electronic Clinical Quality Measure (eCQM) Strategy Project
- ▶ Collaborative Measure Development (CMD) Workspace
- ▶ Question & Answer Session

Meaningful Measures Initiative A New Approach to Improving Outcomes

Launched in 2017, the purpose of the Meaningful Measures initiative is to:

- ▶ Improve outcomes for patients and provide meaningful information to consumers to make care choices
- ▶ Reduce data reporting burden and costs on clinicians and other healthcare providers
- ▶ Align across programs
- ▶ Identify gap areas for development (opioids, nursing homes, care transitions, Patient-Reported Outcome Measures)
- ▶ Prioritize outcome measures
- ▶ Innovate measures (electronic data, patient-reported)

eCQM Value and Burden Reduction Learning Objectives

- ▶ Learn about CMS's Patients Over Paperwork Initiative and the burden reduction efforts we are pursuing.
- ▶ Identify stakeholder burdens associated with measure implementation and electronic quality reporting.
- ▶ Understand how the CMD Workspace can reduce burden by bringing together interconnected resources to assist with eCQM implementation.

Meaningful Measures Initiative Advancing Electronic Sources

- ▶ Developing more application programming interfaces (API) for quality measure data submission
- ▶ Prototype the use of the Fast Healthcare Interoperability Resources (FHIR) standard for quality measurement
- ▶ Incentivizing use of interoperable electronic registries
- ▶ Harmonizing Qualified Clinical Data Registry (OCDR) measures
- ▶ Timely and actionable feedback to providers
- ▶ Working with the Center for Medicare & Medicaid Innovation (CMMI) on use of artificial intelligence to predict outcomes

Meaningful Measures Initiative Electronic Clinical Quality Measures

- ▶ eQCMs are those measures where the data comes directly from the electronic health record (EHR)
- ▶ During the 2019 Performance/Reporting Period
 - ▶ For Eligible Hospitals/Critical Access Hospitals, 16 eQCMs are available and they are required to report on 4
 - ▶ For Eligible Clinicians using the EHR Submission Method, 50 eQCMs are available and they are required to report on 6
- ▶ eQCM data are not publicly reported at this time. Challenges include:
 - ▶ Perceived difficulty to build
 - ▶ Perceived lack of correlation with abstracted measures
 - ▶ National Quality Forum (NQF) endorsement process

eQCM Strategy Project Approach to Learn Stakeholder Experiences

- ▶ Training completed by User-Centered Design experts
- ▶ Focus on engaging directly with hospitals, providers, and other stakeholders to:
 - ▶ Hear their experiences
 - ▶ Understand what is working well
 - ▶ Understand where there are opportunities for improvement
- ▶ Journey mapping to visualize the provider processes and help identify gaps, moments of frustration/delight, etc., and thus lead to insights for improvement

eQCM Strategy Project Problem Statement and Project Scope

Problem Statement

Providers participating in CMS quality and value-based purchasing programs have shared challenges they experience related to the complexity and high burden of eQCM implementation, data capture, and reporting.

Project Scope

- ▶ Measure Development process from concept to the measures under consideration (MUC) list
- ▶ Electronic Clinical Quality Reporting requirements and processes from eQCM implementation to submission
- ▶ Tools for Development and Reporting

eQCM Strategy Project Approach to Learn Stakeholder Experiences (concluded)

- ▶ Engaged with the following stakeholders:
 - ▶ Clinicians
 - ▶ Hospitals
 - ▶ Measure developers
 - ▶ Health IT vendors
 - ▶ Data submission vendors
 - ▶ CMS measure, policy-related, and Information Systems Group (ISG) staff
 - ▶ ONC
- ▶ Engagement venues: site visits, listening sessions, face-to-face discussions at CMS, CMS Quality Conference, ONC Annual Meeting, and HIMSS 2018
- ▶ Focus on experiences and processes of stakeholders
- ▶ Review of current state processes within CMS

eQCM Strategy Project Timeline and Activities

October 2017 - November 2017	December 2017 - March 2018	April 2018 - June 2018	July 2018 - Present
Project Started	Stakeholder Events	Findings and Recommendations Compiled	Implementation Planning Discussions with CMS, Contractor Staff, and External Partners
Environmental Scan Completed	Site Visits	Socialization of Recommendations with CMS Quality Staff and Leadership	Collaborative Measure Development Workspace Planning
User-Centered Design Team Training	Office of the National Coordinator for Health IT (ONC) Annual Meeting		
Stakeholder Engagement Planning	CMS Quality Conference		
	Health Information and Management Systems Society (HIMSS) 2018 Conference		





eCOM Strategy Project Progress on Implementing Recommendations (continued)

