

eCQM Results



September 9, 2013 – September 12, 2013

ECQM1 KAIZEN RESULTS

eCQM1 Kaizen Results

- Reduced contract package review time from **8 WEEKS** to **4 WEEKS**
- Measures Under Consideration list clearance reviews reduced from **23** to **1** and delivered on time for the first time
- Initial testing of auto triage for Public Comment Repository completed
- Increased quality, transparency, collaboration, defect reduction
- Measure Authoring Tool integrated with Value Set Authority Center



February 10, 2014 – February 14, 2014

ECQM2 KAIZEN RESULTS

MAT/Unit Testing

- Accomplishments:
 - First level of Measure Authoring Tool (MAT)/Bonnie Integration complete, including Simple XML support in Bonnie
 - MAT/Bonnie will both soon support Health Quality MEasures Format (HQMF) R2
 - Research on deeper MAT/Bonnie integration has begun

VSAC Harmonization

- Accomplishments:
 - Tackled stakeholder solutions to many value set issues, such as “Patient Characteristic, Expired” and “Birthdate,” as well as, rules about measure value sets for the annual updates
- Lessons Learned:
 - Value set governance is messy and larger stakeholder groups might be more helpful in the long run for value set governance like VSAC User Group
- Open Items/Tasks:
 - Ongoing need for harmonization and user feedback – some other venues exist for that work.

Logic Harmonization

- Accomplishments:
 - Updates in JIRA were made to identify the logic issue as belonging to Eligible Professionals (EP) or Eligible Hospitals (EH)
 - JIRA report on logic issues was reviewed, and we are recommending to add/capture
 - Date opened and date closed
 - Owner or 'assigned to'
 - Current status: (1) Pending submitter for more information; (2) Work in Progress; (3) Waiting on Policy decision, etc.
- Open Items/Tasks:
 - Provide education to developers and those who are responsible for addressing JIRA tickets.
 - Monitor progress of logic issues being resolved and note any solutions that are harmonized across EP/EH clinical quality measures (CQMs)

EHR Certification

- Accomplishments:
 - Established change control board with ONC/CMS
 - Established input process for Cypress update and versioning
 - Initial planning with layered schematron tests and use of externally created test records
- Lessons Learned:
 - Difficult without active Cypress contract
 - Input from EHR vendors quite consistent and fairly easy to get
 - Need input from providers

Electronic Health Record Certification		
Watch-it Indicator	Goal	Results
# SDO's/# vendors providing feedback to proposed test procedure change	establish baseline and increase # of vendors participating	yes
Development of a CMS-ONC change control board	create CCB within	done
# synthetic patient records collected		early collection of DQA

Data Processing/Re-Use

- Accomplishments:
 - One implementation guide (IG) for all CMS programs
 - Moved electronic reporting of eCQMs to CY for EH/CAHs
 - Collapsed multiple vendor calls to one monthly for EP and EH
 - Plans for PSVT/SEVT to improve submission success rates
 - Aligned communications across support contracts
- Lessons Learned:
 - Future work needed on increased coordination on communication/E&O across programs
 - Future work needed on increased coordination across Help Desks

Data Processing Re-Use		
Watch-it Indicator	Goal	Results
EP/EH stakeholder satisfaction (ease of use of website post change)	3/5+	Increased satisfaction on combined IGs (EP/EH)
Issue resolution for CMS IG during draft stage	90% resolution prior to final release	Met 90%
Issue resolution for combined website post rollout	90%	TBD
# file errors at production (vendors)	downward trend 50% reduction	TBD
Meeting Plan Milestones (ISG)	90%	Milestones that were determined to be critical were incorporated into existing EP/EH Project Plans

Measure Updates

- **Accomplishments: (Since February)**

- EH and EP eCQM Annual Measure Updates published
- Blueprint for the Measures Management System v 11.0
 - Additions include: eCQM QA Review process and eCQM Process Map
- Mapping of interdependencies
- September mini-Kaizen:
 - Mapping of Provider Timeline
 - Initiation of new team to create Change Review Process
 - Resource Center work initiated

- **Lessons Learned:**

- Timeline should be created with end state in mind and track backward. Need a structured process – reference methodology of chart abstracted measures.
- Factor in interdependency of changes between chart abstracted measures and eCQMs.
- JIRA tickets resolutions should be achieved before annual update cycle
- Establish a deadline for all possible EP and EH eCQM issues. Once inventoried, prioritize issues.

- **Open Items/Tasks:**

- Map out overlap of timelines between two measure versions (report on while collect data on second) to understand process.
- Documentation (SOP/SLA Language for Responses, Processes, Tools) work initiated at Sept. mini-Kaizen proposed solution (Remedy Interface with JIRA) is not possible, need new solution.
- eMeasure Update Publication future state map initiation required.

December 8, 2014 – December 12, 2014

ECQM3 KAIZEN RESULTS

In Process

- Work from the eCQM 3 Kaizen is still in process.
- Results will be shared as they become available.