

## Quality Framework Steering Team Meeting Agenda

*Date/Time:* May 1, 2018; 2:00 – 4:00 p.m. Central Time

*Location:* HIWAY Federal Credit Union, 840 Westminister Street, St. Paul, MN 55130

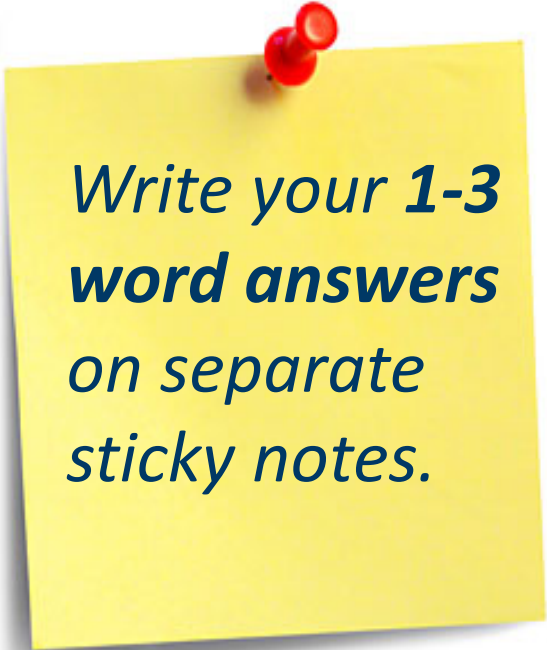
*Telephone:* 1-888-742-5095; 933-209-2697

- I. **Welcome** (10 minutes)
  - a. Review project goals and Steering Team role
  - b. Meeting #2 Summary review
- II. **Stakeholder Conversations** (40 minutes)
  - a. Stakeholder Engagement Interview Guide
  - b. Stakeholder perspectives
- III. **Quality Framework Principles** (55 minutes)
  - a. Values identification
  - b. Meeting #2 outputs and draft principles
  - c. Quality framework samples assessment survey results
- IV. **Next Steps** (5 minutes)
  - a. Round the table check-in
  - b. Next meeting
  - c. Homework
- V. **Public Comment** (10 minutes)
- VI. **Adjourn**

# Introductory activity

## Steering Team Members:

What *values* are fundamental to how we measure Minnesotans' health?



*Write your **1-3 word answers** on separate sticky notes.*



## Quality Framework

Steering Team Meeting #3

May 1, 2018

# Agenda



- Welcome
- Stakeholder Conversations
- Quality Framework Principles
- Next Steps
- Public Comment
- Adjourn



# Project goals and legislative charge

## Project goals

The framework is intended to become guidance to the broader community that:

Articulates the **values** of statewide quality measurement across the spectrum of stakeholders

Includes **guiding principles** for a system of health quality improvement and measurement

Responds to the **legislatively-established criteria**

Establishes principles for **ongoing framework evaluation, maintenance, and updates**

## Legislative charge

Develop a framework in collaboration with a broad group of stakeholders that:

