

Technical Expert Panel Charter

Project Title:

Development of a Long-Term Care Hospital Patient Experience of Care Survey Technical Expert Panel (TEP)

Dates:

TEP members will provide input throughout the survey development and refinement process, which will span the duration of the project through September 2017.

Project Overview:

The Centers for Medicare & Medicaid Services (CMS) has contracted with RTI International to develop a patient experience of care survey for patients who receive care from long-term care hospitals (LTCHs). The contract name is *Development of the Long-term Care Hospital and Inpatient Rehabilitation Facility Experience of Care Surveys*.¹ The contract number is HHSM-500-20130130115I, Task Order HHSM-500-T003. As part of its measure development process, CMS asked RTI International to convene a technical expert panel (TEP) consisting of stakeholders, experts, researchers, and patients who have received care from an LTCH (and their family members/caregivers) who can contribute direction and thoughtful input to RTI during the survey development process.

Project Objectives:

The purpose of this project is to support the development of a patient experience of care survey that will be used to collect data from LTCH patients (and their family members/caregivers) that could be used to measure quality through patients' and surrogates' voices. Quality measures derived from these data will be incorporated into the LTCH quality reporting program so that patients and families may consider the patients' perspective when choosing an LTCH. RTI is conducting an environmental scan and literature review to support the development of the LTCH patient experience of care survey and will also conduct focus groups with some LTCH patients and their family members/caregivers to determine domains of care that are of interest to consumers. Based on the results of the environmental scan, literature review, and focus groups, RTI will draft an initial set of survey items related to specific health care dimensions or domains about patients' experience of care with LTCHs.

TEP Objectives:

We aim to involve a wide variety of perspectives, including but not limited to, researchers, clinicians, consumer advocates, and LTCH patients and their caregivers. Patients and/or caregivers with LTCH experiences (current or past), in particular, are encouraged to participate in the TEP.

¹ Separate surveys will be developed for long-term care hospitals (LTCHs) and inpatient rehabilitation facilities. This work concerns the development of a survey of LTCH patients.

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Scope of TEP Responsibilities:

The TEP's role is to provide input and advice on the list of patient experience of care measures under development. We are seeking a TEP consisting of approximately 9 individuals with the following perspectives and areas of expertise:

- ◆ Consumer/patient/family/caregiver perspective
- ◆ Survey item and composite measure development
- ◆ Quality improvement
- ◆ Purchaser perspective

To reduce burden on potential patients and/or caregivers, patients and caregivers will have the option to participate in individual phone call(s) rather than attending the more time-intensive full TEP meetings. Information and input received from the patient and caregiver focus groups and individual calls will be shared with the full TEP through a liaison between the focus groups and the TEP.

Guiding Principles:

Potential TEP members must be aware that participation on the TEP is voluntary. As such, individuals wishing to participate on the TEP should understand that their input will be recorded in the meeting minutes. In addition, project staff from CMS will attend and participate in the TEP meetings. Proceedings of the TEP will be summarized in a report that may be disclosed to the general public. If a participant has disclosed private, personal data by his or her own choice, then that material and those communications are not deemed to be covered by patient-provider confidentiality. If patient participants and/or patient family members or caregivers (only) wish to keep their names confidential, those requests can be accommodated. The TEP organizers will answer any questions about confidentiality.

All potential TEP members must disclose any current and past activities that may pose a potential conflict of interest for performing the tasks required of the TEP. All potential TEP members should be able to commit to the anticipated time frame needed to perform the functions of the TEP.

Estimated Number and Frequency of Meetings:

- ◆ TEP members will provide input throughout the survey development and refinement process, which will span the duration of the project through September 2017.
- ◆ Participate in one or two 6-hour in-person meetings.
- ◆ Participate in follow-up meetings via webinar or telephone as needed. Webinar and telephone conferences will be up to two hours in duration.

Date Approved by TEP:

TBD

Member Composition:

The final list of TEP Members for this project has not been determined.

Attendees from the Centers for Medicare & Medicaid Services, Centers for Disease Control and Prevention, and other federal agencies will also participate in the TEP meetings.