- ▶ Phase 1 CMD Workspace development work
 - ▶ Deployed the CMD Workspace Home Page and the Data Element Repository in December 2018 to provide implementers with detailed data definitions to assist with eCOM implementation and data mapping
 - ▶ March updates include data definitions for the remaining 42 CMS Eligible Clinician eCOMs. These updates have been added to the DERep to complete the information in the data element repository for all available 2019 CMS eCOMs. Formatting changes now clarify the information sources.
- ▶ eCOM Implementation and Reporting
 - ▶ Measure-level webinars completed for both Eligible Clinicians and Eligible Hospitals; kickoff took place in October and ran through March
 - ▶ ONC notice of proposed rulemaking (NPRM) proposes certification to CMS Quality Reporting Document Architecture Implementation Guide

eCOM Strategy Project General Recommendations from CCSQ Leadership

- ▶ Happy with the work: given green light across the board to implement recommendations.
- ▶ Implementing a user-centered design focus is essential in all efforts.
- ▶ Collaborate and convene with stakeholders and across programs for data submission, which will result in most efficient and effective processes.
- ▶ Work collectively across CMS groups to break down barriers and achieve aligned goals.
- ▶ Conduct continuous improvement for communication, education, and outreach to ensure stakeholders can easily understand program requirements.

eCOM Strategy Project Progress on Implementing Recommendations (concluded)

- ▶ Researching use of FHIR
 - ▶ FHIR is a standard for exchanging healthcare information electronically
 - ▶ Investigating its use in:
 - ▶ Quality reporting
 - ▶ Health IT product testing
 - ▶ Data element reporting
- ▶ Exploring opportunities to streamline quality reporting
 - ▶ Use of APIs

eCOM Strategy Project Progress on Implementing Recommendations

- ▶ CMS Activities to Support Implementers
 - ▶ Delivered webinars to assist providers with understanding program requirements, Quality Reporting Data Architecture (ORDA) Implementation Guide and troubleshooting, eCOM data validation, available tools and resources, and Pre-Submission Validation Application (PSVA) overview
- ▶ Communications Education and Outreach Planning
 - ▶ Coordination with CMS program representatives and their contractors to deliver Education and Outreach around eCOM Awareness, Alignment, Best Practice, and CMD Workspace

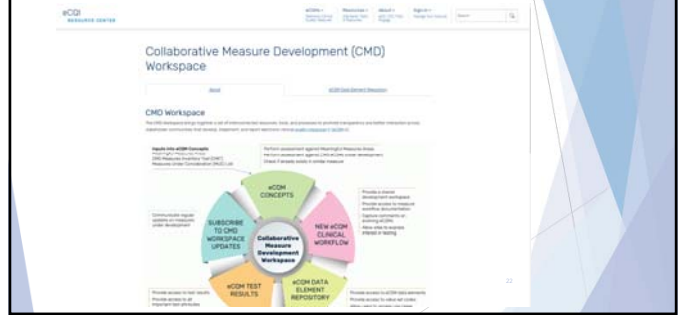
CMD Workspace Overview

- ▶ Hosted on the Electronic Clinical Quality Improvement (eCQI) Resource Center
- ▶ Set of interconnected resources, tools, and processes for eCOMs
- ▶ Promotes transparency and better interaction across stakeholder communities interested in developing and implementing more harmonized, accurate, and meaningful eCOMs
- ▶ Provides access to the eCOM Data Element Repository, an online searchable tool that provides all the data elements associated with eCOMs used in CMS Quality Reporting Programs

CMD Workspace Demonstration

Link to the CMD Workspace:
<https://ecqi.healthit.gov/collaborative-measure-development>

Screenshot of CMD Workspace Landing Page



Questions?

To share feedback or get involved,
please email:
eCOMStrategy@groups.mitre.org

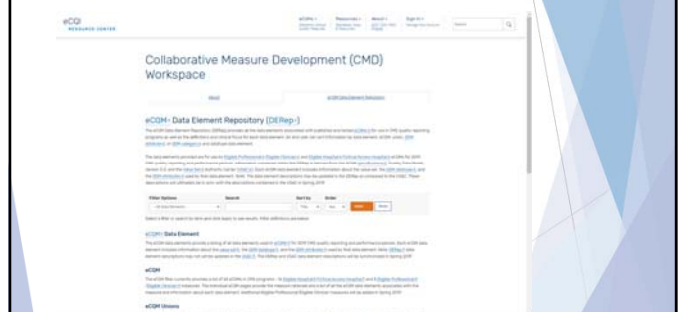


Screenshot of CMD Workspace Landing Page
Listing of Available and Future Components