Articulates statewide **quality improvement goals**

Fosters **alignment** with other measurement efforts

Identifies the most **important elements** for assessing the quality of care

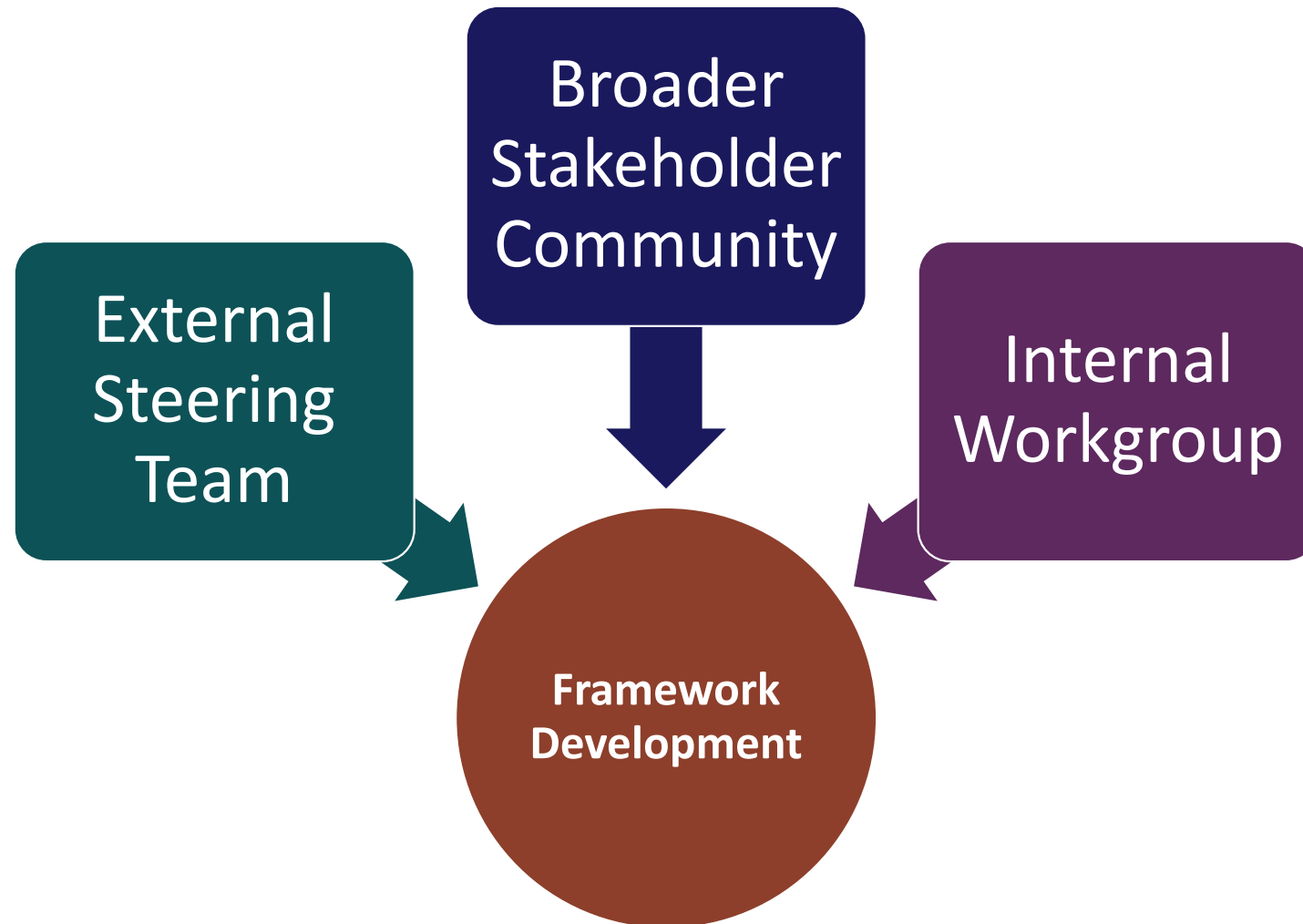
Ensures **clinical relevance** and

Defines the **roles** of stakeholders

# Steering Team role

- ★ Assist with the identification, articulation, and prioritization of **framework objectives**;
- ★ Advise on the **key topics and questions** to use in outreach with a broader stakeholder audience;
- ★ Think through the right perspective/people include in the **stakeholder consultation**;
  - **Synthesize input from the broader stakeholder community** to contextualize and articulate themes and recommendations, and help build a roadmap, if necessary, towards a Minnesota quality framework; and
  - Discuss ideas for **ongoing framework evaluation, maintenance, and updates**

# Stakeholder input





# Framework development arc



## Quality Framework Development Arc with Steering Team

The quality framework is intended to become guidance to the broader community that:

- Includes guiding principles for a system of health quality improvement and measurement;
- Articulates the value for statewide quality measurement across the spectrum of stakeholders;
- Responds to the legislatively-established criteria; and
- Establishes principles for ongoing framework evaluation, maintenance, and updates.

It is possible that the emerging quality framework vision may be more expansive than what can be covered during the project time period and that we need to develop a roadmap that lays out incremental steps that evolve quality measurement over a period of time to reach longer-term quality improvement goals.

### March 12 meeting

#### Team fundamentals established

- Review Steering Team purpose, logistics, etc.
- Introduce members

#### Stakeholder engagement explained

- Introduce tentative stakeholder engagement and data collection plans

# Meeting #2 summary



# Stakeholder interview guide

- Overview and explanation of process
- Walk-through
- Clarifying questions
- Discussion



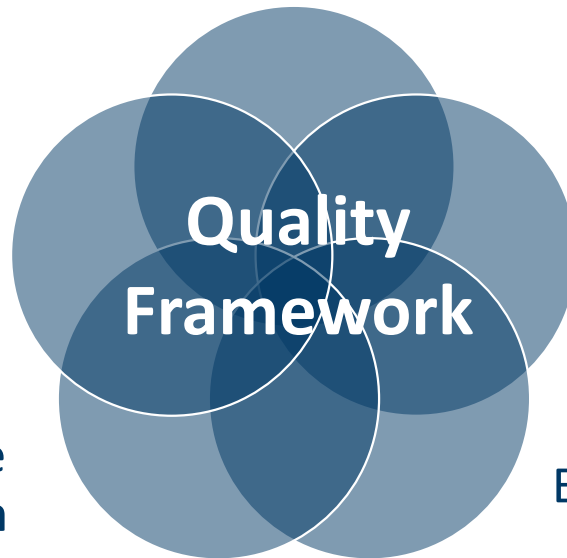
# Framework objectives

- Articulating **statewide quality improvement goals**,
- Fostering **alignment** with other measurement efforts,
- Identifying **the most important elements** for assessing the quality of care,
- Ensuring **clinical relevance**, and
- Defining the **roles of stakeholders**.



