

# Measures Management and You

Centers for Medicare & Medicaid Services

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[Edition 5, Volume 1]

## Welcome!

This month's newsletter discusses Person and Family Engagement in the measure development process, as well as a review of the Testing Phase of the CMS Measures Management System (MMS). Every edition includes a link to the latest CMS Blueprint as well as a calendar of upcoming opportunities and events.

We hope you find this newsletter useful and we welcome any feedback or suggestions to make it even better.

Please send comments or suggestions for future newsletters to [MMSSupport@battelle.org](mailto:MMSSupport@battelle.org).

## Measures Management & You Person and Family Engagement

Involving persons and family representatives in the measure development process is one of the many ways that CMS strives to accomplish its goal of strengthening person and family engagement as partners in their care.<sup>1</sup> In this context, a *person* is either a patient or someone who is not a healthcare professional yet represents an individual who receives healthcare. Family representatives are other non-healthcare professionals, such as caregivers, who support the individuals who receive healthcare.

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<sup>1</sup> CMS 2016 Quality Strategy.  
<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/CMS-Quality-Strategy.pdf>. Accessed 2/25/2016

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A variety of engagement techniques are available to measure developers. Specific techniques and best practices for their implementation are discussed in detail in the [Blueprint 12.0 \(Section 3 Chapter 10 – Person and Family Engagement\)](#). Regardless of the engagement methods used, it is critical that person and family representatives be provided with clear expectations about what their participation in measure development activities will entail.

## Benefits of Person/Family Engagement

### Person and family engagement supports:

- Identification of issues that are important and meaningful to consumers.
- Identification of information that consumers need to make informed healthcare decisions.
- Production of useful, high quality measures.
- Development of messaging that resonates with the public.

Prior to measure conceptualization, developers should outline a plan stating how person and/or family representative input can be incorporated at each stage of the Measure Lifecycle. For information on engagement techniques that are most useful at each stage of the Measure Lifecycle and corresponding best practices, refer to [Blueprint 12.0](#) (Section 3, Chapter 10, Subsection 10.5 - Options for Engagement, by Measure Lifecycle Stage and Selected Best Practices).

## Measures Management Up Close

Each month, we will bring you an introspective look at a measures management topic.

### Testing Phase of the Measures Management System Process

During this phase of the process, the contractor runs tests of the approved draft measure based on the instructions and details from the specification phase. There are three main goals for the testing: to make sure that the data required can be collected and is not a hardship to gather, that the method is scientifically supported, and that what is being collected does indeed measure what was intended.

## Techniques for Engaging Person and Family Representatives in the Measure Development Process

- Standard technical expert panels (TEPs)
- Person or family member only TEPs
- Focus groups
- Working groups
- One-on-one interviews
- Testing (concept, cognitive, plain language)
- Surveys
- Virtual communities

Questions about person and family engagement in the measure development process may be directed to the MMS Support Inbox:

[MMSSupport@battelle.org](mailto:MMSSupport@battelle.org).

of the measure, to determine if it is scientifically supported, and to provide information for implementation (such as whether there are barriers to collecting the information, what it will cost, and whether there are unintended consequences).

The first step is to develop a testing plan. The [Technical Expert Panel](#) (TEP) reviews the plan and provides feedback on any changes they feel should be made. The second step is to run the test(s) and analyze the results. The third step is to have the test results reviewed by the TEP and to

get feedback. This cycle is repeated until the TEP and the contractor no longer feel any changes need to be made and then the information is posted for [public comment](#). All of the information is then documented and sent to CMS for review to decide if the measure should be implemented or if more testing is needed.

At the end of this phase, CMS approved measures that have satisfied testing will go into implementation. For detailed information on testing, see Section 2, Chapter 3 of the [latest version of the MMS Blueprint](#).

## Upcoming Events

[ODM User Group Webinar](#) on June 15 at 2:30 p.m. ET (no registration required)

Physician Compare Initiative Call on June 16, 2016 at 1:30-3:00 p.m. ET

- Register for the event at the following link:

<https://blh.ier.intercall.com/details/18feae751a8a42cebb36f64b130965f7>

MIPS Scoring Overview webinar

- Register for the event on June 17th 2016 at 12:00pm-1:00pm ET:

<https://engage.vevent.com/index.jsp?eid=3536&seid=415>

- Register for the event on June 24, 2016 at 12:00pm-1:00pm ET:

<https://engage.vevent.com/index.jsp?eid=3536&seid=423>

Cypress Testing Tool "Tech Talk"

- Register for the event on June 21 at 1:00-2:00 p.m. ET

<https://attendee.gotowebinar.com/register/4320153072701235201>

Quality Measures and the IMPACT Act Call on July 7, 2016 at 1:30-3:00 p.m. ET

- Register for the event at the following link:

<https://blh.ier.intercall.com/details/33b95fe0700d437baf967105853b3120>

## Upcoming Opportunities

### Opportunities for [Public Comment](#) on quality measures

Currently there are no open public comments. Please check the [CMS Quality Measures Public Comment Web Page](#) for current Public Comment announcements and summary reports.

### Opportunities to participate in a [Technical Expert Panel \(TEP\)](#)

Currently there are no open TEP nominations. Please check the [CMS Quality Measures Call for TEP Web Page](#) for current TEP membership lists and meeting summaries.

### Opportunity to provide public comments on [Patient Relationship Categories](#)

CMS is announcing the public posting of the Patient Relationship Categories draft list as required under section 101(f) of the Medicare Access and CHIP Reauthorization Act of 2015 (MACRA). Please submit any comments to [patientrelationshipcodes@cms.hhs.gov](mailto:patientrelationshipcodes@cms.hhs.gov) by August 15, 2016.

You can find all the previous [Measures Management & You newsletters](#) on the Listserv page of the MMS website.

*New to the listserv or miss a month? Find all of our announcements [here](#).*

*Please send comments and suggestions to [MMSSupport@battelle.org](mailto:MMSSupport@battelle.org).*