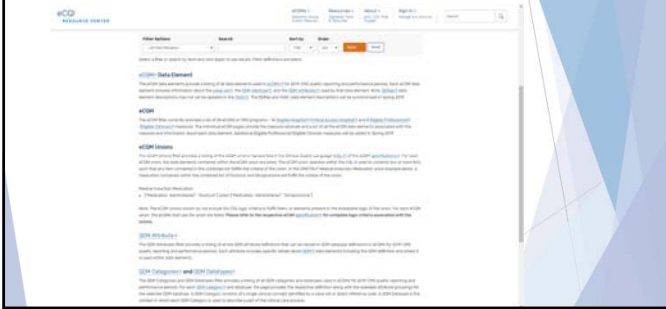


Backup Slides
CMD Workspace Screenshots

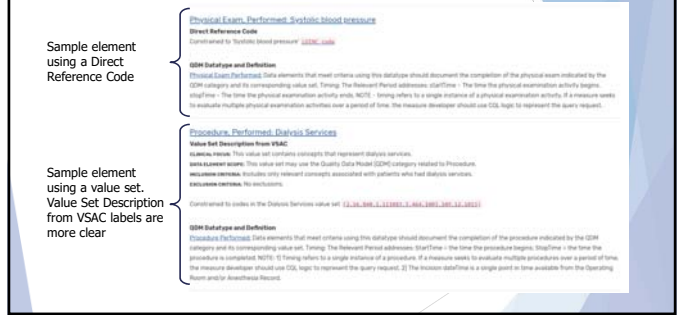
Screenshot of Data Element Repository Landing Page



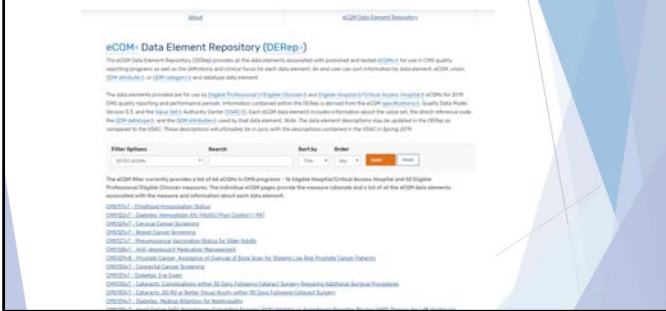
Screenshot of Data Element Repository Landing Page Listing of Filter Options



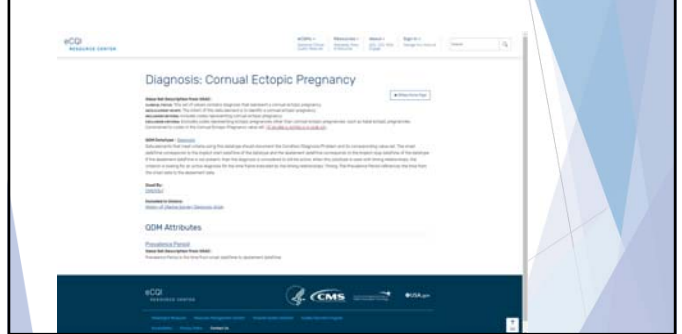
Screenshot of Sample eQCM Page Focusing on Two Data Elements



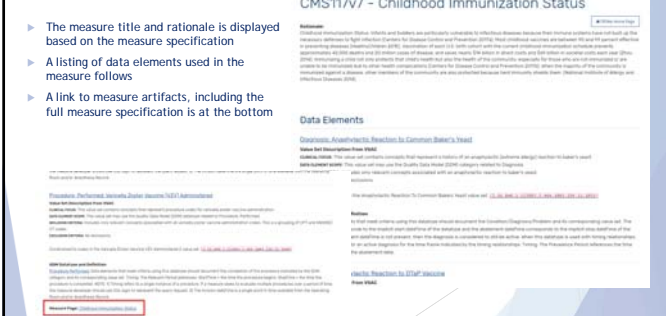
Screenshot of Data Element Repository Listing of Eligible Clinician eQCMs



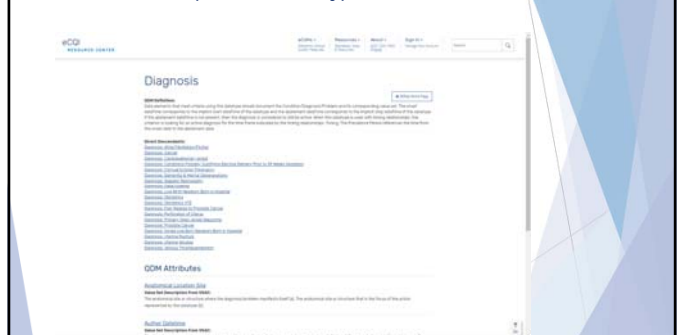
Screenshot of Sample eQCM Data Element



Screenshot of Sample eQCM Page for CMS117v7



Screenshot of Sample QDM Datatype



Screenshot of Sample eCQM Union

