



NATIONAL  
QUALITY FORUM

# Creating a Framework to Support Measure Development for Telehealth

Committee Webinar

*August 29, 2017*

# Agenda

- Welcome and Introductions
- Project Purpose and Objectives
- Overview of Final Report and Recommendations
- Next Steps

# Committee Members

- **Judd Hollander, MD (Co-Chair)**
- **Marcia Ward, PhD (Co-Chair)**
- Dale Alverson, MD
- Rashid Bashshur, PhD
- Adam Darkins, MB, ChB, MPH, MD, FRCS
- Henry DePhillips, MD
- Charles Doarn, MBA
- Marybeth Farquhar, PhD, MSN, RN
- Archibald (Stewart) Ferguson, PhD
- David Flannery, MD
- Paul Giboney, MD
- Nate Gladwell, RN, MHA
- Don Graf
- Julie Hall-Barrow, EdD
- Steven Handler, MD, PhD, CMD
- Yael Harris, PhD, MHS
- Kristi Henderson, DNP, NP-C, FAAN, FAEN
- Mary Lou Moewe, MT (ASCP), PMP, ACP, FACHE, CPHIMS
- Eve-Lynn Nelson, PhD
- Stephen North, MD, MPH
- Peter Rasmussen, MD
- Sarah Sossong, MPH
- Daniel Spiegel, MD, MBA
- Jean Turcotte, MA, BSN, RN
- Dennis Truong, MD
- Angela Walker, MD, FAAD

# Project Purpose and Objectives

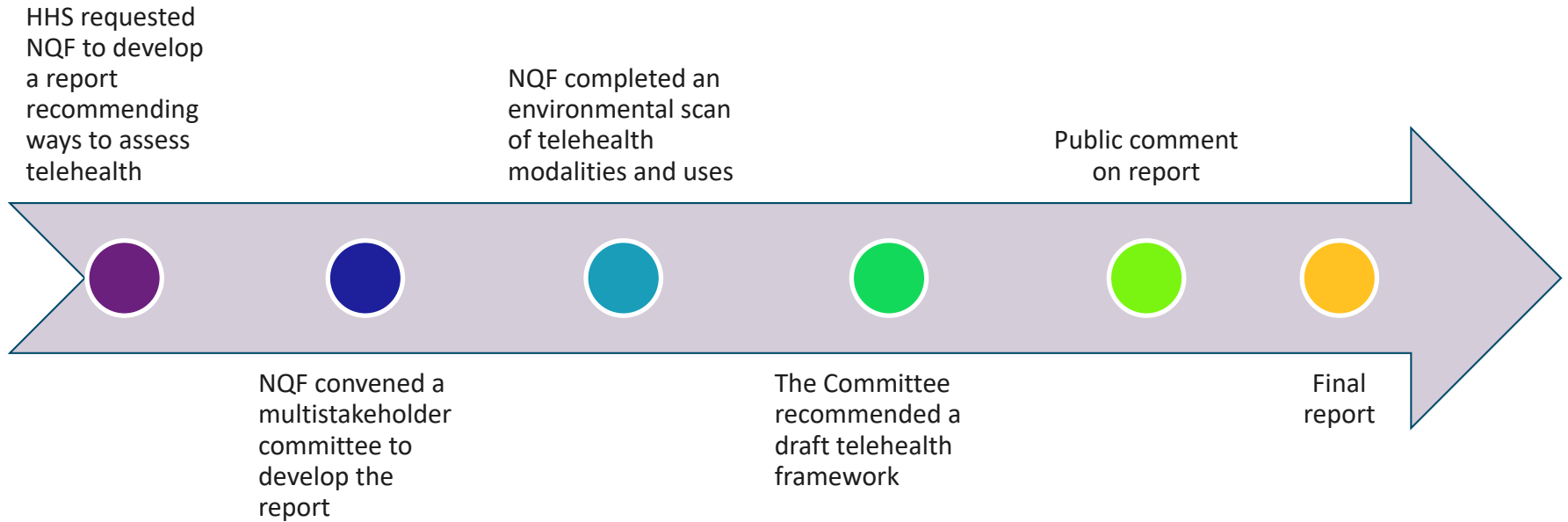
Facilitate the identification of the most appropriate way to ensure clinical measures are applied to telehealth encounters in order to measure quality of care and to guide the future development of telehealth related measures

