



NATIONAL QUALITY FORUM

Essentials of Quality Measurement

Hosted by NQF Member Relations

Thursday, September 28, 2017

Learning Objectives

By the end of the day, participants will:

- (1) Know the basic terminology of quality measurement.
- (2) Understand the lifecycle of quality measurement.
- (3) Describe specific examples of how measures are used in the field (when, where, why and how).

Agenda

8:30am **Networking Breakfast**
Compliments of NQF Member Relations

9:00am **Introduction and Icebreaker (15 mins)**
Camille Espinoza, MSW, MSPH, Director, Member Education, NQF

- Welcome and opening activity
- Member recognition
- Overview of objectives and agenda

9:15am **Measurement Essentials (75 mins)**
Melissa Marinelarena, RN, MPA, Senior Director, National Quality Forum

Learning objectives: (1) Understand where measurement fits into a system of quality improvement; (2) Define 'performance measure' and at least three different types of measures; (3) Identify at least three different uses for performance measures.

- The bigger picture of quality improvement – why do we measure?
- How measures are used, such as internal quality improvement, payment, and public reporting
- Types of measures, such as structure, process, outcome and patient-reported outcome measures
- Incorporating the patient experience into measurement

10:30am **Break (15 mins)**

10:45pm **The Lifecycle of Measure Development (75 mins)**
Cindy Cullen, MS, MBA, Associate Director, Mathematica Policy Research
Sam Simon, PhD, Senior Researcher, Mathematica Policy Research

Learning objectives: (1) Identify the key components of measure development; (2) Describe current challenges in measure development.

- Overview of key stages of measure development, including: concept and ideation, measure development and testing, implementation and monitoring, and measure maintenance
- Review of potential measure data sources and the strengths and challenges associated with each
- Illustrative example(s): the story of a measure from concept through implementation

12:00pm **Lunch (45 mins)**
Compliments of NQF Member Relations

12:45pm **NQF Endorsement: Recognizing Attributes of Great Measures (75 mins)**
Karen Johnson, MS, Senior Director, NQF

Learning objective: Identify characteristics of great performance measures and how those characteristics related to NQF's five measure evaluation criteria.

- Attributes of great measures
- NQF's measure evaluation criteria and subcriteria

2:00pm **Break (15 mins)**

2:15pm **Measures in the Field: Stories from Emergency Medicine (30 mins)**
Michael Phelan, MD, FACEP, Emergency Services Institute and Medical Director Quality Measurement and Reporting, Enterprise Quality, Cleveland Clinic

Learning objectives: (1) Explain how measures are used throughout the healthcare system; (2) Illustrate how measures are used on the frontline of care through an example from emergency medicine.

- Demonstrate where to find measures in publicly available databases
- Example from emergency medicine: measuring door to balloon time to improve outcomes for patients with cardiac arrest

2:45pm **Conclusion**
Camille Espinoza, MSW, MSPH, Director, Member Education, NQF

- Closing activity

3:00pm **End**

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