Responds to the **legislatively-established criteria**

Includes **guiding principles** for a system of health quality improvement and measurement



Articulates the **value** of a statewide quality measurement system across the spectrum of stakeholders

Makes recommendations on the **type and appropriate maximum number of measures** and possibly includes policy recommendations

Establishes principles for ongoing **framework evaluation, maintenance, and updates**

# Questions the framework should answer

- **Why** should we measure?
- **What** should we measure?
- **How** should we measure?
- **Who** should do what?
- **How** will we know if the quality framework is meeting its purpose and goals?

# Why should we measure?

- What is the **purpose** of a statewide measurement system?  
What are our **measurement principles**?
- What are our statewide quality improvement **priorities and goals**?
- What is the **value-add** of Minnesota's measurement system?

# What should we measure?

- What **aspects of health** should we measure (e.g., chronic conditions, serious diseases, elder care, behavioral health, population health)?
- What **aspects of health care** should we measure (e.g., provider types, care processes, cultural competency, costs, utilization, safety)?
- What **patient, cultural, and community** factors should we measure?

# How should we measure?

- **Where** should quality measure data come from?
- How do we achieve a **parsimonious set** of quality measures?



# Who should do what?

- How should quality **measures and data be used** and by whom?
- Who should **maintain and evolve** the quality measurement system?

# How will we know if the quality framework is meeting its purpose and goals?

- How will we know that health care **quality is improving** in our state?
- How should the quality framework be **monitored and evaluated**, and by whom?

# Stakeholder conversation outline

## Stakeholder Conversation Outline

### Context

- In preparation of our conversations with stakeholders, we want to discuss what **topic areas** we should cover.
- We will develop a set of interview questions based on the Steering Team's input on the topic areas outlined below.
- Generally, we plan to follow a standard format for all stakeholder conversations, but we also hope to be able to follow-up on important threads in the conversation and supplement it with specific questions that align with stakeholders' experiences and areas of expertise.

### Conversation

- Introduction
  - Reflection on a recent personal experience with the health care system, including what worked well and what didn't, and what could have been better
- Discussion
  - What role does health care play in maintaining health?
  - If you were to imagine a different health care system/experience, what characteristics would it have with regard to the quality of care? Knowing more about quality, what would be different? What would be important? OR how would this be different than what exists today?
  - What does high quality health care mean for you?
  - What would it take for us to consistently have high quality health care and know we do? Who would do what?
  - Do you think these values and principles for a quality framework can help create the health system evolution you imagine?  
*[Here, we would share the emerging values and principles from the Steering Team and ask for interviewees' reactions and additions.]*
  - How can we keep a quality framework and the system of measurement that flows from it relevant over time, how do we evolve?
- What have we not discussed that is important to consider when developing a quality framework and a roadmap towards it?

# Stakeholder perspectives groups in legislation

Consumer, community and  
advocacy organizations

representing

**diverse communities  
and patients**

**Health care  
providers**

whose quality is assessed,  
including providers who serve  
primarily socioeconomically  
complex patient populations;