Conduct a multistakeholder review of existing and potential telehealth metrics

Identify measurement gaps

Develop a measure framework and set of guiding principles for future telehealth measurement and the possible need for telehealth measure development

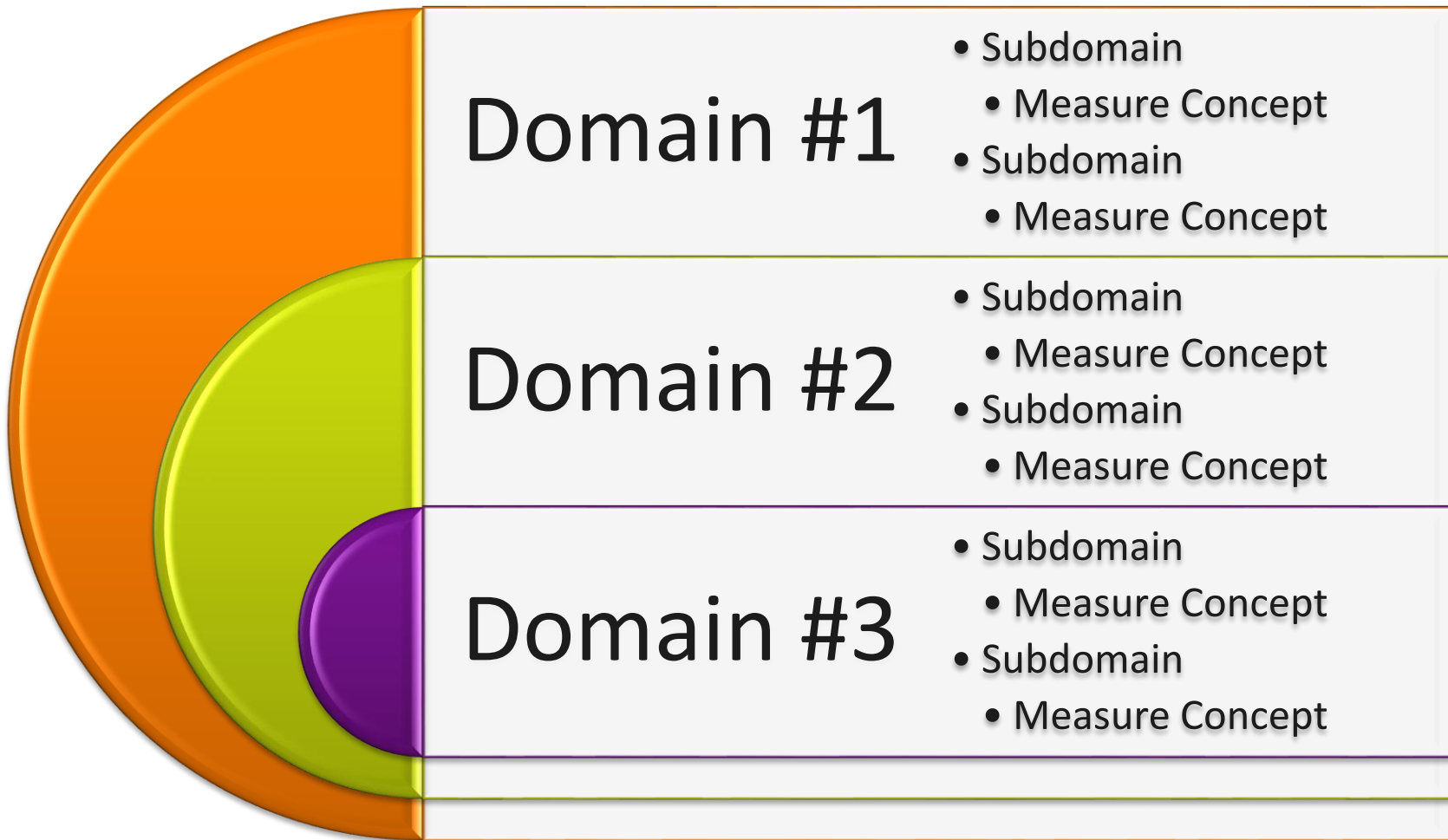
# Timeline



# Rationale for a Telehealth Measure Framework

- A measure framework for telehealth would help address its effects on quality, access and cost.
  - *Does telehealth provide more timely access to appropriate health services?*
  - *How does telehealth affect patients' health and well-being compared to the alternatives?*
  - *How do the costs of telehealth compare to in-person care delivery?*
  - *Are both patients and clinicians satisfied with the services provided through telehealth?*
  - *What is the effect of telehealth on rural health providers and the economic health of rural communities?*

# What is a Measure Framework?



# Prioritization of Measure Concepts or Measurement Areas

What are the most critical dimensions

How can we determine what measures have the greatest potential to drive improvement

Which measure would be the easiest to implement

What is the data availability for these measures

