Stakeholder Engagement in the Measure Lifecycle

Stakeholder Engagement (SE)

SE Action

Decide how input from stakeholders will be included throughout the Measure Lifecycle.

Measure Conceptualization

SE Action

Engage stakeholders to frame healthcare problems and prioritize steps for quality evaluation.

- Information Gathering
- Business Case
- Review for Harmonization & Alignment Opportunities
- TEP and Public Comment

Goal: Solicit topic ideas or areas of measurement that are most important to stakeholders; refine that list of potential concepts into a measure list.

Measure Specification

SE Action

Use stakeholder input to optimize measure usability for patients and clinicians and to prioritize areas for future analyses or research.

- Develop Technical Specifications
- Define Data Source
- Specify Code Systems
- Construct Data Protocol
- Document

Goal: Collect input and comments on the initial measure specifications to aid in refinement.

Measure Testing

SE Action

Ensure the measure makes sense to stakeholders and address any identifiable gaps.

- Develop Testing Plan
- Implement Plan, Alpha & Beta Testing
- Analyze Test Results, Apply Measure Evaluation Criteria, & Refine Measure
- Report on Testing

Goal: Obtain face validity inputs during alpha testing, feasibility and burden inputs at beta testing, and other inputs based on a review of overall results.

Measure Implementation

SE Action

Have stakeholders review the language and displays used to describe the measure, ensuring it is easy to understand.

- Measure Selection
- Measure Rollout
- NQF Endorsement

Goal: Obtain stakeholder input on fully specified measures during the Pre-Rulemaking and Rulemaking processes.

Measure Use, Continuing Evaluation, & Maintenance

SE Action

Ensure the measure continues to be relevant and meaningful to stakeholders.

- Collect Data
- Report Measure Results
- Scan Environment & Literature
- Reevaluate Measure
- Evaluate Business Case
- Annual Update
- Comprehensive Reevaluation
- Ad Hoc Review

Goal: Solicit stakeholder input during the annual update, comprehensive reevaluation, and ad hoc review to inform usability and use and to identify unintended consequences.