Person and Family Member Participation in the Quality Measurement Development Process

What are quality measures?

The Centers for Medicare & Medicaid Services (CMS) quality measures are tools that help evaluate:

- Healthcare outcomes—These are measures of the results of care. For instance, did a person who had surgery get an infection?

- Patient perceptions—These are measures of how patients feel about their experiences. For instance, how would a patient rate the responsiveness of the nursing staff?

- Organizational structures—These are measures of the impact of how providers organize work and assign responsibilities.

- Healthcare processes—These are measures of the steps taken to provide care. For instance, did the hospital physician send the primary physician a summary of the hospitalization?

Quality measure development is a process that includes identifying, creating, testing, using, and maintaining quality measures. This process involves experts, but also depends on people who receive healthcare services and members of their families to tell the experts what makes the difference between high, ordinary, and low quality care. Experts need people to tell them what terms like effective, safe, efficient, patient-centered, equitable, and timely mean to them. Experts also need to know what people think matters and does not matter when it comes to health care quality.

Why should you help CMS with quality measure development?

By participating in measure development efforts, you can help CMS to

- Identify issues that are important and meaningful to people who receive care;
- Provide information that helps people make informed healthcare decisions; and
- Develop measures that mean something to you.

In a recent survey of persons and family members who took part in expert panels for measure development, most said that they would do it again and would encourage others to do it. They said they felt that experts listened to them and valued their input.

How can I help?

There are many ways. One is to join a Technical Expert Panel, or TEP, for a specific measure. A TEP is a group of people who care about or have expertise in some type of care, illness, or procedure. These people tell measure developers about their experiences so the developers can design better measures. Your experiences make you an expert. You can see what panels are forming by visiting the CMS TEP webpage.

You can also respond in writing during public comment periods for proposed measures. These periods give you an opportunity to share your ideas on whether measures are important and how we can use them to improve healthcare.

There are other ways, too. For instance, measure developers often reach out to patient advocacy and patient networking organizations, as well local providers to obtain people's inputs on measure through focus groups or for their support in testing measures to see if they make sense or matter to the people they affect.

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In the table below, you will find some examples of opportunities where you can get involved:

Measure Phase	Activity	Technical Expert Panel (TEP)	Public Comment	Focus or Working Groups / Advisory Panels/ Interviews / Surveys
Conceptualization (Developing a list of possible measures to consider)	Information Gathering—to give input on topics and importance	X	X	X
	Information Gathering—commenting on the summaries of the TEP meetings		X	
	Refining the candidate measure list	X		
	Conceptual Testing (Is the measure relevant or interesting?)			X
	Applying the measure evaluation criteria to the candidate measures	X		
	Feasibility assessment, especially for eMeasures (is the data readily available)	X		
Specification (Developing details for the measure)	Constructing technical specifications	X		X
	Commenting on the draft specifications and TEP summaries		X	
	Risk adjusting outcome measures	X		
Testing	Cognitive and Plain-Language Testing (is it clear what the measure addresses?)			X
	Analyzing test results	X		
	Reviewing updated measure evaluation and updated specifications	X		
	Reviewing TEP summaries of testing results and updated specifications		X	
Implementation (Supporting measure rollout)	Responding to questions or suggestions from the NQF Steering Committee	X		
	Commenting on the MUC (Measures under Consideration) list		X	
	Commenting on the MAP (Measure Application Partnership) report		X	
	Commenting on the measure during the NQF Consensus Development Process		X	
	Commenting on the proposed federal rules		X	
	Commenting on the Federal Register Notices		X	
	Providing feedback during CMS listening sessions and town hall meetings		X	
	Providing feedback on how to present the measure			X
Use, Evaluation and Maintenance	Reviewing measure performance during comprehensive reevaluations	X		
	Meeting as needed to review other information, specifications, and evaluation	X		X
	Providing feedback on whether the measure still makes sense/is important			
	Commenting on NQF endorsed measures		X	
	Commenting on summaries of TEP meetings		X	