What gaps exist and how can they be filled?



# Environmental Scan Overview

- Assist in developing a framework that provides measure concepts that address the ability to identify and classify telehealth as a separate means of care delivery and its impact on outcomes of care
- Divided into five sections, each aligned with key outcomes and influences of telehealth:
  - *Access to Care*
  - *Cost*
  - *Cost-Effectiveness*
  - *Patient Experience*
  - *Clinician Experience*

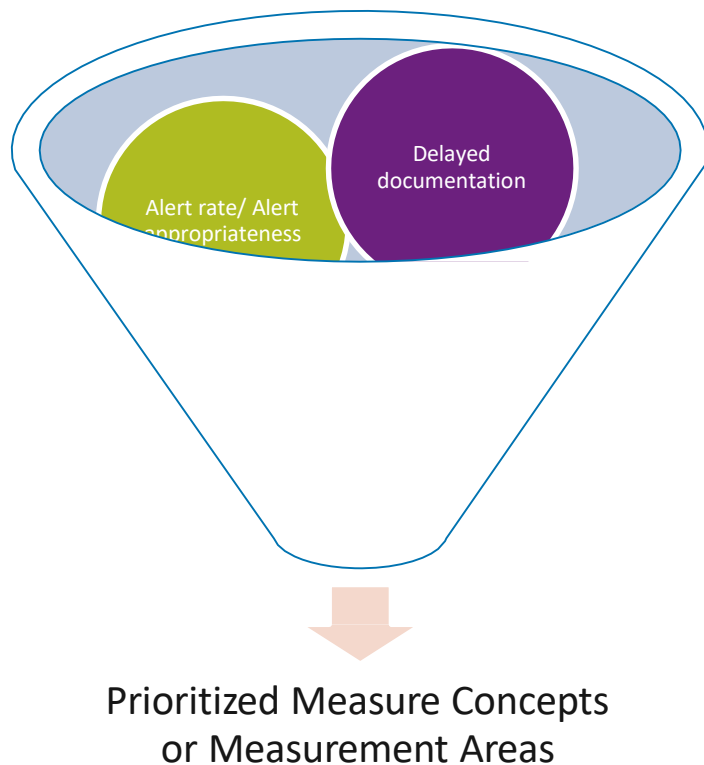
# Environmental Scan

- 300 + articles initially obtained through a combination of search terms
- Every potential field within telehealth was covered (dermatology, ICU, ophthalmology, chronic disease, mental and behavioral health, etc.).
- Scoring rubric evaluated the articles on five dimensions:
  - *Article fell into one of the domains in the SOW*
  - *Study was done in a scientifically rigorous manner*
  - *Study addresses one of the research questions*
  - *Study has a well-articulated scientific method and research objectives*
  - *Goals of the study were satisfied with their published results*
- 151 articles scored a 6 or above at the abstract level