**Health plan  
companies**

**Health care  
purchasers**

**Community  
health boards**

**Quality  
improvement and  
measurement  
organizations**

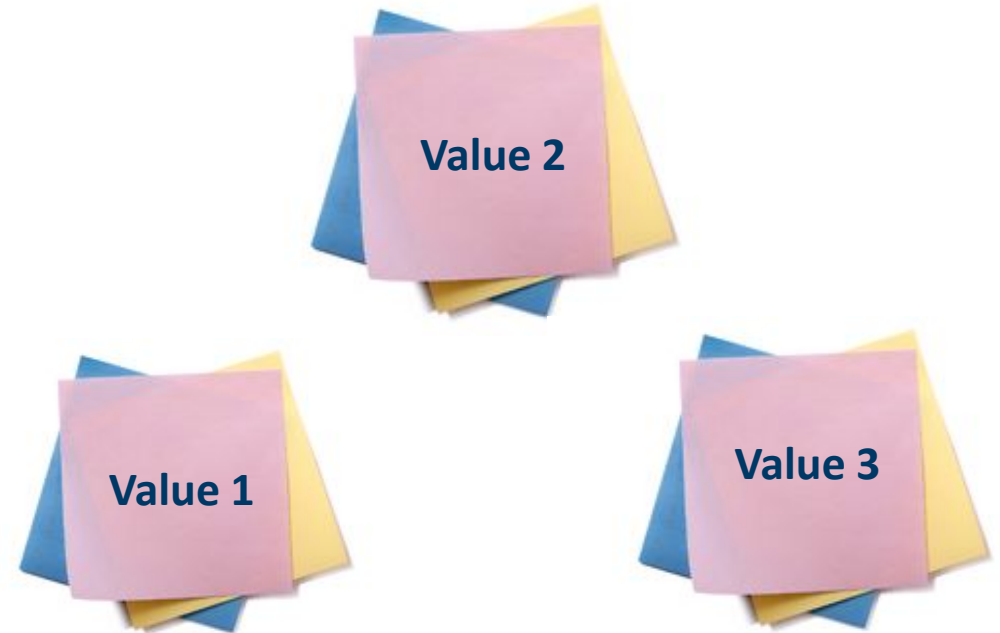
# Discussion 1

- As you envision our new quality framework, **will this guide give you the right information** from all or certain stakeholders to move forward?
- **Is anything missing** from the framework objectives and key questions that we want to see reflected in a Quality Framework? **Are there any gaps?**
- Which questions, if any, do you think are **less vital to obtaining that information?**

# Values identification

**Report out and prioritize**  
(welcoming sticky note activity)

*What **values** are fundamental to how we measure Minnesotans' health?*



**Framework objective:** “Articulates the **values** of statewide quality measurement across the spectrum of stakeholders”

# Meeting #2 output

Was any original intent **lost in translation?**

## Quality Framework Steering Team April 4, 2018 Meeting Output

MAD Draft 4/5/2018

How could a system that focuses on quality measurement contribute to...

### 1...improving disease management

- Design non-regressive measures (e.g. A1C sickest patients)
- Highlight social needs beyond health
- Create measures consistent with MIPS
- Allow for low-burden exception reporting
- Reward case-finding (e.g. PAP smear  $\geq$  5 y)
- By giving clinicians and patients a shared c (Rheumatology registry)
- Improving quality and patient safety

### 2...improving population health

- By identifying trends in chronic disease and prioritize interventions

## Draft Quality Framework Principles

1. Health is more than health care, and a measurement framework should recognize this by linking up with overarching concepts of quality (e.g., safety), incorporate the idea that non-clinical factors and social determinants are important (e.g., race, housing status, food insecurity), and explore factors at the population/neighborhood level and across systems of care (e.g., ambulatory, long term, behavioral).
2. A measurement system should seek to measurably foster improvement in patient satisfaction, provider satisfaction, and population health, and reduction in costs for patients, providers, and purchasers.
3. Minnesota must measure what is most important, not what is easiest. A measurement framework should provide "signal strength"—cohesiveness and alignment around what is important.
4. Quality measurement in Minnesota should be parsimonious, add value for stakeholders, and not duplicate other efforts.
5. Quality measurement should produce information that is meaningful, fair, transparent, and actionable for different stakeholders.

# Survey results

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## Minnesota Quality Framework Steering Team Sample Framework Survey Results

MAD Draft 4/25/2018

### Contents

Summary.....	2
Results of how to use each Sample Framework .....	2
Strengths and elements to use from Sample Frameworks .....	3
Feedback by Sample Framework .....	4
How to read this section .....	4
Agency for Healthcare Research and Quality National Quality Strategy .....	4

- There is support for the framework principles the Steering Team has developed
- Clearer articulation of health equity and community health interests needed
- Comments about “being outside the scope of SQRMS” – what does this mean?



# Discussion 2

- Are any of the principles **out of alignment** with the values you just prioritized?
- Having examined the samples, are there **principles that are missing** from your emerging list?

# Discussion 3

- Thinking about the sample frameworks you assessed, what are your thoughts about **how to have a productive framework discussion** at the June 4 meeting?

How is everyone settling into this scope of work and what else can be done to fine tune the process to make sure we are both **effective** and **efficient**?



# Meetings

Meeting #4:  
June 4

- Begin to sketch out elements of a framework and implementation roadmap

Meeting #5:  
July 2

- Synthesize perspectives from stakeholder community

Meeting #6:  
September  
6

- Finalize values, principles, framework, and implementation roadmap based on public comment

# Homework



# Public comment



# Adjourn