# Domains and Sub-Domains

- 1. Access to Care
  - Access for patients or families (availability, affordability, accommodation, Accessibility, Appropriateness)
  - Access for care team (provider adequacy)
  - Access to information (medical records, pharmacy tests)
- 2. Financial Impact/Cost
  - Financial impact to patient, family, and/or caregiver
  - Financial impact to care team
  - Financial impact to health system or payor
  - Financial impact to society
- 3. Experience
  - Patient, family, and/or caregiver
  - Care team member including clinical provider (including tele-presenter)
  - Community
- 4. Effectiveness
  - System effectiveness
  - Clinical effectiveness
  - Operational effectiveness
  - Technical effectiveness

# Prioritization of Measure Concepts or Measurement Areas



## Possible Criteria

### Importance to Measure and Report

- related to measures that have the greatest potential of driving improvement (i.e., high impact on patients and workflow, strong evidence base and gap in care, with variation across providers)

### Feasibility

- related to ease of implementation
- may be influenced by concerns about the ability to obtain data due to the presence or absence of EHRs, standardized diagnostic codes, standardized descriptions as well as other concerns.

# Examples of Proposed Measure Concepts

- Travel
- Timeliness of Care
- Actionable Information
- Added Value of Telehealth to Provide Evidence-Based Best Practices
- Patient Empowerment
- Care Coordination



# The Impact of MACRA on Telehealth

- The Medicare Access and CHIP Reauthorization Act (MACRA) represents a new mechanism of reimbursement for telehealth services for Medicare providers
- Telehealth was included in the final rule in two ways:
  - *Expanded practice access*
  - *Population Management*
- The use of Alternate Payment Models (APMs) also facilitates the use of telehealth such as giving new models the flexibility to waive “originating site” coverage restrictions as well as the requirement that beneficiaries be located in a rural area.

# Existing Quality Measures

The Committee examined a list of initial measures to include in the framework, including ones identified in the literature that demonstrate a positive effect on a specific clinical condition with the use of telehealth, as well as ones that could potentially be used under the MIPS regulation and potentially an APM

Category	Number of Measures
<b>Mental and behavioral health</b>	13
<b>Dermatology</b>	2
<b>Chronic disease</b>	26
<b>Rehabilitation</b>	15
<b>Care coordination</b>	17

# Future Considerations for the Framework

- The use of various telehealth modalities demonstrates a positive effect on quality health outcomes, processes, and costs.
- Existing quality measures to evaluate the effectiveness and benefits of telehealth must be widely accepted and impactful.
- Consistent definitions through proposed measure concepts and existing measures.



# NQF Member and Public Comment Themes

- Definition of “Telehealth”
- Emphasis on Rural Versus Urban Settings
- Alterations and/or Additions to:
  - *Domains*
  - *Subdomains*
  - *Measure Concepts*
  - *Existing Measures List*
- Additional Consideration of Use Cases

# Revisions to the Final Report

- Major Change
  - *Addition of a use case on population health*
- Minor Changes
  - *Emphasized HRSA's definition as an example of one of many telehealth definitions*
  - *Changes to MACRA section based on CMMI input*
  - *Broadened language to express that the domains/subdomains/measure concepts/initial measures are not inclusive of all possibilities*

# Opportunity for Public Comment

# Next Steps

- Submit final report to HHS and post to NQF's Telehealth project page by August 31
- Future work

# Project Contact Information

- Email: [telehealth@qualityforum.org](mailto:telehealth@qualityforum.org)
  - *NQF Phone: 202-783-1300*
- Project page:  
<http://www.qualityforum.org/ProjectDescription.aspx?projectID=83231>

Thank You